

What to Expect During Your Emergency Department 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

- **Visitor Policy:** Parents can accompany their children, spouses can accompany pregnant women, and family members can accompany patients with life-threatening conditions. No other visitors are permitted at this time. Please note: Newborns may not accompany their mothers into the Emergency Department because of the risk COVID-19 poses to infants.
- **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

- **Checking In:** A nurse will greet you at the Emergency Department entrance and bring you to an open room as soon as one becomes available. We have implemented new protocols and procedures to reduce time spent in our waiting area.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing.

- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Staff Interaction:** Doctors and staff will wear appropriate PPE appropriate – including masks, gloves, and goggles – throughout the entirety of your visit.
- **Communication:** We encourage patients to communicate with family members and friends virtually, and we have technology available for use.
- **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

- **Checking Out:** The check-out process will be completed in your room whenever possible.
- **Follow-Ups:** Any follow-ups will be conducted by phone or via virtual visit.

OTHER IMPORTANT INFORMATION

- It is vitally important to seek urgent and emergency medical care when necessary. Delaying essential care can have dangerous, unintended consequences.

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.**

