

COVID-19: Advice for People redirected and discharged from the Emergency Department

This advice is for people with symptoms of coronavirus (COVID-19) and those with a diagnosis of coronavirus (COVID-19) infection who are well enough not to require hospital care. Both groups must remain at home until they are well.

You have been assessed by our clinical team of doctors and nurses. You do not need hospital treatment at this moment. Your oxygen levels, heart rate and blood pressure are within normal limits and it is appropriate for you to continue to self-care and self-isolate at home. If you have had a diagnostic sample for COVID-19 taken, your doctor and/or nurse will confirm the follow-up arrangements and timeframe prior to your discharge. If you have not had a sample for COVID-19 taken, this is because you do not meet the current Public Health England criteria for diagnostic sampling. Both groups **must** follow the advice below.

These actions will help to protect others in your family and community whilst you are infectious.

Getting Home

- **Do not use public transport or taxis to get home.**
- If possible, arrange for a family member or friend to transport you home.
- Please speak with a member of staff if this is not possible

Once Home

- Do not leave your home for seven days from when your symptoms started.
- Plan ahead. Ask others for help to ensure that you can successfully stay at home.
- Ask your employer, friends and family to help you to get the things you need to stay at home.
- Stay at least two metres (about three steps) away from other people in your home whenever possible.
- Sleep alone, if possible.
- Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible.

General Guidance to Reduce Infection Risk

- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have available.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue or your sleeve (not your hands) if you don't have a tissue and throw the tissue away immediately. Then wash your hands or use a hand sanitising gel.
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.
- **If your symptoms worsen during home isolation or are no better after seven days, contact NHS 111 online. If you have no internet access, call NHS 111. For a medical emergency dial 999.**

For further information and guidance:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

These sites will be updated regularly and the information and guidance within them may change. Please ensure that you follow the most up-to-date guidance.

Contact us

If you or your carer have any questions or concerns about your experience, please contact the emergency department on 020 8725 1476.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer). **Tel:** 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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