

## **The London Skin and Hair Clinic**

### **Protocol for Patients attending clinic for face to face appointments during Covid-19 (Updated 12<sup>th</sup> June 2020)**

This document contains important information relating to your in-person appointment at our Holborn clinic during covid-19. All of our services are delivered in line with the UK government's social distancing measures and fully compliant with all PPE guidance from Public Health England and NHS England. We are working hard to remain a covid-secure clinic and ask for your cooperation with our zero-transmission clinic guidelines.

Please read this carefully prior to your appointment and contact us if you have any questions or concerns in advance of your appointment.

#### **Prior to your appointment**

To minimise the check in process at our clinic we will email you a confirmation email ahead of your appointment. Please take the time to update your medical history with the link on the form. Please also check the contact information we hold on you and follow the link to correct any information we have wrong. Those patients who plan to use their private health insurance are asked to provide their details in advance of the appointment (including authorisation numbers).

If you are experiencing any cough, fever or sore throat in the previous 7 days of your appointment then do not attend the clinic for your scheduled appointment. Please contact us and we will reschedule your appointment.

Please do not take public transport to travel to our clinic, travel only by foot, bike or by car. If you are driving parking is available around Lincolns Inn Field with a mobile phone and card.

Please attend our clinic on your own, however if you do need to bring someone with you, please bring no more than one person. Your guest will need to attend your appointment with you and not wait in our reception to keep this area free.

Plan to arrive no earlier than 5 minutes prior to your appointment time. If you arrive earlier we may not admit you to the building and ask that you to wait outside to maintain distancing protocols. On arrival at our building, please come straight up to the clinic, do not wait in the lobby to keep that area free.

In line with government requirements, all patients and guests are asked to wear face coverings while they are in our clinic. Our staff will all be wearing surgical masks in line with the government guidance.

#### **At your appointment**

When you arrive at the clinic we will ask you to confirm that you have been free of covid symptoms for at least 7 days. Our team will take your temperature using a contactless forehead thermometer as a fever is one of the main symptoms of Covid-19. In the event that you have a temperature we will ask you leave the clinic and to reschedule your appointment and we ask for your understanding.

You will be asked to wash your hands thoroughly for 20 seconds on arrival. Your Dermatologist will advise if you require specific PPE for treatment at our clinic, which we will provide in the appointment. We have hand sanitizer throughout the clinic for your use.

We have marked up the floor of our clinic with 2m signage and we ask that you keep a 2m distance from our staff and other patients while in the clinic at all times.

We are not able to accept cash or cheques at this time, and ask that you settle your appointment and treatment charges with a debit or credit card. If you do not have a credit or debit card, we can provide BACs details for you to make payment ahead of your appointment.

We are currently not providing any magazines or using product testers to minimise infection risk.

**Following your appointment**

Following your appointment we ask that you leave our clinic and the building promptly. Please do not wait in the building foyer to keep that area free.

We ask you to notify us if you exhibit covid-19 symptoms up to 7 days after your appointment, so we can pursue a comprehensive 'contact trace' and retest programme for impacted staff.

We look forward to seeing you and thank you for your understanding. Please don't hesitate to contact us at [doctor@LSAH.co.uk](mailto:doctor@LSAH.co.uk) or 020 7183 4565 if you require any further information.