

What to Expect During Your Sleep 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 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.

Here's what you can expect when you visit us in the future.

BEFORE YOUR VISIT

- **Hours:** We will now offer appointments on Sunday nights, in addition to Monday through Thursday nights, to ensure proper social distancing for our patients and staff.
- **Scheduling:** You will be contacted by phone to schedule their sleep studies.
- **COVID-19 Screening:** You will be screened for COVID-19 symptoms by phone at least 48 hours before their visit.
- **Visitor Policy:** No visitors are permitted at the Sleep Center 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:** Please ensure you arrive at the Sleep Center located on the first floor at 8 p.m.
- **Checking In:** Upon arrival, a sleep tech will meet you in the lobby and escort you directly to your room.

- **Waiting Room:** We will no longer use a waiting room for our patients. You will immediately be directed to your room for the evening.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may have experienced.
- **Staff Interaction:** Providers will wear masks throughout the entirety of the visit and will maintain six feet of distance from you whenever possible.

AFTER YOUR VISIT

- **Checking Out:** The check-out process will take place in your room.
- **Follow-Ups:** Results will be provided over the phone by your physician.

OTHER IMPORTANT INFORMATION

- For day home sleep tests, a sleep tech will bring you to a room for a 15-minute introduction on how to use the system.
- All completed sleep test kits should be deposited in a drop box after use.

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.**

