

Patient information factsheet

Assessment in the virtual triage clinic

We have given you this factsheet because you will not need to come into hospital for your fracture assessment. Instead, one of our orthopaedic consultant surgeons will simply use your x-rays and documents to assess your fracture.

This is known as a 'virtual triage clinic' assessment, because you will not need to come into hospital for the assessment to take place.

Why have we introduced the virtual triage clinic?

By assessing you in the virtual triage clinic, we can make sure you get the best treatment as quickly as possible. It also means you can avoid an unnecessary visit to the hospital.

Your plan of care

Once the surgeon has completed your assessment (within approximately 48 hours), we will contact you.

We will send you an appointment letter with full instructions in the post if:

- we need to see you in the clinic
- we need to do any further investigations (MRI scans or x-rays) before your clinic appointment.

We will telephone you with advice and instructions if:

- we do not need to see you back in clinic and your injury can be self-managed.

We will also send a copy of your letter from the virtual clinic to you and to your GP.

Useful links

You can find more information about fractures and virtual triage on our website:

www.uhs.nhs.uk/OurServices/Traumaandorthopaedics/Virtual-fracture-clinic/Virtual-fracture-clinic.aspx

If you have any serious concerns about your injury or have not heard back within a week please call **07766 367 625**. Please note that we cannot provide any appointment information via this number. For appointments, please telephone: **023 8120 6218**.

If you are contacting us by telephone, please ensure you have your hospital number ready.

In an emergency:

- speak to your GP
- call 111
- go to the emergency department

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalneeds**