

## Links

- [www.versusarthritis.org](http://www.versusarthritis.org)
- National Rheumatoid Arthritis Society  
[www.nras.org.uk](http://www.nras.org.uk)
- National Ankylosing Spondylitis Society  
[www.nass.co.uk](http://www.nass.co.uk)
- Papaa Psoriatic Arthropathy Alliance and the Psoriasis Support Trust  
[info@papaa.org](mailto:info@papaa.org)



BT19-2145 Rheumatology Jan 2020

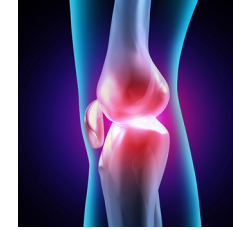
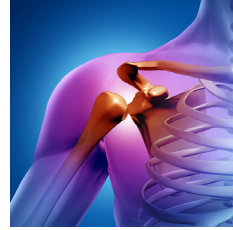
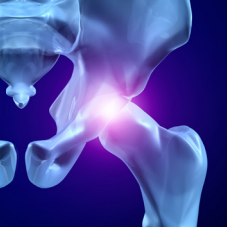
Rheumatology Advice Line  
028 9504 0888

# Rheumatology

## Telephone Advice Line



**Information for Patients**



## BHSCT Rheumatology Advice Line Information for Patients

- When to call the Rheumatology Advice Line
- When not to call
- How it works.

We offer a telephone advice service for patients and those involved in your care.

Monday - Thursday 9am-4pm  
Friday - Friday 9am-1pm

The service is not available at weekends or Public Holidays.

## Rheumatology Advice Line 028 9504 0888

The advice line is **NOT** an emergency line. It is operated by an answering machine; please do not leave any calls that require urgent action.

Your call will be answered by a member of administration staff and directed to the appropriate person.

If you need urgent advice, or advice not related to your rheumatology condition, you should contact your GP, or attend your nearest **Emergency Department.**

The advice line is for access to clinical advice and support for **patients who attend the Rheumatology clinics** at

Royal Victoria Hospital  
Belfast City Hospital  
Musgrave Park Hospital

## When to call the Rheumatology Advice Line

You should only call the Advice Line:

- If you have a 'flare-up' of your arthritis that has not improved using self-help measures for at least a week
- If you are experiencing side-effects which you feel may be caused by the medication prescribed for your arthritis
- If you have concerns relating to your condition or treatment which cannot wait until your next appointment

- To report progress only if the Rheumatologist or Rheumatology Specialist Nurse specifically asked you to do so.

## When **not** to call

- To change an appointment please call Appointment Enquiries
- To obtain test results, unless specifically asked to do so at your last appointment
- To discuss anything not related to your rheumatological condition.

## How it works

When you call the Advice Line you will hear a recorded message asking you to leave the following information - **without all this information we will not return your call.**

- Your full name and date of birth
- Your H&C or Hospital Number
- The reason for your call.

