

## How to contact the Rheumatology Department at York Hospital

TELEPHONE NUMBER - 01904 721854

EMAIL ADDRESS - [rheumemailadvice@york.nhs.uk](mailto:rheumemailadvice@york.nhs.uk)

WEBSITE – [www.york.nhs.uk/Rheumatology](http://www.york.nhs.uk/Rheumatology)

### **Aim of the rheumatology advice service:**

To provide advice and support for patients with rheumatological conditions attending York Hospital. Carers and health care professionals may also use this service.

### **You should contact the rheumatology department if:**

- you have a flare up of your condition
- you are experiencing side effects to medication prescribed by rheumatology

### **THIS SERVICE IS NOT FOR EMERGENCIES**

If you require urgent medical advice you should contact your GP surgery, out of hours GP or the emergency department.

### **How does the telephone advice line work?**

This is an answer-phone service. Please leave the following information:

- Your full name
- Your hospital number or date of birth
- A telephone number where we can contact you
- The reason for your call

A rheumatology specialist nurse will listen to your message and will return your call within a few days.

If you are out when we return your call, two further attempts will be made to contact you. If you still require a call back, you will need to contact the advice line again.

### **How does the email advice service work?**

Please provide the following information:

- Your full name
- Your hospital number or date of birth
- The reason for your email
- Enter the name of your rheumatology specialist nurse in the subject heading box, if known

A rheumatology specialist nurse will read your email and respond within a few days.