

Who has viewed my file?

Most telephone clinics are run by a senior nurse who specialises in your particular field of bleeding disorders. He/she will have reviewed your test results together with a consultant before your consultation. Together they will decide if you need any bloods/ tests. If new concerns are raised through your consultation, the nurse will discuss them with the consultant in order to plan how we best proceed with your care. You will be kept informed of every step throughout your consultation.

What if I miss the call?

If you miss the call, the health care professional will try you again a while later. If you miss this second call you will be recorded as not attending your appointment

Will I always be followed up in this manner?

Not necessarily. As long as you have no new symptoms or concerns that need action then telephone clinics are ideal.

If we wish to see you so that we can undertake a clinical examination we will ask you to come to the clinic.

In such instances we will arrange for you to attend a hospital out patient appointment or we may wish to admit you for further tests. These options will always be discussed with you.

If you wish to change your mind at any time about the nurse led telephone clinic appointment, please contact us.

Contact Details:

National Coagulation Centre (NCC), St James's Hospital, Dublin 8.

-Mon-Fri 08:30 -17:00hrs

Phone: (01) 416 2141

or

-Mon-Fri 08:00 -17:00hrs call (01) 4103000 and ask for the nurse on Bleep 721.

-After 17:00hrs, at weekends and bank holidays please phone the H&H ward on (01)4103132.

or

-Phone (01) 4103000 and ask for the Haematology SHO 'on call'

Nurse led Telephone Clinic Patient Information Leaflet



What is a telephone clinic?

A telephone clinic is an outpatient appointment that is conducted by telephone.

A dedicated time slot on a certain day will be allocated to you, but rather than the appointment taking place in a hospital clinic, it will be carried out with you over the telephone.

Why have they been set up?

Some patients have to travel very long distances to attend clinics as part of a specialist service.

Often the appointment is a routine follow-up to discuss any changes to your long term medical requirements. We have therefore set up a telephone clinic to discuss your ongoing health issues and your results, without you having to come to the hospital.

This is designed to be more convenient for you and to save you time and travel.

How do these clinics work?

As with any other clinic, you will be sent your clinic date and time in the post.

During your allocated appointment

your telephone and ensure it is not in use.

The number we ring is entirely your choice, but we recommend suggesting a number where you feel comfortable talking to us.

We will ring you and ask some security questions to ensure we are speaking with the correct person. Due to patient confidentiality issues we will only be able to hold the consultation directly with you, our patient.

If you need bloods taken or if you need a prescription, how will this be managed?

Depending on the blood test to be taken we will arrange for any blood test wither by your GP or local hospital or you may be required to attend the NCC. We will contact you directly if any follow up is needed.

Prescriptions from the NCC will be sent to your pharmacy via secure Healthmail.

What if others want to listen to the consultation?

We will need to hold the initial consultation with you, as you are our patient. However, should you have a speaker phone and wish others to listen in on our consultation that is entirely your

choice and decision.

Some of our patients prefer others to listen in to help remember what has been discussed. This can be facilitated by using a speaker phone. We are also happy to repeat what has been said to your next of kin with your express consent should you so wish.

Who do I contact if I have any concerns?

You are always very welcome to contact us for advice and information.

Please find a list of useful contact numbers on the next page.

What if I prefer to come to clinic?

The choice is entirely yours at any time throughout this process. The telephone clinic is offered as an alternative for you to choose an option that suits you best.

We would also recommend that you attend a clinic appointment in the NCC every other year.

If you prefer face to face contact with your specialist nurse or consultant, at any given time, you are very welcome to attend outpatient clinics as before.

Please ring us to arrange a mutually convenient clinic appointment.