

What to Expect During Your Operating Room 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 surgery.
- **Swab Test:** You will need to get tested for COVID-19 2-3 days before your surgery. A nurse will call you to schedule your appointment and will give you necessary information. Newton-Wellesley has a designated COVID-19 testing area.
- **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 East Entrance registration desk.
- **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.

- **Building Entry:** Please use the East Lobby entrance. Follow our detailed, color-coded signage to help minimize foot traffic.
- **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 new 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.**

