

What to Expect During Your 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. 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 Cooley Dickinson is known for.

Here's what you can expect when you visit us:

BEFORE YOUR VISIT

- **Patient Gateway:** We encourage you to register for and use the Patient Gateway platform to help us communicate with and care for you. eCheck-in will be available through Patient Gateway seven days prior to your visit.
Enroll here. <https://www.cooleydickinson.org/home/patient-gateway/>
- **Virtual Visits:** We are encouraging the use of virtual visits whenever possible. We recommend conducting virtual visits by video – however, telephone visits are also available.
- **Symptom Screening:** Three days prior to your visit, you will receive a Patient Gateway appointment reminder with a link to a symptom screening questionnaire. If you are unable to access Patient Gateway, you should call your practice to complete your symptom screening. You will also receive a reminder one day prior to your appointment to call your practice if you have developed any new symptoms or exposure.
- If you are not on Patient Gateway or did not complete your symptom questionnaire, you will receive a phone call 48 hours prior to any in-person office visit to discuss any symptoms you may be experiencing.
- **Visitor Policy:** No visitors are permitted at this time. Requests for accommodations will be evaluated on an individual basis.
- **Mask Policy:** All patients and staff are required to wear a hospital-issued mask at all times.

DURING YOUR IN-PERSON VISIT

- **Checking In:** You are encouraged to complete our Patient Gateway eCheck-In process online prior to any in-person office visits.
- **Arrival:** Our offices have developed new procedures that limit the number of patients in the waiting room and promote social distancing. These may include waiting in your car for a call, or calling the office when you arrive to the office BEFORE coming in. Please ensure you are familiar with each office's procedure before your appointment.
- **Symptom Screening:** You will be asked several questions over the phone about any COVID-19 symptoms you may be experiencing before proceeding to your appointment.
- **Waiting Room:** Our waiting areas have been rearranged to ensure proper social distancing. You will be directed to an exam room as quickly as possible to minimize time spent in the waiting area.
- **Staff Interaction:** Doctors and staff will maintain six feet of distance from you whenever possible. They will wear appropriate Personal Protective Equipment (PPE) – which may include masks, gloves, goggles, or face shields – throughout the entirety of your visit.

AFTER YOUR VISIT

- **Checking Out:** Your check-out process and the scheduling of future appointments or after your appointment may be completed in your exam or by phone after your appointment.

OTHER IMPORTANT INFORMATION

- We ask for your patience as we clean all exam rooms in between patient visits.

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.