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

Frequently Asked Questions

From our Worcester campuses to our community practices, we’re enhancing our already high safety standards because your health is our top priority — now and always. If you have a health concern, don’t delay your care. We have many ways to care for you virtually or in person.

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 following the governor’s phase 2 guidelines for seeing patients.

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.

Will I be asked to wear a mask?
Yes. We provide all staff, patients and visitors with masks when entering our building. Masks help decrease the spread of disease. Some staff members may also wear additional personal protective equipment, such as face masks or goggles.

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.

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.
**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/online when appropriate. By using myChart, our patient website, you’re able to check in, pay your bills online and more.

**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 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, such as doors, elevators, and exam rooms are cleaned more frequently.