

## Rheumatology Department – Patient Helpline Service

Dear Patient,

This guide is intended to provide information on the service provided by the Rheumatology Nurses Helpline. The Helpline is intended to assist with the following items:

1. Advice regarding your arthritis and flare management
2. Advice regarding your medications, side effects, or other related concerns
3. Nursing (only) appointments queries
4. Blood test advice
5. Shared care booklet queries

When you leave a message on the helpline, please clearly state your **full name, date of birth, hospital number (NV\_ \_ \_ \_ \_)**, **your contact phone number(s) and a brief message** as to why you are calling. Due to the volume of calls received to the helpline, it is only feasible to make two attempts to return your call. **If you require urgent attention, please contact your GP or Doctor on Call.**

The Helpline **cannot** facilitate the following items:

- Give results of tests to patients over the phone. Tests ordered by the Rheumatology Doctors will be followed up by the Doctors when available and your GP will be informed of the results.
- For Doctor appointment or waiting list queries, phone the Rheumatology Appointments office on **046 907 8620**
- Prescription Renewal
  - High Tech Prescriptions - please use the Renewal Form available for collection from outside the Blood Test room in the Outpatients Department, or to download from the hospital website; rheumatology section; patient resources (Please note the prescription will only be provided if **all the information on the renewal form is fully complete**. It will be available for your pharmacist to view on the High-Tech Hub, it will not be posted to you).
  - All other prescriptions must be renewed by your GP.
- Support letters from your consultant must be requested in writing (addressed to your consultant) outlining the information you require.

The Helpline number is **046 906 8706** and is available:

**Monday 08.30 to 10.00**

**Wednesday 08.30 to 10.00.**

Please do not leave a message outside these times as it will not be attended to.

Thanking you

Rheumatology Nursing Team