

What to Expect During Your Cardiovascular Center Visit

During the COVID-19 era, health care will be delivered in new and innovative ways to ensure the health and safety of our patients, family members and staff. Newton-Wellesley Hospital's clinical leaders and infection control experts have analyzed every aspect of our operations and changed the process by which we deliver care to keep everyone safe. As a result, your experience will feel different in some ways – but it will still be the exceptional experience our hospital is known for.

BEFORE YOUR VISIT

- **Hours:** All hours will remain the same.
- **Symptom Screening:** You will be screened for COVID-19 symptoms by phone three days before your surgery.
- **Swab Test:** Two days prior to procedure, you will receive a call from our scheduling team to schedule a COVID-19 swab test. If you cannot get tested in advance, you will receive a rapid test on the day of your surgery.
- **Screening & Test Results:** If you are symptomatic during screening or test positive for COVID-19, your procedure may be rescheduled.
- **Visitor Policy:** Visitors are not allowed in the pre-op or PACU areas.
- **Mask Policy:** All patients and providers are required to wear a mask at all times.

DURING YOUR VISIT

- **Checking In:** You will check in on the 2nd floor at Elfers Cardiovascular Center to register and a nurse will escort you to the pre-procedural area as quickly as possible.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing.

- **Building Entry:** Please use the East Lobby entrance. Follow our detailed, color-coded signage to help minimize foot traffic.
- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Staff Interaction:** Doctors and staff will wear PPE appropriate for your procedure – including masks, gloves and face shields – throughout the entirety of your visit.
- **Food Options:** At this time, our cafeteria is not open to patients and visitors. Food and beverages may be purchased at our Charlie's on the Way café, near the East Lobby.

AFTER YOUR VISIT

- **Admission:** If you are being admitted, you will be brought directly to your new unit.
- **Discharge:** If you are being discharged, you will receive discharge instructions and then be taken to the lobby entrance by wheelchair to meet the person picking you up. Visitors can wait in their cars and the hospital will call them when you are ready for discharge. If you'd like the person picking you up to hear the discharge instructions, we can call them to ensure they're included.

OTHER IMPORTANT INFORMATION

- Family members and friends can be updated on your progress via text message with your consent.

Please know that you can feel confident that your care will be of the same high quality and safety you've come to know and expect from Newton-Wellesley Hospital. For more information on the steps we are taking across our organization, please see our Safe Care Commitment.

**Thank you for your patience and understanding.
As always, it is a pleasure and a privilege to care for you.**

