

From the office of Dr Warren Hyer

Consultant Paediatrician and Paediatric gastroenterologist

Seeing Dr Hyer in the COVID -19 crisis (as of 20<sup>th</sup> April 2020)

Dr Hyer is still be available for private patient appointments throughout the COVID crisis.

### **Where to be seen**

**Dr Hyer continues to see patients at Hospital for St Johns and Elizabeth (St Johns Wood), and Clementine Churchill (Harrow).** To reduce children attending the COVID affected hospitals, and it is currently not possible to offer private appointments at Chelsea and Westminster Hospital or Northwick Park Hospital as these venues are closed to private patients until further notice.

### **On the day**

If you or your child are unwell on the day of the appointment with fever +/- cough, you should not attend hospital, in order to reduce transmission of viruses. Please call 02088668816 and reschedule. In addition, please do not make appointments specifically about cough / fever but take advice from your GP. This is to protect other patients in the waiting rooms. You will not be charged for late cancellations

On arrival, Dr Hyer will do his very best to be on time. Appointment times will be spaced out more widely to ensure there is less chance of waiting. There will be gaps between patients to enable the room to be cleaned between patients. There will be no toys out, so please bring entertainment/toys if needed.

### **Telemedicine (video) appointments**

Telemedicine can be used for most follow up appts, but not for new patients. If you have seen Dr Hyer before, we can arrange a telemedicine video follow up appointment. A time will be agreed with you, and just prior to the appointment, you will be sent a text with a link which will take you to the virtual consultation room. There will be some circumstances when a video follow up appointment is not suitable and we will suggest you attend the hospital for a face to face appointment. Health insurance companies support this method of consultations, and your insurance company will be billed accordingly.

### **Can I catch COVID by coming to the hospitals.**

Dr Hyer has selected the safest venues for you to be seen, away from acute units who are admitting patients with respiratory disease. Therefore, there should be no additional risk attending the clinic for your appointment. It is currently compulsory for parents, and patients and medical staff to wear masks when attending the consultation and masks will be provided.