

Patient Information

Trauma & Orthopaedics

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. Our fracture clinics have been redesigned to offer patients a safe and effective assessment of injuries where **you will not need to attend hospital**.

Why has it been redesigned?

To improve your experience as a patient and ensure that you receive the correct specialist treatment as quickly as possible. Attending a traditional fracture clinic in the first few days might be unnecessary and often difficult due to pain and immobility.

What is a Virtual Fracture Clinic?

- Your X-ray(s) and initial assessment documentation from the Emergency Department will be reviewed on a computer by an orthopaedic consultant. **You will not need to attend the hospital for this initial assessment to take place.**
- 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.



Patient Information

This phone call will aim to provide the following:

- advice and further information regarding your injury
- To be provided with access to information leaflets relevant to your injury if necessary
- offered an appointment at the most appropriate clinic if required

Please note: The telephone number may appear as an unknown number. If you are not available a voicemail will be left if this is possible.

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 clinic you will also receive an appointment letter in the post.

What do you need to do now?

- Please ensure your contact details are up-to-date before you leave the Emergency Department/Walk- in Centre.
- **If you have not had a phone call from us within 72 hours** please contact the Virtual Fracture Clinic on **Tel no: 024 7696 9237** (12pm-4pm, Monday to Friday). Whilst the clinic is running, we are unable to take calls so leave a voicemail with your name and number and you will receive a call back.

Further Information & Contact details

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact **024 7696 9237** and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History	
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