

# What to Expect During Your Urgent Care Center 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:** No visitors are permitted at this time. Requests for accommodations will be evaluated on an individual basis.
- **Mask Policy:** All patients and providers are required to wear a hospital-issued mask at all times. (except when alone in a room). An Urgent Care Clinic employee will provide you with a surgical mask. If you would like to keep your own mask on, you will be instructed to wear the hospital-issued mask over it. If you are unable to wear a mask, a face shield will be provided.
- **Staff Interaction:** Doctors and staff will maintain six feet of distance from you whenever possible until the examination begins. They will wear standard PPE appropriate for your appointment -including masks, gloves and face shields- throughout the entirety of your visit.

## AFTER YOUR VISIT

- **Checking Out:** Please exit the building upon completion of your exam. Checking out is not required.

## OTHER IMPORTANT INFORMATION

- To ensure a safe, clean environment, rooms may look different than what you're used to. All reading materials have been removed. All exam rooms will be properly disinfected between each patient.

## DURING YOUR VISIT

- **Checking In:** Once at the Urgent Care window, you will be asked questions about your recent health and travel.
- **Waiting room:** Waiting areas have been rearranged to ensure proper social distancing.
- **Examination Room:** You will be asked to sit in the chair instead of on the exam table.

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.