

What to Expect During Your Visit to Labor & Delivery

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:** One support person may accompany you, provided they do not have symptoms.

DURING YOUR VISIT

- **Symptom Screening:** You and your support person will be screened for symptoms upon arrival.
- **Daytime Arrival:** If you arrive between 7 a.m. and 6 p.m., please use the West Lobby entrance. You will be screened and then escorted to the Maternity Unit on the 5th floor for registration.
- **Overnight Arrival:** If you arrive between 6 p.m. and 7 a.m., please use the Emergency Department entrance. You will be screened, registered, and then escorted to the Maternity Unit on the 5th floor. You will not be treated in or admitted to the ED at any time.
- **COVID-19 Testing:** You will be tested for COVID-19 upon arrival. If you have a scheduled procedure, the test will be performed in our testing tent. Your support person will not be tested.
- **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.
- **Support Person:** We strongly discourage your

support person from leaving the hospital and then returning to our unit during your stay.

- **Room Policy:** We encourage you, your baby, and your support person to remain inside your room whenever possible.
- **Staff Interaction:** Doctors and staff will wear PPE appropriate – 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. Birth partners may order Room Service to the floor.

AFTER YOUR VISIT

- We have implemented a “discharge when ready” policy, allowing you and your baby to return home once you no longer require hospital-level care, rather than encouraging you to stay for a specific number of days or nights.
- **Virtual Follow-Ups:** We are conducting a growing number of lactation consults and other follow-up visits virtually to better care for you and your baby after you leave the hospital.

OTHER IMPORTANT INFORMATION

- The Maternity Unit is a secured, self-contained unit where patients and staff are segregated from other areas of the hospital.

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.**

