

# 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.

## 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:** 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

- **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.
- **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.

## 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.**

