

# COVID PATIENT JOURNEY



## ONLINE CONSULTATIONS

We now provide online phone & video consultations in order to reduce the amount of time patients spend in the practice.

For a free initial consultation please click [here](#).

For urgent care and follow up care please contact our practice directly [here](#) and our team will assist you personally.



## BOOK APPS FROM HOME

**Please do not come to the practice to book an appointment or make an enquiry.**

Please contact us online or via our website.



## COVID PRE-APPOINTMENT PACKS

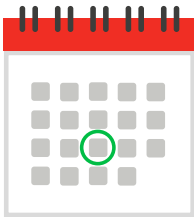
Our team will be in touch with you prior to your visit to provide you with your pre-appointment forms to complete and to arrange prepayment for your visit.

This helps limit the number of patients in reception and the total time patients are in the practice.



## CONTACTLESS PAYMENT METHODS

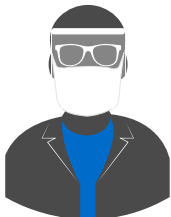
Payments can be made securely online or over the phone. Please help us keep all our team & patients safe by limiting any cash transactions.



## CONFIRMING YOUR APPOINTMENT

Our team will contact you to confirm we have received all your documents and relevant prepayments.

**We are not able to see patients who have not completed these important documents.**



## YOUR TREATMENT DAY

Please see the patient treatment day protocols which are available [here](#).



## AFTER CARE AND SUPPORT

Our team are always ready to provide support and after care for our patients.

You can contact our team with any questions or concerns by clicking [here](#) and they will return your enquiry personally.

