



## Assessment in Virtual Fracture Clinic

Following your recent visit to the Emergency Department/Walk-in Centre you have been referred to the Virtual Fracture Clinic. Given the current environment, we have redesigned our fracture clinics to provide:

- **safe** and **effective** assessment of injuries
- Offer a more **rapid** access to fracture clinic
- minimising **face to face** contact
- minimising **hospital attendances**
- Offer **direct** access to **specialist** acute clinics when needed

### Why has it been redesigned?

- To improve your experience as an injured patient and to ensure you receive rapid access to a specialist clinician. Attending the hospital in the first few days after your fracture can be unnecessary due to pain and immobility.
- To minimise contact for patients who can be managed remotely

### What is a Virtual Fracture Clinic?

1. You're x-rays and emergency department documentation will be reviewed by an Orthopaedic consultant. **NB: You will not need to attend the hospital for this initial assessment to take place.**
2. A trained orthopaedic practitioner will then contact you via telephone after this assessment to discuss your treatment. This will take place within 24-72 hours. Please be aware that any telephone consultations may come from a private or withheld number and whilst we aim to call at the appointment time calls may come earlier or later than expected between 0900 and 1200. Please ensure that you are somewhere quiet to take the call and have your phone free for 1 hour before and up to an hour after the appointment time. The call will take approximately take 10 to 20 minutes.
3. The phone call will inform you of the following:
  - a. If you require a face to face appointment
  - b. Any further investigations and treatments if needed
  - c. Advice and information regarding your injury, with relevant information leaflet
  - d. Appointment at a specialist clinic if needed

### What will happen after the phone call?

You and your General Practitioner (GP) will receive a letter outlining the assessment and outcome. If you are booked into a face to face clinic you will also receive an appointment letter in the post.

## Information for Patients

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### What do you need to do now?

Please ensure your contact details are up-to-date before you leave the Emergency Department. Please provide a primary and secondary phone number e.g. next of kin if possible.

- If you have not had a phone call from us within 72 hours please contact the Fracture Clinic at BHH/GHH.

### Further Information & Contact details

The Trust has access to interpreting and translation services. If you require this please inform the booking clerk at your ED/Walk-in centre

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email [patientexperience@uhb.nhs.uk](mailto:patientexperience@uhb.nhs.uk).