

# What to Expect During Your Rehabilitation Services 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 our hospital is known for.

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

## BEFORE YOUR VISIT

- **Hours:** We are extending our hours to ensure proper social distancing.
- **Virtual Visits:** We have increased our tele-health options and will utilize virtual visits to help treat many of our patients. We will evaluate your individual needs and the purpose of each appointment to determine whether you should be seen virtually or in-person. We plan to gradually increase the number of in-person visits we conduct.
- **Scheduling:** Our scheduling process remains unchanged.
- **Visitor Policy:** Patients who require a caregiver, experience communication or mobility issues, or are under the age of 18 and require a parent or guardian may be accompanied by visitors. All other visitors are not permitted at this time.
- **Mask Policy:** All patients and providers are required to wear a mask at all times. We ask that you wear a mask into the clinic when you arrive. You will then be given a mask to put on for the duration of your visit.

## DURING YOUR VISIT

- **Arrival:** To ensure proper social distancing, it is essential to maintain an on-time schedule. You should arrive as close to your scheduled appointment "arrival time" as possible.
- **Checking In:** We ask that you observe social distancing when checking into the clinic. There is limited seating available in the waiting room. You are welcome to wait in your car and we will call you when we are ready to bring you into the building.
- **Symptom Screening:** You will be asked several screening questions when you arrive for your appointment.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. Providers will wear appropriate PPE, including a mask, throughout the entirety of your visit, including any physical exams or testing.

## AFTER YOUR VISIT

- **Checking Out:** Scheduling of follow up appointments can take place at our front desk or you can call to schedule after your appointment.

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.