

## 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 to make sure 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 in person 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 48-72 hours of your initial visit to the emergency department.



## Patient Information

This phone call will aim to provide the following:

- Advice and further information regarding your injury
- Provide access to information leaflets relevant to your injury if necessary
- Offer an appointment at the most appropriate clinic if required

**Please note: When we call you**, the telephone number may appear as an unknown/private 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 face to face clinic for further assessment/treatment you will also receive an appointment letter in the post.

### What do you need to do now?

- Please make sure 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 **Telephone number: 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.

To give feedback on this leaflet please email [feedback@uhcw.nhs.uk](mailto:feedback@uhcw.nhs.uk)

# Patient Information

<b>Document History</b>	
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