

Working to keep patients safe during the coronavirus pandemic

Although our hospitals have recently been dedicated to caring for those with the most urgent medical and surgical needs we're now able to reintroduce more outpatient appointments and diagnostics as well as planned, non-urgent procedures for patients.

We'd like to share with you the measures we've put in place to ensure you're confident that we're doing everything possible to keep you safe and provide the highest level of care.



REDUCING THE RISKS ASSOCIATED WITH COVID-19

Our patients' safety and wellbeing is always our priority and as a result of COVID-19 we're putting in place more enhanced precautions, safety measures and steps.

So, while it's not possible to entirely eliminate the risk of catching COVID-19 we're taking every possible measure to minimise your risk of infection.

When you come to a BMI hospital for your outpatient appointment these are the steps we'll take to keep you safe.



RESTRICTING VISITORS TO OUR HOSPITAL

To minimise exposure during the COVID-19 pandemic, visitors are not allowed into the hospital except in exceptional circumstances. This means if someone drives you to the hospital for your appointment they will not be able to accompany you into the hospital.

After your appointment they can collect you but will not be able to come inside of the hospital.

All of our hospitals have parking facilities and we would encourage you to re-join them in the car park.

If you need additional help a member of the BMI team will support you.

What happens when you arrive at a BMI hospital

We ask that you arrive at the hospital as close to your appointment time as possible. The screening process will not take long, and includes:

- putting on a mask or face covering [if you aren't already wearing one],
- taking your temperature,
- sanitising your hands and,
- completing the short screening questionnaire.

You'll then be able to go directly to your appointment with your Consultant, physiotherapist, to the imaging department or pre-admission clinic.

Keeping you safe when you are in our hospitals



FACE MASKS

You must wear a face mask or covering; this doesn't need to be a surgical mask. It's best if you put on your face covering before approaching the reception area. If you do not have a face covering we can provide one for you before you enter the hospital.



HAND SANITISER

You will be asked to either wash your hands with soap and water or hand sanitiser.



CONCERNS

You will be asked to complete a very short screening questionnaire to establish whether you – or anyone in your household – has recently experienced any symptoms of coronavirus including raised temperature, new continuous cough or loss of taste or smell.



TEMPERATURE CHECK

You will have your temperature taken.

If your temperature is elevated, or the screening questionnaire identifies a concern, we will take you into a private room and a member of the team can discuss this with you to ensure your safety and wellbeing.

Each of our hospitals has made careful arrangements to ensure social distancing is maintained. As you enter the hospital you'll be asked to follow the local arrangements, such as floor markings, to ensure the appropriate social distancing between individuals is maintained. At reception our staff will be behind a perspex screen; this provides additional protection for staff and patients alike.



PPE

When you are in the hospital, you will see our staff wearing some kind of PPE, too. Depending on the area in the hospital, this could be a mask, eye protection or a plastic apron. This may mean that the faces of those caring for you will be covered. Please don't let this stop you communicating with staff as you normally would. If you find it difficult to hear or understand what is being said through the PPE, please make staff aware, so that they take this into account and provide alternative ways of communicating with you.



ENHANCED CLEANING

Our staff are dedicated to upholding high standards of hand hygiene and you will see them clean their hands regularly in line with guidelines. Our housekeeping teams are working tirelessly to ensure that our hospitals are as clean as possible and it is likely you will see them cleaning during your visit. If you have any concerns about cleanliness please raise them; our staff are keen to ensure you are completely confident that they are providing the highest possible levels of care and cleanliness. We would always rather know if you have any concerns so we can address them or provide reassurance.

Here to help

Our team is here to help you – before, during and after your visit to a BMI hospital. We're always happy to listen to any concerns you may have, provide guidance and information you require and support your wellbeing.