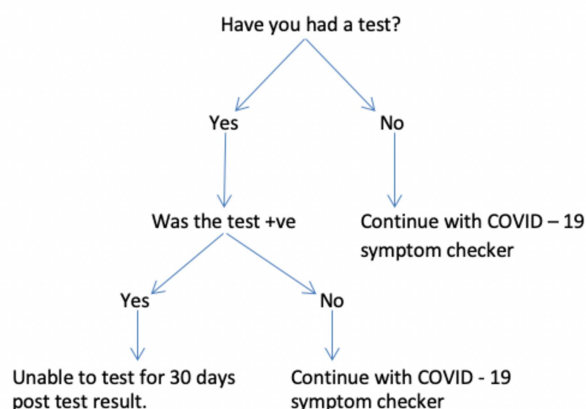


COVID – 19 Telephone script

You have an appointment with us on, are you happy to attend for your appointment??

In light of the current situation, it is important that you arrive promptly (no sooner than 10 minutes before your appointment time). On check in you will be directed to the heart and lung department where you will be collected from the waiting area.

We are taking all necessary steps to protect patients and staff in preventing the spread of COVID – 19 and as part of this I need to ask you a few quick health related questions:

Have you had a test for COVID-19?**COVID – 19 test****COVID – 19 symptom checker questions:**

- Are you displaying any of the COVID – 19 symptoms? (highlighted in red)
- Is anyone else in your household showing symptoms of COVID – 19?
- Do you feel unwell (other than your usual symptoms associated with your breathing problems that are being investigated)?

Information to be given:

- If you plan to attend for your appointment please may we ask that you do so alone unless a relative/carer is absolutely essential?
- Please come equipped with a facemask/face cover of some form if possible.
- Once in the department please comply with the 2 meter social distance rule at all times. There will be sanitiser available for you to use.
- If you develop any possible COVID symptoms prior to you appointment, please let us know prior to attending.

Contraindication:

- Have you had to take any recent antibiotics or steroids
 - Have you had a recent MI (heart attack) or angina symptoms
 - Have you had any recent stroke/TIA
 - Have you had any recent haemoptysis
 - Have you had any recent surgery (e.g. eyes/abdomen).
-
- Will you be attending by patient transport?

Symptoms

Most common symptoms	Less common symptoms	Serious symptoms
Fever.	Aches and pains.	Difficulty breathing or shortness of breath.
Dry cough.	Sore throat.	Chest pain or pressure.
Tiredness.	Diarrhoea.	Loss of speech or movement.
Loss of taste or smell	Conjunctivitis.	
	Headache.	
	A rash on skin, or discolouration of fingers or toes.	

World Health organisation (as of 18.05.2020)