

# Our Safe Care Commitment

## What to Expect During Your Heart and Vascular Center Procedural 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 you come to the hospital for your inpatient or outpatient procedure. As a result, your visit will be a bit different from past visits. Below are the details about what you can expect from your upcoming procedural visit.

### Before Your Procedural Visit

- **Visitor policy:** We appreciate the need of our patients to have caregivers accompany them for procedures, as well as the need of family and friends to provide support to their loved one while in the hospital. In alignment with the Commonwealth of Massachusetts's recovery guidance:
    - o Patients who are having a procedure may have one support person who can drop them off and pick them up, but this person is not allowed in the pre-op or Post-anesthesia Care Unit (PACU).
    - o Patients who are inpatients following a procedure are allowed one healthy adult visitor per day.
  - **Pre-registration:** You must pre-register by phone prior to your procedure.
  - **Symptom screening:** You will receive a phone call to screen for COVID-19 symptoms at least 48 hours before your procedure. Support persons and visitors will be screened upon arrival at the hospital. You will be screened again on the day of your procedure.
  - **COVID-19 test:** Two days prior to your procedure, you may receive a call from our team to schedule a COVID-19 test at one of our outpatient testing sites. If you cannot get tested in advance, you may receive a rapid test on the day of your surgery.
  - **Screening and test results:** If you are symptomatic during screening or test positive for COVID-19, you must reschedule your procedure.
  - **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.
  - **Testing and imaging:** Our imaging and laboratory sites are open. Your provider will alert you if testing or imaging are required prior to your procedure and will provide instructions.
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## During Your Procedural Visit

- **Parking:** Patients arriving for procedures 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 are asked to enter through the 75 Francis St. or 45 Francis St. entrances at this time.
- **Checking in:** We have developed new procedures that will limit the number of patients in the waiting room at one time and ensure appropriate physical distancing. These procedures may include waiting in your car for a call, or calling the office when you arrive before coming in. Please ensure you are familiar with each office's process before your appointment.
- **Symptom screening:** All patients, visitors and staff are screened for COVID-19 symptoms at our building entrances. To help speed up your check-in process upon arrival at the hospital, please use the Mass General Brigham Prescreen App by visiting [prescreen.massgeneralbrigham.org](https://prescreen.massgeneralbrigham.org) and complete the symptom screener to receive your pass for hospital 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 procedure and care - including masks, gloves and face shields - throughout the entirety of your hospital stay.
- **Communication:** We encourage patients to communicate with family members and friends virtually, and we have technology available for use if needed.
- **Cleaning:** We are committed to keeping a safe and clean environment. To do so, we clean all applicable spaces between each patient and have increased the frequency and intensity of cleaning of all high-touch areas throughout our institutions.

## After Your Procedural Visit

- **Discharge:** If you are being discharged, you will receive discharge instructions and then be taken to the lobby entrance by wheelchair to meet the person picking you up. Visitors can wait in their cars and hospital staff will call them when you are ready for discharge. If you'd like the person picking you up to hear the discharge instructions, your provider can call them to ensure they are included.
- **Follow-Up Care:** Scheduling of follow-up appointments will take place in the procedural area, inpatient room or by phone after your visit is complete. 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**