

Our Safe Care Commitment

What to Expect During Your Heart and Vascular Center Clinic Visit

The health and safety of our patients, families and staff remains our top priority. As we welcome more patients back to our hospital and outpatient facilities, we are taking a comprehensive approach to prevent the spread of infectious diseases. We know that COVID-19 will be with us for the foreseeable future, so we have implemented several measures to provide the safest possible environment. As a result, your clinic visit will be a bit different from past visits. Below are the details about what you can expect from your upcoming visit.

Before Your Clinic Visit

- **Symptom screening:** You will receive a phone call to screen for COVID-19 symptoms at least 48 hours before your visit. You will be screened again on the day of your appointment.
- **Patient Gateway online check-in:** If you have Patient Gateway, you will have the ability to check in, and confirm your insurance and co-pays in advance of your appointment.
- **Mask policy:** All patients, visitors and staff are required to wear a mask at all times. We will provide a mask that must be worn during the visit. This helps prevent the spread of infections.
- **Visitor policy:** Visitors are not permitted to accompany you at outpatient clinic visits at this time. Exceptions do apply for the following:
 - o Patients with a physical, cognitive or language need that requires assistance
 - o Patients under the age of 18 that require a parent or guardian to be present
 - o Patients who require an additional person to understand their clinical diagnosis/procedure/instructions
 - o Patients who are receiving end of life care
 - o Patients with children under the age of 18 (permitted on a case-by-case basis)

If you wish to bring a support person with you to your visit, please ask to do so at the time of scheduling. Permission must be obtained prior to arrival for your appointment. Visitors will be screened for symptoms and required to wear a mask.

- **Virtual visits:** We have increased our telehealth options and utilize virtual visits to help treat many of our patients. We will evaluate your individual needs, the purpose of each appointment and your personal preference to determine whether you should be seen virtually or in person.
 - **Testing and imaging:** Our imaging and laboratory sites are open. Your provider will alert you if testing or imaging are required prior to your clinic visit and will provide instructions.
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During Your Clinic Visit

- **Parking:** Patients arriving for appointments at the Boston campus are invited to park in the 80 Francis St. or 45 Francis St. garages. Valet parking is also available at the 45 Francis St. and 80 Fenwood Rd. entrances. Please note that valet parking is not currently available at the 75 Francis St. entrance.
- **Building entry:** Patients with clinic visits scheduled at the Brigham's main campus are asked to enter only through the 75 Francis St. or 45 Francis St. entrances at this time. For clinic visits at our ambulatory locations, patient entrances will be clearly indicated.
- **Checking in:** We have developed new procedures that will limit the number of patients in the waiting room at one time and allow for appropriate physical distancing. These procedures may include waiting in your car for a call or text, or calling the office when you arrive before coming in. Please ensure you are familiar with each office's procedure before your appointment.
- **Symptoms screening:** All patients, visitors and staff are screened for COVID-19 symptoms at our building entrances. To help speed up your entry, please use the Mass General Brigham Prescreen App by visiting prescreen.massgeneralbrigham.org on the day of your appointment before your arrival and complete the symptoms screener to receive your digital pass for entry.
- **Waiting room:** Waiting rooms and other common spaces have been modified to encourage physical distancing.
- **Staff interaction:** Doctors and staff will wear personal protective equipment (PPE) appropriate for your clinic visit - including masks, gloves and face shields - throughout the entirety of your visit.
- **Cleaning:** We are committed to keeping a safe and clean environment. To do so, we clean exam rooms and waiting rooms between each patient and have increased the frequency and intensity of cleaning of all high touch areas throughout our locations.

After Your Clinic Visit

- **Checking Out:** After your appointment, please follow the check-out instructions at your clinic, which may include stopping at the front desk or a designated check out desk to schedule follow-up appointments.
- **Follow-Ups:** Your follow-up appointment may be conducted virtually. This will be determined on an individual basis.

Thank you for your patience and understanding of our new processes during this time. If you have any questions, please call us at the following numbers:

Cardiovascular Specialty Clinics (857) 307-4000

Cardiac Surgery Consults (617) 732-7678

Vascular Surgery Consults (857) 307-1920