

INFORMATION FOR BOOKED FOLLOW-UP PATIENTS

- Receptionist will call you the **day before** and do a **telephonic screening questionnaire** in accordance with the National Institute for Communicable Diseases (NICD) screening guidelines. They will give you a time to come into the clinic the next day for your scheduled treatment doctor's appointment. Please be honest in answering the screening questions.
- Please arrive timeously for your appointment. As per hospital protocols, you will be **verbally screened again before entering the practice** and a record of the screening will be documented. This screening will be facilitated by a nurse posted outside in a gazebo at the door of the practice. Should you need blood tests to be done, it will also be drawn in the in the screening gazebo. We would then humbly request that you wait in your car until the doctor is ready to see you. Provide a telephone number that reception can call you on to notify you when to enter the practice.
- We regret that **no visitors can accompany you** inside the practice unless you have functional impairments and require physical or other assistance. We ask that all visitors remain outside or in the car. Patients that are minors can be accompanied by one adult/guardian. Note that visitors will also be subjected to the screening questionnaire.
- **Should screening reveal any high-risk factors, these will be discussed with one of our doctors and a decision will be made whether to postpone your appointment or whether additional investigations need to be done.**

Telephonic/virtual consults

Patients who are well and deemed by their treating doctors to be appropriate for telephonic consults, will be offered the option of telephonic consults. Appointments will remain scheduled in the doctor's diary. Please ensure that we have your correct telephone number as your doctor will call you within an hour of your scheduled appointment. We have received confirmation from medical aids that these appointments will be reimbursed as regular follow-up consultations as per network approved rates.

- Receptionist will call you the **day before** and do a **telephonic screening questionnaire** in accordance with the National Institute for Communicable Diseases (NICD) screening guidelines. They will give you a time to come into the clinic the next day for blood tests. Please be honest in answering the screening questions.
- Please arrive timeously for your bloods to be done. As per hospital protocol, you will be **verbally screened again outside the practice** and a record of the screening will be documented. This screening will be facilitated by a nurse posted outside in a gazebo at the door of the practice. Your blood tests will be drawn in the in the screening gazebo. You can then leave. Provide a telephone number that your doctor can call you on later in the day to discuss your results with you. Should you need scripts, etc these will be emailed to you.