

What to Expect During Your Cast Clinic 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

- **Scheduling:** If you have been referred by your physician for a Cast Clinic visit, your physician's office is responsible for contacting the Cast Clinic to notify them that you will be sent to their location. Unscheduled/unplanned walk-ins are not permitted at this time.
- **Visitor Policy:** Patients who require a caregiver, experience communication or mobility issues, or are under the age of 18 and require a parent or guardian may be accompanied by visitors. All other visitors are not permitted at this time.
- **Mask Policy:** Please wear a mask on the way from your car into our facility. You will be issued a disposable mask upon entry, which must be worn at all times, including on your way back to your car. If you do not want to remove the mask you arrived with, you will need to wear our mask over it.

DURING YOUR VISIT

- **Arrival:** To ensure proper social distancing, it is essential to maintain an on-time schedule. You should arrive as close to the agreed upon time for your visit in the Cast Clinic.

- **Checking In/Building Entry:** When you arrive at the agreed upon time, in order to minimize time spent in our check-in area on 2 West, you will be greeted by the Cast Clinic staff and taken back to our clinical space.
- **Symptom Screening:** Upon your arrival to cast clinic, you will be asked several questions about any COVID-19 symptoms you may be experiencing (even if you have already done so at a prior appointment or during check-in when you first entered the hospital).
- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. Providers will wear appropriate PPE, including a mask, throughout the entirety of your visit, including any physical exams or testing.

AFTER YOUR VISIT

- **Checking Out:** Please exit the building upon completion of your exam. Any follow-ups or scheduling of future visits will be completed by phone after your visit.

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.**

