

Coronavirus (COVID-19) Patient Information

Attendance at Accident and Emergency

COVID-19 is a disease caused by a type of virus called a coronavirus. Coronaviruses are common across the world and often cause symptoms like those of the common cold. Most people will experience mild symptoms, but some people may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Coronavirus can cause more severe symptoms in older people, people with weakened immune systems due to underlying conditions or immune suppressant medication and those with long-term conditions like diabetes, cancer or chronic lung disease.

Our A&E Department is still open for urgent and emergency care.

If you feel you or a family are too unwell to stay at home or may have another condition that requires urgent care, **please call 999 or go to A&E in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.**

Remember – If you think you may have coronavirus please visit NHS111 online coronavirus service. They can tell you if you need medical help and advise you on what to do.

During the Covid-19 pandemic you or a family member could still need medical help for other conditions.

Only come to the hospital if necessary.

If someone has come with you to the Accident and Emergency Department they may be asked to leave unless there are exceptional circumstances.

What are the symptoms of someone infected with coronavirus?

Common signs include respiratory symptoms, fever, cough, shortness of breath, and breathing difficulties.

Why am I being screened for coronavirus?

Coronaviruses are transmitted from person to person, after close contact with someone with Covid-19, for example, in a household, workplace, or social setting. As many of the less serious symptoms of COVID-19 are similar to those of a bad cold or flu it can be hard to diagnose COVID-19 without testing.

When and where will I be screened for coronavirus?

You will be screened when you come into hospital. This means you will be placed in an admission area until the swab results are available.

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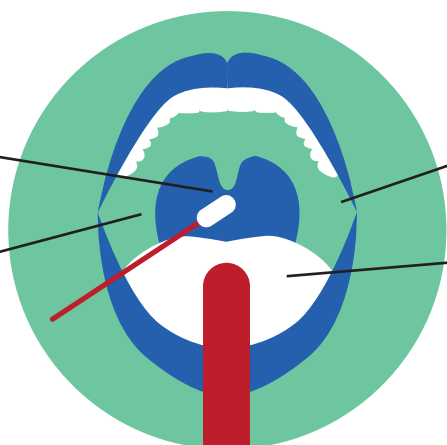
How will I be screened for coronavirus?

We can find out if you are positive for coronavirus using a swab of your throat and nose. The swab test will be taken from the back of your throat near your tonsils, and from your nose as indicated below. It is important the swab is taken correctly and you may experience some discomfort for a short period of time while the samples are being obtained.

Correct

Back
of the
throat

Tonsils



Incorrect

Sides
of the
mouth

Tongue



When will I get the results from the swabs?

The swab results are usually available within 24-48 hours. Once these results are available you will be moved to ensure your care continues in the most appropriate ward.

What can I do to protect myself and others?

- Maintain good hand hygiene: washing your hands with soap and water after using the toilet, before meals and meal preparation, after coughing and sneezing.
- Cough or sneeze into a tissue, disposing of the tissue, and then wash your hands.
- Follow the Government guidance in regard to social distancing.
- Avoid close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.
- Wear a face mask when you are in enclosed public spaces.

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What are we doing to protect you?

- You will be asked to wear a protective mask on arrival unless you are unable to do so for a specific reason then alternative arrangements will be made.
- Hand sanitiser is available around the Trust please use if unable to access hand wash facilities.
- All staff in the department will wear full personal protective equipment (aprons, gloves, a face mask and eye protection). These measures are in place to reduce the likelihood of transmission of the disease.
- The departments have been reviewed with chairs spaced out to allow social distancing to protect you. Please follow the one-way system where applicable.

Face mask information

Before entering the hospital building you will be asked to use hand sanitiser before putting on a disposable face mask, which will be provided, or you can continue to wear your own mask.

It is recognised that some people may be exempt from wearing a face mask due to health conditions, please discuss this with a member of the nursing team on your arrival.

Whilst wearing a mask, please ensure your nose and mouth is always covered by the mask, ensure that the mask fits securely and try not to touch the mask.

It is a Department of Health requirement that face coverings are worn at all times when attending Hospital. When you are leaving the Hospital and wearing a disposable mask remove this by the ear loops, do not touch the front of the mask. Dispose of the mask in the bin provided and apply hand sanitiser.



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Visitors

To keep you, all our patients and all our staff safe, visiting is restricted in all our adult clinical areas as this helps to prevent the transmission of Coronavirus.

Any visiting that is agreed in advance will include for one named visitor to visit at pre-arranged times with the Ward or Departmental manager. The visitor will be asked to comply with safety measures such as social distancing, hand washing and the wearing of a face mask.

We recognise that maintaining contact with friends and family is important and we will endeavour to support you during your admission for planned care.

If you have any queries regarding your admission for please speak to a member of the Hospital team arranging your care.

Further information available: www.nhs.uk/conditions/coronavirus-covid-19/