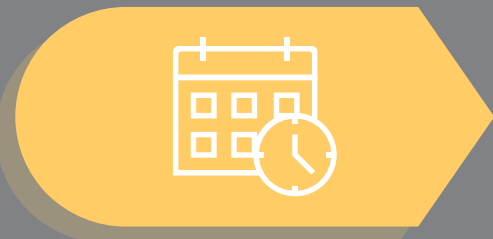


Start



New appointment

Journey - Farlyn House

Appointment preparation



Entering Farlyn House



After your appointment



Finish

1 Here at OHC Ltd, we understand that the current situation has been a testing time for everyone, but also that we need to ensure we are still able to perform the appointment on behalf of your Employer. That is why we have been working hard to completely redesign the way we operate so that we can begin to welcome you back as safely and as quickly as possible.

2 Every single decision we have made and step we have taken has been with a focus on the safety of you, our staff and clinicians. We understand that things may feel different to your usual experience and that you may be concerned, so here is some information on how your appointment will look and feel.

Occupational Health Consultancy
Supporting Healthy Business

02380 475000

Before your Appointment

1 To ensure that you have all the information easily to hand, we will send you all the key information to you or your Employer before your appointment - including who you will be seeing and what to do when you arrive.

2 On the day of your appointment

Before you depart for your appointment, we ask that where possible, you have already visited the toilet (Unless you are coming for a Safety Critical or Drivers Medical), and have ensured that you are hydrated as there will be no refreshments available. It is important that you do not bring a large number of things into the appointment with you, so please ensure you only bring necessary items with you such as medication or glasses.

3 Upon arrival

When you arrive, the doors will be shut, so please call to let our team know you have arrived and either stay in your car or outside Farlyn House (whilst maintaining good social distancing protocol) if you have arrived on foot. To minimise risk, please ensure you attend your appointment alone.

1 When it is time for your appointment, one of our team will call you to notify you to approach the main door. Please let us know if you do not have a mobile phone beforehand and we will make alternative arrangements.

2 Before entering the building, one of our staff will take your temperature to ensure you do not have a fever and invite you in if your temperature is safely below 37.8 degrees centigrade. Unfortunately, if you are above 37.8 degrees, we will have to rearrange for another time.

We will complete a medical questionnaire with you asking COVID-19 related questions.

3 Once you have been invited into the building, you will be asked to sanitise your hands. Our staff will be behind protective plastic screens, but this is for the safety of everyone. No other patients will be waiting in the reception area and you will be guided to the appropriate room, following the distance markers that will be displayed throughout.

Your Appointment

On entering the clinic room, you will need to leave any loose belongings like a bag in the designated box provided. Upon entering the room, our staff will be wearing extra Personal Protective Equipment (PPE), this will include a sneeze guard, which will be placed between you & the Clinician/Technician.

This may mean that it is more difficult to see our staff & clinicians' faces, but please be reassured that they will be the usual friendly team. Naturally we are also ensuring that each clinic room is carefully cleaned & disinfected after each patient.

1 When your appointment is complete, you will be asked to wash your hands and collect your belongings from the box in the clinic room.

The Clinician or Technician will show you to the door & say goodbye.

2 If you have any questions after the appointment, we will be able to call you to discuss this further as our aim is to minimise your time in Farlyn House, for your safety and the safety of our staff.

3 We hope that the above ensures that you can rest assured when visiting that every step has been taken to ensure the safety of you, our staff and clinicians. This is our top priority as we begin reopening our doors and return to providing you with the same standard of service that you have been used to. If you have any questions at all regarding our new procedures, **please do not hesitate to contact us.**

You will need to wear a face covering or mask and will not be able to enter the building without one.

