**Appendix 1.**

**Umbrella Operational Plan – Coronavirus (COVID-19) - from Monday 16th March 2020**

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| **Requirements** | **Detail** |
| **Services not provided****(Category 3)** | * Asymptomatic patients (No symptoms)
* Walk in patients
* Contraception
* Follow up appointments
* PrEP
* Future procedure appointments
* Condoms
 |
| **Services to be offered via Telephone Triage****(Category 2)**  | * Symptomatic (Nursing)
* Emergency Contraception (Nursing)
* Have been in contact with a confirmed Sexual Transmitted Infection (HA)
* Under 16s (HA)
* PEPSE (HA)
* Repeat PEPSE bloods (HA)
* Sexual Assault (HA)
 |
| **Umbrella enquiries to Reception** | Advise no walks ins or appointments available if in Category 3 due to Coronavirus. Patients must check Umbrella website regularly for updates. DO NOT offer STI Kits due to high demand at UHB labs (COVID -19).If Category 2 put phone call through to clinician for telephone triage.If patient attends in person advise that the service is currently appointments only and to call 0121 237 5700.Contact the nurse in charge with any questions. |
| **Umbrella Telephone triage** | Book patient into **Health Adviser office phone clinic (for triage clinician)**Clinician to follow triage protocolBook appointment at Whittall St Clinic, Boots City Centre, Boots City Centre or Erdington if patient needs to be seen in clinic. |
| **Patients attending in person for booked appointment** | Nurse assesses patient at entrance of clinic as per COVID – 19 Government advice. Advice from 13/03/20: Guidance for people with confirmed or possible Coronavirus ( COVID-19) infection to stay at home if:* New continuous cough and / or
* High temperature
 |
| **Information for patients** | **Website / social media / posters / banners**Umbrella has scaled back clinic services due to (COVID 19). Patients who attend for walk-in appointments or routine appointments will not be seen at any of our clinics.  Patients with symptoms are advised to call 0121 237 5700. If you have a booked appointment you will be contacted if this has to be changed.Our clinics may have to close at short notice.Stay at home if you have a new and continuous cough and / or high temperature. DO NOT attend your appointment and follow the advice on the NHS 111 website.**Umbrella Central Phone line**Umbrella has scaled back clinic services due to (COVID 19). Patients who attend for walk-in appointments or routine appointments will not be seen at any of our clinics.  If you:* have symptoms
* have been in contact with a confirmed sexually transmitted infection
* are under 16 years of age
* or have been a victim of sexual assault
* Emergency contraception

Please hold the line to speak to one of our team. |
| **COVID-19 correspondence / posters** | Please read, action and display posters:* Public Advice poster – travel in last 14 days
* Travellers guidance – list of affected countries
* Catch it, Bin it, Kill it
* Reporting Coronavirus incidents
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| **Excelicare** | The Umbrella website on line booking system has suspended.For patients with booked appointments a text message has been sent to cancel |
| **Referral Clinics and Follow up appointments** | Review which appointments can be cancelled postponed or conducted over the phone. |