

What to Expect During Your Outpatient Surgery Center 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 made adjustments to protect your safety. As a result, some aspects of your visit may differ from what you are used to.

BEFORE YOUR VISIT

- **Hours:** All hours will remain the same.
- **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:** Two days prior to surgery, you will receive a call from our scheduling team to schedule a COVID-19 swab test.
- **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:** Please call 617-219-1503 from your car to notify staff that you've arrived. You will meet a nurse on the first floor of the OSC and be escorted directly to the pre-op area.

- **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 park in open lot and proceed to entrance.
- **Staff Interaction:** Doctors and staff will wear PPE appropriate for your procedure – including masks, gloves and face shields – throughout the entirety of your visit.

AFTER YOUR VISIT

- **Discharge:** 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 a clinician 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 call them to ensure they're included.

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.**

