

Appendix

Yellow Card: for patients likely to need a follow-up appointment during a pandemic

Blue Card: for patients likely to require access to remote advice but not an appointment during a pandemic

These cards are to be given to existing outpatients at a time to be determined by the trust.

The Yellow Follow-up Card is for patients who clinicians consider to be at high risk.

They should phone the clinic a week before their next appointment to check whether they should come in or not. Each clinic should establish a register of such high-risk patients (importantly with their latest contact details) so that some follow-up arrangements can be established.

'High risk' is defined as having a clinical situation which, in order of priority, is:

- ▶ life-threatening (Priority 1)
- ▶ of life-shortening potential (Priority 2)
- ▶ causing unbearable symptoms (Priority 3).

The Blue Access Card is for patients whose appointments, in the consultants' view, can be deferred until after the outbreak.

It provides access to specialist advice from a telephone hotline or via email, or both.

Each trust should establish phone numbers and an email address that can be used by all callers via the trust website and advertised in the local media.

Established clinics and departments should have separate direct lines and email addresses, both of which can be accessed by clinicians from outside the hospital.

YELLOW CARD

[insert local trust] NHS TRUST

FOLLOW-UP

[SPECIALTY NAME] CLINICS

Arrangement for outpatient care in the event of pandemic influenza

- ▶ If the hospital trust declares a major emergency, it will be announced on local radio, TV and press, as well as on the hospital's website: [insert hospital website]
- ▶ To minimise the spread of the flu, all outpatient appointments will be cancelled for up to four months, except for extremely ill patients.
- ▶ Patients seen in outpatient clinics will only be those with a clinical situation that, in order of priority, is:
 - ▶ a life-threatening problem (Priority 1)
 - ▶ of life-shortening potential (Priority 2)
 - ▶ causing unbearable symptoms (Priority 3).
- ▶ This means that all regular appointments are cancelled a week at a time, until the emergency is over.

YOU HAVE BEEN IDENTIFIED AS A PATIENT WHO MAY NEED TO BE SEEN, SO PLEASE MAKE CONTACT (SEE BELOW) A WEEK BEFORE YOUR NEXT APPOINTMENT IS DUE TO CHECK WHETHER YOU NEED TO VISIT THE HOSPITAL.

- ▶ If you need urgent help from your specialist clinic, please contact the answerphone on [insert telephone number], or send an email to [insert email address]. The message must include your first and second names, hospital number, and your phone number (ideally a mobile). Remember to say that you have this Yellow Card.
- ▶ Someone from the hospital will contact you as soon as possible.
- ▶ Do not visit the hospital without an appointment unless you are gravely ill, when you should go the Accident & Emergency Department.
- ▶ Normal services will be resumed as soon as possible when the emergency is over.

BLUE CARD

ACCESS

[insert local trust] NHS TRUST

[SPECIALTY NAME] CLINICS

Arrangement for outpatient care in the event of pandemic influenza

- ▶ If the hospital trust declares a major emergency, it will be announced on local radio, TV and press, as well as on the hospital's website [insert hospital website].
- ▶ To minimise the spread of the flu, all outpatient appointments will be cancelled for up to four months, except for extremely ill patients.
- ▶ Patients seen in outpatient clinics will only be those with a clinical situation that, in order of priority, is
 - ▶ a life-threatening problem (Priority 1)
 - ▶ of life-shortening potential (Priority 2)
 - ▶ causing unbearable symptoms (Priority 3).
- ▶ This means that all regular appointments are cancelled a week at a time, until the emergency is over.

YOU HAVE BEEN IDENTIFIED AS A PATIENT WHO MAY NEED ACCESS TO REMOTE ADVICE BY TELEPHONE OR EMAIL.

- ▶ If you need urgent help from your specialist clinic, please contact the answerphone on [insert telephone number], or send an email to [insert email address]. The message must include your first and second names, hospital number, and your phone number (ideally a mobile). Remember to say that you have this Blue Card.
- ▶ Someone from the hospital will contact you as soon as possible.
- ▶ Do not visit the hospital without an appointment unless you are gravely ill, when you should go the Accident & Emergency Department.
- ▶ Normal services will be resumed as soon as possible when the emergency is over.