

# CORONAVIRUS (COVID-19) PATIENT INFORMATION

PRACTICAL STEPS TAKEN BY  
INHEALTH TO ENSURE PATIENT  
AND STAFF SAFETY



Above everything,  
patient health  
and wellbeing  
is our absolute priority



## BOOKING APPOINTMENTS AND PRE-SCREENING

- ✓ Above everything, the health and wellbeing of our patients is our absolute priority
- ✓ All of our InHealth facilities and staff work in line with Government guidance and procedures, following strict processes around cleanliness and infection control to prevent the spread of COVID-19
- ✓ All patient communication, eg text and emails, share hygiene messages to reassure you of the steps we're taking
- ✓ All patients are asked to complete a COVID-19 questionnaire and declaration at the time of booking their appointment
- ✓ Anyone who answers 'Yes' to possible symptoms will have their appointment rebooked after their isolation period, if they are well enough

## ARRIVING AT OUR INHEALTH FACILITIES

- ✓ All InHealth staff will be wearing appropriate personal protective equipment (PPE)
- ✓ Our InHealth staff will greet patients and check their ID on arrival
- ✓ We will ask all patients a series of COVID-19 related questions to assess any changes to health since the time of booking
- ✓ Anyone who answers 'Yes' to possible symptoms will be asked to leave the InHealth facility and have their appointment rebooked after their isolation period if they are well enough
- ✓ If patients are well and answer 'No' to possible symptoms, they will be asked to use hand sanitiser gel before entering the waiting area
- ✓ Patients will then continue with their planned assessment, procedure or examination

## CLEANLINESS OF OUR INHEALTH FACILITIES

- ✓ All our healthcare facilities are professionally cleaned daily, using chlorinated products that have anti-viral properties
- ✓ All staff are trained in infection prevention and control standards
- ✓ All staff use the correct and most appropriate personal protective equipment (PPE) and have been trained to use, and dispose of it, correctly
- ✓ All items that come into contact with patients are single-use and are changed between every patient, or cleaned with a disinfectant wipe
- ✓ All staff are trained in effective hand washing and are audited regularly against compliance standards
- ✓ Hand sanitiser is available for all patients, visitors and staff throughout every InHealth facility
- ✓ All medical equipment is thoroughly cleaned with an approved solution, plus additional cleaning of parts in close proximity to the patient between every case
- ✓ X-ray, echocardiography and ultrasound machines, CT, MRI and PET-CT scanners, audiology and endoscopy suites are all subject to a daily cleaning schedule
- ✓ Specialised cleaning is carried out where necessary, eg endoscopes, nasendoscopes, ultrasound probes etc
- ✓ Our cleaning schedule is compliant across all InHealth facilities and is ensured by observation and audit

### Here to support you

If you need any further reassurance or have any questions, please contact our friendly and knowledgeable Patient Care Team on 0333 202 0330.