

Sick patient / relative process

Dear,

With cold and flu season fast approaching, we would like to clarify our sickness process.

We must encourage anybody who is feeling unwell to consider if they are able to attend their appointment and successfully engage in their treatment. Please also consider the impact of transmission of an infection to others including vulnerable patients, cares and staff. We all have a community responsibility to prioritise our health, and the health of those around us.

Whilst we do appreciate that sickness is often sudden and cannot always be anticipated. We feel we still have to use the 48-hour cancellation clause in our terms of reference which you will have been provided. Please contact us if you would like to have a fresh copy of the TOR.

There is again an increase in Covid-19 cases anticipated and there is no longer government policy in place that dictates actions or isolation when symptoms arise. We therefore, as with any other illnesses, respectfully ask that patients and/or family/carers do not attend treatments / enter morrello facilities with any easily transmissible gastrointestinal or respiratory illnesses.

Our staff reserve the right to send a patient/carer home if they feel they are not well enough to fully engage in treatment, and/or carry the risk of passing an infection on to others. Full appointment costs will apply as above.

We trust you appreciate the need for a robust stance on transmissible illnesses to protect you, our patients, colleagues and the continuation of our service to you.

We sincerely wish you all the very best of health and hope to continue to see you all at morrello during these wet and windy months.

The morrello Team