

Do not attend an appointment when ill, give others a chance!

11. November 2020



Due to the spread of COVID-19 in Estonia and especially Harju County, please do not attend appointments, examinations or procedures if you are experiencing symptoms of a viral disease (cough, rhinitis, fever).

Call [666 1900](tel:6661900) to notify us of your illness or cancel the appointment through the Patient Portal. This will ensure that the appointment schedule will not be left with gaps and the next patient in line will be given the chance to take the earlier slot. Contact the hospital again when you are well and we will find you a new appointment slot. If you should fall ill, also notify your family physician as soon as possible or call the family physician helpline 1220.

"We will be sure to find a new time slot for an appointment within a reasonable time," assures East Tallinn Central Hospital Customer Service Manager Lea Karik. "Let's be responsible and look out for ourselves and others."

Coming in for an appointment when you are ill means that 100 other people will have to cancel theirs. In the worst-case scenario, you may infect your doctor, causing them to stay at home for two weeks, meaning that another 300 patients will have to have their appointments cancelled.

Appointments will go ahead as usual in all areas. You must pass the checkpoint upon entry to the hospital. We will assess your risk of infection, ask you to sanitise your hands and provide you with a disposable protective mask. Wearing a surgical protective mask while inside the hospital premises is mandatory for patients and hospital staff alike. The hospital has the right to refuse treatment if you are not wearing a mask. Please keep a distance of two metres from other people while moving inside the hospital.