

Advice for families

We hope these notes will help your visit to run more smoothly. Please read them through in advance of your visit.

To make the visit to InterHealth for you and your children as enjoyable and safe as possible we give the following advice:

- Please bring your own **toys** and other items to entertain your children while they wait - in order to minimise the risk of clinic-acquired infections we have had to restrict the availability of toys to those which can be cleaned easily.
- If at all possible bring with you a **friend or relative** who can look after the children when you are undergoing your medical or psychological profile/confidential review.
- It is your responsibility to **supervise** your children while they are on the premises at InterHealth. Therefore they should be accompanied at all times to ensure their safety.
- Complete all your **personal health forms** including those of the children **BEFORE** you arrive for your appointments - this significantly reduces the pressure on you as a family during your stay. Please bring parent-held child records (“Red Book”) for each of your children so that we can check their immunisation history and other relevant information.
- Bring stool and urine **samples** if requested to do so with you when you come for your appointments.
- Please make use of the nappy changing **facilities** and a potty which are situated in the InterHealth toilet making sure to thoroughly clean any items used before leaving the area ready for the next family.
- **Reassure** your children that we seek as far as possible to ensure that their time at InterHealth is as pleasant and as enjoyable as possible. For example we would only take blood samples where absolutely necessary using local anaesthetic gel to minimise the discomfort if required.

Be assured that throughout your visit we seek to be responsive to your needs as a family and so please don't hesitate to ask for anything you might need and give us feedback as to how we can further improve our service.