1. The GP will document a clinical history from the patient prior to the scheduled appointment time by telephone and/or via accuRx video consulting. If required, the GP will ask the patient to attend the Hot clinic, directing them to the rear entrance.
2. After the patient buzzes the intercom, the receptionist will answer and confirm:
   1. Patient ID a nd mobile phone number
   2. Appointment booking details
   3. Inform the nurse of the patient’s arrival. If the nurse is not ready, advice the patient to wait in their vehicle and await a call from reception.
3. Once b oth a consulting room\* and a nurse are available, the receptionist will inform the nurse, who will don new PPE gear and will then open the front door, bringing a mask and a hand sanitizer for the patient\*\*. The patient should remove any of their own PPE. No food or drink to be brought into the building.
4. The nurse will escort the patient to the consulting room\*, reminding them not to touch any surfaces, and will then bring the equipment trolley close to the door.
5. The nurse will reach out for any equipment required for recording the clinical observations. Used equipment must be left on the worktop (not on the trolley).
6. The nurse will telephonically relay the observation findings to the GP, who may examine the patient additionally if required\*\*\*. If the patient is fit to leave, the nurse will call Reception (dial 2053 / 2054), requesting a “Patient escort” to escort the patient out of the building. The patient will keep their mask on. If the patient is unfit to leave, they should wait in the room for the paramedics.
7. Having reviewed the case, the GP will then contact the patient by phone and inform them of the clinical decision. All documentation will occur at the GP station.
8. The nurse will decontaminate the equipment used, as well as the door handle and any surfaces touched by the patient. They will then de-gown and wash their hands.
9. The GP will document a clinical history from the patient prior to the scheduled appointment time by telephone and/or via accuRx video consulting. If required, the GP will ask the patient to attend the Hot clinic, directing them to the rear entrance.
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15. Having reviewed the case, the GP will then contact the patient by phone and inform them of the clinical decision. All documentation will occur at the GP station.
16. The nurse will decontaminate the equipment used, as well as the door handle and any surfaces touched by the patient. They will then de-gown and wash their hands.
17. The GP will document a clinical history from the patient prior to the scheduled appointment time by telephone and/or via accuRx video consulting. If required, the GP will ask the patient to attend the Hot clinic, directing them to the rear entrance.
18. After the patient buzzes the intercom, the receptionist will answer and confirm:
    1. Patient ID a nd mobile phone number
    2. Appointment booking details
    3. Inform the nurse of the patient’s arrival. If the nurse is not ready, advice the patient to wait in their vehicle and await a call from reception.
19. Once b oth a consulting room\* and a nurse are available, the receptionist will inform the nurse, who will don new PPE gear and will then open the front door, bringing a mask and a hand sanitizer for the patient\*\*. The patient should remove any of their own PPE. No food or drink to be brought into the building.
20. The nurse will escort the patient to the consulting room\*, reminding them not to touch any surfaces, and will then bring the equipment trolley close to the door.
21. The nurse will reach out for any equipment required for recording the clinical observations. Used equipment must be left on the worktop (not on the trolley).
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