

What to Expect During Your Urgent Care 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

- **Virtual Visits:** We are able to treat patients virtually through telemedicine, but we encourage you to come in, if possible.
- **Visitor Policy:** No visitors are permitted at this time. Requests for accommodations will be evaluated on an individual basis.
- **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:** Once checked in, you will be directed to the relevant department. If you have an appointment, please arrive as close to your appointment time as possible.
- **Symptom Screening:** a greeter will hand you a mask and ask you COVID-19 screening questions. If you have no worrisome symptoms you will be directed to registration and then to a room. If there is any concern about COVID-19 symptoms or

exposure, a nurse will take over and ask you more questions to determine the safest way to provide your care.

- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Examination Room:** You will be asked to sit in the chair instead of on the exam table.
- **Staff Interaction:** Doctors and staff will maintain six feet of distance from you whenever possible until the examination begins. They will wear standard PPE appropriate for your appointment – including masks, gloves and face shields – throughout the entirety of your visit.

AFTER YOUR VISIT

- **Checking Out:** Please exit the building upon completion of your exam. Checking out is not required.

OTHER IMPORTANT INFORMATION

- To ensure a safe, clean environment, examination rooms may look different than what you're used to. Curtains and wall decorations have been removed. All exam rooms will be properly disinfected between each patient.

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.**

