



**MOUNTAIN
HEALTHCARE**

During the COVID-19 pandemic, Mountain Healthcare is still operating and providing Sexual Assault Referral Services. However, in line with current national guidance and healthcare best practice, please DO NOT BRING PEOPLE STRAIGHT TO THE SARC during this time.

In order for us to keep everyone as safe as possible, whilst continuing to provide important healthcare, please take the following steps and PAUSE before attending the SARC.

P Police to engage with and support the individual in line with current processes, ensuring that all required initial information is recorded. We will need to document this when you contact us.

A Appropriate agencies and services should be contacted, including social care (if required, i.e. for children, vulnerable adults, and where there are safeguarding concerns).

U Use the existing Mountain Healthcare Pathway and Support Service (Call Centre) number, available 24/7/365, to arrange an initial telephone consultation.

S Specialist telephone support from a SARC Doctor or Nurse (as appropriate) will be arranged by our Pathway and Support Service, who will triage, screen and risk assess the individual, to identify their needs (incl. health, wider vulnerabilities, requirement for a forensic examination).

E Ensure the safety of all involved, by agreeing to 'appointment only' SARC attendance. Once one of our forensic clinicians has completed the initial telephone consultation, we will advise on an appointment time, as required, and discuss the next steps, including PPE.

Thank you for working with us to keep everyone safe,
and for supporting our slight change in process during this time.