

What to Expect During Your GI 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

- **Pre-registration:** You must pre-register by phone prior to your procedure.
- **Symptom Screening:** You will be screened for COVID-19 symptoms by phone three days before your procedure.
- **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 are unable to get tested in advance, you will receive a rapid test on the day of your procedure. If your visit involves a colon procedure, your test must be conducted three days prior.
- **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:** 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:** You will check in at the main registration desk. A nurse will escort you to the waiting area and then the pre-op 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 to your unit after your recovery stay in the PACU (Post Anesthesia Care 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 hospital personnel 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 include them in a telephone conference.

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.**

