Rheumatology Clinic telephone advice line – for healthcare professionals

This leaflet explains more about and St Thomas’ Rheumatology Clinic telephone advice line.

What is the telephone advice line?
The purpose of this service is to provide advice and support for healthcare professionals and patients with rheumatology conditions attending the clinics at Guy’s and St Thomas’.

Who may use the advice line?
This service is available to GP practices, whose patients attend the Rheumatology department at Guy’s and St Thomas’ Hospital.

When can I use the advice line?
Please contact us if:

- you have any questions about your patient’s diagnosis
- you have any questions about your patient’s medication
- your patient is experiencing side effects which you feel may be caused by the medication prescribed for their arthritis
- you have concerns about your patient’s symptoms or management that need to be addressed before their next appointment.

Call the telephone advice line on 020 7188 5896 (Monday to Friday, 9am – 5pm)

What happens when I call the advice line?
You will be asked to leave the following information on the answer machine:

- your full name
- the patient’s name
- patient’s hospital number (if known)
- patient’s date of birth
- telephone number that we can contact you on
- days and times that are best to call you back
- the reason for your call.
What happens after I have called the advice line?

The clinical nurse specialist will listen to your message. Any urgent calls will be returned within the same day. All other calls are returned within three working days.

If you are out when the nurse returns your call, a message will be left when possible and no further attempts will be made to contact you. If you still need advice, you will need to contact the advice line again.

This advice line is not an emergency service.

Further information

Guy’s and St Thomas’ appointment centre

t: 020 7188 2000