



Information for patients, relatives and carers

Virtual Fracture Clinic factsheet

You have been referred to the Virtual Fracture Clinic (VFC) for assessment of your injury.

This is known as a “virtual fracture clinic” assessment because you will not need to come into hospital for your assessment.

One of our Orthopaedic Consultants will use your x-rays and information from your visit to the Emergency Department to review your injury.

By assessing you in the virtual fracture clinic, we can make sure that you get the best treatment as quickly as possible with specialist input. It also means you can avoid an unnecessary visit to hospital.

What happens next?

We will phone you once the review has taken place. Usually this will be within 24 hours of the review (excluding weekends and bank holidays, when this will usually be within 48 hours). We will phone you with the following information:

- 1) If you need to be seen face to face in clinic, the admin team will call you to offer you an appointment.
- 2) If we do not need to see you back in clinic and your injury can be self-managed, a nurse will telephone you with advice and instructions.

If we cannot reach you by a phone call, we will send you a letter or a text.

It is essential that you have provided us with your correct contact details and have let us know if you need an interpreter.

Contact us

If you have any serious concerns about your injury, please contact our orthopaedic nurses for clinical advice on 01904 726575

Please note that we cannot provide any appointment information via this number, for appointments telephone 01904 726627 or 01904 726325

In an emergency requiring urgent attention
contact your GP or return to the Emergency Department

Patient Advice and Liaison Service (PALS)

We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you require this information in a different language or format, for example Braille, large print, Easy Read or audio, please ask the staff who are looking after you or telephone 01904 726575.

Scan the QR code to view an online copy of this leaflet:



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