

Welcome to Riverview Medical Centre. If you have a medical emergency, please hang up and dial 999.

All the information in this message can be viewed online at [riverviewmedicalcentre.com](http://riverviewmedicalcentre.com)

For all eye problems, contact your optician. For any dental problems, contact your dentist. For minor illness, medication or prescription queries, please contact your pharmacist.

If you think you may have mild symptoms of Covid-19 please hang up and visit [nhsinform.scot](http://nhsinform.scot) or telephone the Scottish Coronavirus helpline on 0800 028 2816 for advice. If you have more severe symptoms of Covid-19 please hang up and contact NHS24 on 111.

If you are looking for information about vaccinations or are not sure if the GP is the best person to deal with your problem, please visit our website at [riverviewmedicalcentre.com](http://riverviewmedicalcentre.com) for advice.

Please note, we have a zero tolerance policy for aggressive or threatening behaviour and calls of this nature will be terminated.

If you have a health problem other than Covid-19, please listen to the following options:

Press 1 for appointments and housecalls - our trained Patient Advisors at Reception will ask you for a description of why you are calling. This is in order for them to help you to see or speak to the most appropriate person for your problem. We are receiving very large numbers of calls at the moment and you may have a longer wait than normal. Our staff will do their very best to help you, thank you for your patience.

Press 2 for special request prescriptions, only after 10am - Special request prescriptions will take 2 working days to be processed. We no longer take requests for repeat prescriptions over the phone, please arrange these via your chemist or online via the patient access app. We are receiving very large numbers of calls at the moment and you may have a longer wait than normal. Our staff will do their best to help you, thank you for your patience.

For test results, available after 3pm, press 3

For anything else please hold