

Patient information factsheet

Adult rheumatology advice line

If you have any questions or concerns about your rheumatology condition, you can telephone the rheumatology advice line number.

Rheumatology advice line: 023 8120 5352

Opening hours

Monday to Friday, 9 to 11.30am (specialist nurses and rheumatology secretaries)

Monday to Friday, 2 to 3.30pm (rheumatology secretaries only)

This service is for people who visit any of our rheumatology outpatient clinics.

The rheumatology advice line is operated by our specialist rheumatology nurses and our rheumatology secretaries.

- Our **specialist rheumatology nurses** can help you with any questions or concerns you may have about your rheumatology condition between your outpatient appointments. For example, you could telephone the advice line if you have a flare of your symptoms or if you have questions about your medication. To speak to a specialist nurse, telephone the advice line between 9 and 11.30 am.
- Our **rheumatology secretaries** can help you with questions about your appointments or test results. To speak to a secretary, telephone the advice line between 9 and 11.30am or between 2 and 3.30pm.

Calling the advice line

When you call the advice line, you will hear a number of options. Please listen carefully and select the appropriate option.

Please have your hospital number or NHS number ready. We will ask you for this.

This is a live telephone service, but due to the number of calls we receive you may be in a queue. Please hold and we will answer your call.

The advice line is not available at weekends or bank holidays.

This is not an emergency service. If you have a medical emergency please contact your GP, dial 111 or attend A&E.

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Useful contacts

Rheumatology pharmacist:	023 8120 8309
Physiotherapy:	023 8120 6459
Occupational therapy:	023 8120 6456
Appointment enquiries:	023 8120 6073
Osteoporosis unit (appointments):	023 8120 4696
Short stay infusion unit:	023 8120 4653

Email: MedicinesAdvice@uhs.nhs.uk

My Medical Record

You can also sign up for My Medical Record where you can message the rheumatology team for advice To sign up, visit: www.mymedicalrecord.uhs.nhs.uk/

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email patientsupporthub@uhs.nhs.uk

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit www.uhs.nhs.uk/additionalsupport

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