Patient information

East and North Hertfordshire Teaching NHS Trust

Virtual Fracture Clinic

Department of Trauma and Orthopaedic Surgery

After an injury, some people don't need to come back to the hospital for a face-to-face fracture clinic visit. A face-to-face clinic can be hard to attend, especially if you are in pain or finding it hard to move.

Because of this, we now use a safe and effective Virtual Fracture Clinic (VFC) that has been reviewed by experts and is monitored to make sure it stays high quality.

What Happens After My Injury?

When you are seen in the Emergency Department, the staff will treat your injury and take the needed x-rays and then refer you to the virtual fracture clinic for review. The clinic will then decide your treatment plan.

Then, within 72 hours, an experienced orthopaedic nurse will phone you to explain what you need to do next.

Your treatment plan may include:

- Advice and reassurance
- A referral to physiotherapy
- A new plaster, splint, or changes to the one you have
- An appointment at another specialist clinic
- In some cases, a recommendation for an operation

Please make sure the Emergency Department has a phone number where we can reach you after you leave the hospital.

You do not need to attend the hospital for a virtual fracture clinic assessment to take please. The nurse will call Monday-Friday between 12 noon and 4pm.

If you do not hear from us within 72 hours, or if you are worried about your injury, please call the Virtual Fracture Clinic on 0778 817 8689.

If we cannot answer straight away, please leave a clear message. We check the answerphone often and will call you back.

After Your Assessment

You and your GP will receive a letter explaining what the team found and the treatment plan.

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Lister virtual fracture clinic

- Telephone 0778 817 8689

Leaflet information

You can request this information in a different format or another language; please speak to your doctor or nurse.

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