

# What to Expect During Your Endoscopy/GI 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

- **Pre-registration:** You must pre-register by phone prior to your procedure.
- **Symptom Screening:** You will be screened for COVID-19 symptoms by phone 2 to 3 days before your surgery.
- **Swab Test:** You will need to get tested for COVID-19 2 to 3 days before your surgery.
- **Screening & Test Results:** If you are symptomatic during screening or test positive for COVID-19, your procedure may be rescheduled.
- **Visitor Policy:** No visitors are permitted at this time. Pediatric patients (18 and younger) can have one parent or guardian with them.
- **Mask Policy:** All patients and providers are required to wear a hospital-issued mask at all times.

## DURING YOUR VISIT

- **Checking In:** You will check in at the East Entrance registration desk.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing. We will also take your temperature with a non-contact thermometer.

- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Staff Interaction:** Doctors and staff will wear PPE appropriate for your procedure – including masks, gloves and face shields – throughout the entirety of your visit.

## AFTER YOUR VISIT

- **Admission:** If you are being admitted, you will be brought to your new unit after your recovery stay in the PACU (Post Anesthesia Care Unit).
- **Discharge:** If you are being discharged, you will receive discharge instructions and then be taken to the lobby entrance by wheelchair to meet the person picking you up. Visitors can wait in their cars, and hospital personnel will call them when you are ready for discharge. If you'd like the person picking you up to hear the discharge instructions, we can include them in a telephone conference.

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.