

Healthcare sector: Information for the patient

Provide clear instructions for the patient regarding the changed timetable, information, behaviour guidelines in the healthcare institution, waiting area, etc. A non-exhaustive list of possible information for the patient can be found below.

- Under no circumstances should you go to the doctor, reception or emergency department without first contacting them by telephone. Please follow the doctors' guidelines.
- Maintain a sufficient distance in the waiting area if there are other patients present. Do not move the seats.
- Are you early? Then please wait in your car, or outside if the weather is fine.
- Monitor the time with the healthcare provider, and make sure it doesn't last longer than absolutely necessary. Think of the other patients who will be coming after you.
- A window or door may be left open to ventilate the waiting room, please dress accordingly.
- Go to the appointment alone if possible.
- Don't come with an extra, unexpected family member. Call to change your appointment so there is time for 2 people.
- Bring paper tissues for good sneezing and coughing hygiene. Discard the tissue paper in a (closed) waste bin immediately after use.
- Take the necessary hygiene measures: do not shake hands, wash your hands regularly, cough and sneeze into your elbow, and use paper tissues. Use rubbing alcohol.

This document was prepared on 23/04/2020 on the basis of the measures in force on that date.