



**IMPORTANT**

**Information about your appointment**

In response to the current coronavirus (COVID19) situation, your initial appointment will be undertaken remotely by telephone and/ or video.

Please be assured that the appointment will be very similar to a standard face to face consultation. You will receive the same level of care and consideration.

**What do I need to do to prepare for my appointment?**

1. If you have recently changed your telephone number please make sure that we have the correct telephone number for you by calling 0131 5361060 option 7 Monday to Friday 9.30-11.30
2. At your appointment time please ensure that you are by your telephone and able to receive a call from one of our clinicians. Due to the hospital telephone system the caller number may be withheld
3. It may be necessary for your clinician to gather more information than is possible over the telephone. If possible a video call will be arranged for you. Your clinician will guide you through the process during your telephone call. A guide is attached for your information which will also help you.
4. Your clinician will require to ask you about your problem and general health. Please prepare a list of the medications you are taking and have any information available about other medical conditions you have. The clinician may need to ask personal questions about your condition or general health. Please ensure that you are in a private space for your appointment, where you will feel comfortable to discuss any issues.

