

What to Expect During Your Pain Management 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 remain unchanged.
- **Virtual Visits:** We have increased our telehealth options and will utilize virtual visits to help treat many of our patients. We will evaluate your individual needs and the purpose of each appointment to determine whether you should be seen virtually or in-person. We plan to gradually increase the number of in-person visits we conduct.
- **Scheduling:** Our scheduling process remains unchanged.
- **X-Rays:** The X-Ray facility at our location will now operate by appointment only. X-Rays must be scheduled when your visit is scheduled. We plan to accept walk-ins on a very limited basis.
- **Symptom Screening:** Before your appointment, you will be asked to complete a survey on Patient Gateway about any symptoms you may be experiencing or any recent exposure to COVID-19. This survey must be completed 72 hours prior to your visit. Based on your responses, you may be contacted by our staff to answer additional questions.
- **Visitor Policy:** Patients who require a caregiver, experience communication or mobility issues, or are under the age of 18 and require a parent or guardian may be accompanied by visitors. All other visitors are not permitted at this time.
- **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

- **Arrival:** To ensure proper social distancing, it is essential to maintain an on-time schedule. You should arrive as close to your scheduled appointment "arrival time" as possible.
- **Checking In:** We are developing a process that will enable you to check in remotely from our parking area. Please call our office when you arrive for your appointment and remain in your car until we contact you to proceed into the building to ensure proper social distancing.
- **Symptom Screening:** You will be asked several questions over the phone about any COVID-19 symptoms you may be experiencing before proceeding to your appointment.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. Providers will wear appropriate PPE, including a mask, throughout the entirety of your visit, including any physical exams or testing.

AFTER YOUR VISIT

- **Checking Out:** Scheduling of follow-up appointments will take place in your exam room or procedural area or by phone after your appointment is complete.

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.**

