

Coming to UMass Memorial for Surgery or a Procedure? We're Keeping You Safe.

While we're doing amazing work caring for COVID-19 patients, we also have strict safety measures in place for non-COVID-19 patients. Our operating rooms and procedure area teams have worked hard during the pandemic, strictly adhering to safety measures.

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, operating rooms and procedure areas are safe places.

How will my pretesting be done?

Some of your pretesting will be done over the phone ahead of time. Physical exams and other necessary portions will be done on the day of your surgery by an advanced practitioner. You may be asked to come to the hospital to have necessary testing performed before the day of surgery or procedure.

Will I be tested for COVID-19?

Yes. Before your surgery or some procedures, you will be tested for COVID-19. Testing is done at one of our drive-thru tents with an order from a provider. If you test positive, your surgeon/provider will call you to discuss the pros and cons of having your surgery as scheduled. If you test negative, you will not receive a call and should proceed to your appointment as your provider instructed you.

How are you keeping me safe when I arrive?

The night before your procedure, we will call you with instructions on being picked up and dropped off. We have limited entrances allowing us to screen all patients. Screening allows us to detect those who potentially may be sick. Upon arrival, you'll be asked some simple questions. You'll be asked to use hand sanitizer, 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.

Will I be asked to wear a mask?

Yes. All staff, patients and visitors must wear a mask when entering our building. Masks help decrease the spread of disease. If a person enters the building without a mask, we will provide one. If a patient comes in with a cloth mask, we will replace it with a procedure mask before moving the patient to the operating room. 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 patients.

Will the registration process change?

Yes. Social distancing will be the hallmark of your registration process. You'll stand a distance from the registrar 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, and copayments can be paid over the phone when appropriate.

How will I be separated from COVID-positive patients?

COVID positive patients are cared for in designated areas set forth by the organization.

Can I have someone come with me?

At this time, we aren't allowing visitors 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.

What happens when I'm discharged?

The night before your procedure, we'll call you with instructions regarding your discharge process.