

What to Expect During Your Women's Imaging 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.

BEFORE YOUR VISIT

- **Hours:** We are extending our hours to ensure proper social distancing. In addition to our regular weekday hours, we are adding evening hours and Saturday afternoon/evening hours.
- **Pre-registration:** You must pre-register by phone before your appointment. We will soon begin sending pre-procedure questionnaires to patients via email or Patient Gateway to minimize the amount of time patients spend at our center.
- **Symptom Screening:** You will be screened for COVID-19 symptoms by phone prior to your appointment.
- **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

- **Arrival:** Please arrive within 10 minutes of your scheduled appointment to minimize wait time and ensure proper social distancing. If you arrive late for your appointment, we may have to reschedule your visit for another day.
- **Building Entry:** Please enter through the West Entrance of the hospital.
- **Checking In:** Please check in at the front desk. You will then be directed to a designated seating area specific to your visit.

- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing.
- **Waiting Room:** Our main waiting area is shared with other departments and has been rearranged to ensure proper social distancing. We have implemented new protocols to ensure patients are escorted to their exam rooms as quickly as possible to minimize time spent in our waiting area.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. However, most Breast Imaging appointments 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 visit. You will receive results in the mail and Patient Gateway, and any follow up appointments will be scheduled by phone.

OTHER IMPORTANT INFORMATION

- You will change in your exam room. There are no shared changing rooms.
- If additional imaging is required, you will be provided a single use bag to store your clothes and will wait in our inside breast imaging specific waiting area.
- We are cleaning our equipment, chairs, and other high-touch surfaces in between each patient and our appointments are spaced appropriately to allow for that.

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.**

