

What to Expect During Your Visit to the Mass General Cancer Center at Cooley Dickinson Hospital and the Vitkauskas Crowe Radiation Oncology Suite

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. Cooley Dickinson Hospital's clinical leaders and infection prevention 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:

BEFORE YOUR VISIT

- **Virtual Visits:** We have increased our telehealth options and will utilize virtual visits to help evaluate many of our patients. We will assess your individual needs and the purpose of each appointment to determine whether you will be seen virtually or in-person.
- **Symptom Screening:** You will be screened for symptoms over the phone when you confirm your appointment and again the day before your visit.
- **Visitor Policy:** No visitors are permitted at this time. Requests for accommodations will be evaluated on an individual basis. We encourage family members or friends to join you virtually during your appointment.
- **Mask Policy:** All patients and providers are required to wear a hospital-issued mask at all times.

DURING YOUR VISIT

- **Arrival:** If you **ARE NOT** getting blood drawn for labs, we ask you to please arrive no earlier than 10 minutes before your first scheduled appointment to help ensure proper social distancing. If you **ARE** getting blood drawn for labs, please arrive 30 minutes before your appointment time.

- **Checking In:** When you enter the Cancer Center, you will be asked several questions about any symptoms you may be experiencing. Once you are screened, you may be escorted directly to your exam room.
- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **COVID-19 Testing:** If you are having COVID-19 symptoms and need to be screened, our staff will arrange for you to be tested.
- **Staff Interaction:** Staff will all be wearing face masks during your visit.

AFTER YOUR VISIT

- **Checking Out:** Your follow-up appointment will be scheduled by phone after your appointment.
- **Follow-Ups:** Your follow-up appointment may be conducted virtually. This will be determined on an individual basis.

OTHER IMPORTANT INFORMATION

- We encourage you to inform our staff of any symptoms you may experience to ensure we care for you in the safest and most effective manner possible.

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 Cooley Dickinson 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.