What to Expect During Your Lab 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.

Here’s what you can expect when you visit us in the future.

BEFORE YOUR VISIT

• **Hours:** Our hours have changed at each of our lab sites, and some will remain closed at this time. Please check our website for details: [Lab Hours](#).

• **Scheduling:** Our lab locations designated for Healthy Patient remains available for walk-in visits.
  
  o Patients that are symptomatic and/or Covid positive must contact their provider for a referral to have lab work scheduled at the Respiratory Infection Clinic (RIC).

• **Visitor Policy:** No visitors are permitted at this time. Requests for accommodations will be evaluated on an individual basis.

• **Mask Policy:** All patients and staff are required to wear a mask at all times.

DURING YOUR VISIT

• **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing. Patients that are symptomatic and/or Covid positive will be directed to the RIC for lab work.

• **Checking In:** Due to reduced waiting room capacity, you may be asked for your phone number and asked to return to your car and wait until you receive a call from our staff to proceed to the lab.

• **Waiting Room:** Waiting areas have been rearranged, and some chairs have been removed, to ensure proper social distancing.

• **Staff Interaction:** Staff will wear standard PPE – masks, gloves and face shields, as necessary – throughout the entirety of your visit.

OTHER IMPORTANT INFORMATION

• Shared lab equipment will be wiped down and disinfected after every patient.

• We ask for your patience as you may experience longer-than-normal wait times due to the number of patients and our new disinfection procedures.

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.