

## Coming to UMass Memorial? Here's How We Keep You Safe.

### Frequently Asked Questions

You may be fearful about going to the doctor or hospital. Please know that while we're doing amazing work caring for COVID-19 patients, we also have strict safety measures in place for non-COVID-19 patients.

**Don't delay care! If you are in pain, have an injury or think something is wrong with your health, call your doctor, go to the Emergency Department or local urgent care.**

#### ***I'm worried about coming to the hospital. What do I need to know?***

We take our patients' health very seriously, and we've implemented procedures to ensure the safety of our patients and caregivers. The hospital and outpatient areas are safe places.

#### ***What should I do if I have a chronic health condition?***

Don't delay your care. For example, if you have heart failure, cancer, or kidney issues, you need to continue care and treatment. **Not being seen could cause an increase in symptoms or further deteriorate your health.** If you need care now, call your doctor's office. If you have a chronic illness, don't let appointments or care slide.

#### ***Is the hospital seeing patients for non-COVID-related issues?***

We are treating non-COVID related critical and urgent illnesses and have been since the pandemic began. These include traumas, liver transplants, cancer treatments, and thousands of urgent outpatient visits. Many more people are getting care via virtual visits. If you have a health issue or concern, contact your physician's office or call 855-UMASS-MD.

#### ***How are appointments being scheduled?***

Your safety and that of others starts before you walk through the door. When you call your physician's office to schedule your appointment, you'll be asked questions to determine what type of visit is best for you. You may be offered a telehealth visit or may be referred to have a test for the COVID virus. You may also be given a dedicated time to come to the clinic to ensure social distancing and minimize exposure.

#### ***How are you keeping me safe when I arrive?***

We have limited entrances allowing us to screen all patients and visitors who enter. You'll be asked some simple questions and have your temperature taken. Screening allows us to detect those who potentially may be sick. You'll be asked to use hand sanitizer, which is readily available throughout our buildings, and given a mask if you don't already have one. All employees are required to monitor/report their health daily as well.

### **We're Here to Care for YOU!**

Call 855-UMASS-MD (855-862-7763).  
Call your physician's office.  
Visit our [Make an Appointment](#) page.

Virtual visits are available for most UMass Memorial outpatient clinics/offices.

***Will I be asked to wear a mask?***

Yes. We provide all staff, patients and visitors with masks when entering our building. Your own mask from home is acceptable. Masks help decrease the spread of disease. Some staff members may also wear additional personal protective equipment, such as eyewear.

***Will waiting rooms be different and allow for social distancing?***

The layout of our waiting rooms has changed to ensure a safe distance between our patients.

***How do I move around the hospital safely?***

You can move through the hospital to the outpatient areas following posted signage. To enable social distancing, we are changing traffic patterns and are using signage similar to what you would see in grocery stores.

Elevators can be used by all patients following social distancing instructions (max four people per elevator).

***Will the check-in process change?***

Yes. Social distancing will be the hallmark of your check-in process. You will stand a distance from the ambulatory service representative and will be asked screening questions. The check-in line will have markings for 6-foot separation between patients in line.

To encourage touch-free processes, verbal consents may be done; preregistration is an option in some cases; and copayments can be paid over the phone when appropriate. You can also request prescription refills, schedule appointments and pay online when using [myChart](#), our patient website.

***How will I be separated from COVID-positive patients?***

COVID positive patients are not brought in for an in-person visit unless absolutely necessary. We have developed separate spaces and separate work flows to protect all patients and staff while positive patients are in our clinics.

***Can I have someone come with me to my appointment?***

In our outpatient areas, visitors are not allowed to accompany patients. Exceptions are made for pediatric patients or in other instances where a support person is necessary.

***Is the hospital a clean place to be?***

Yes. Our environmental health and safety team has always done a tremendous job keeping our buildings clean. Our protocols have been enhanced during the pandemic to ensure that common areas and high-touch surfaces are cleaned more frequently. Exam rooms are cleaned between patients.