

# What to Expect During Your Emergency Department 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

- **Visitor Policy:** Visitors are not permitted at this time. Family or friends must remain in their cars. Our doctors and nurses are available to keep in touch with your family member via cell phone.
- **Mask Policy:** All patients and providers are required to wear a hospital-issued mask at all times.

## CHECK-IN/DURING YOUR VISIT

- **Checking In:** When you first check in, a nurse will evaluate you and make every effort to bring you to an available exam room as soon as possible.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing.
- **Waiting Room:** Waiting areas have been rearranged to ensure proper social distancing.

- **Staff Interaction:** Doctors and staff will wear appropriate PPE – including masks, gloves, goggles or face shields – throughout the entirety of your visit.
- **Communication:** We encourage patients to communicate with family members and friends.

## AFTER YOUR VISIT

- **Checking Out:** The nurse who takes care of you during your visit will give you your discharge instructions before you leave the exam room.
- **Follow-Ups:** Contact your primary care provider with any follow-up questions. If you don't have a primary care provider, we can help you find one.

## OTHER IMPORTANT INFORMATION

- It is vitally important to seek medical care when necessary. Delaying essential care can have dangerous, unintended consequences.

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.