

# What to Expect During Your Radiology 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

- **Scheduling:** We now require patients to schedule all appointments to ensure social distancing is maintained. To schedule appointments, either you or an office staff member must call Central Scheduling at 617-243-6800, **THEN** call Pre-registration at 617-243-6122. Patients with pending radiology orders will be contacted by our office. We will no longer operate on a walk-in basis.
- **Symptom Screening:** You will be asked several questions upon arrival about any COVID-19 symptoms you may be experiencing.
- **Pre-registration:** You must pre-register with Radiology by phone. You may experience wait times due to a higher volume of calls.
- **Visitor Policy:** Patients who require a caregiver 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.
- **Attire:** You should dress for your appointment in loose-fitting clothing with no zippers, buttons or snaps, and refrain from wearing jewelry, to minimize the need to change clothing.
- **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 the time of your appointment as possible. We do not have a waiting area for patients who arrive early,

and we have limited flexibility to reschedule patients who arrive late.

- **Symptom Screening:** You will be asked several questions over the phone about any COVID-19 symptoms you may be experiencing.
- **Building Entry:** Please do not enter the building more than 15 minutes before your appointment time. Use the West Lobby entrance and proceed directly to the check-in area. If you are an MRI patient, please use the East Entrance. We will meet you there and direct you to your exam room. Please follow our detailed, color-coded signage to help direct foot traffic. After 6 p.m. and for weekend MRI appointments, you will need to enter through our Emergency Department, where you will be guided to your appointment.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. However, certain appointments may require a staff member to help position you for your exam. Providers will wear appropriate PPE, including a mask and gloves, 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

- **Checking Out:** Please exit the building upon completion of your exam.

## OTHER IMPORTANT INFORMATION

- **Ultrasounds:** Most ultrasound exams require direct contact between staff and patient. Staff will wear appropriate PPE, including a mask and gloves, at all times during these exams.

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.**

