

# What to Expect at Your Hospital Visit

Your safety and well-being are always our top priority. That's why we have developed a step-by-step process to ensure you receive the care you need and in a way that exceeds COVID-19 guidelines and recommendations. Learn what you can expect for your next hospital visit:\*

### Scheduling Your Visit

1. We will call to confirm your scheduled visit and walk you through several screening and registration questions.
2. We will ask about any recent travel, whether you are experiencing symptoms such as fever, cough, unexplained joint or muscle pain, and find out if you have been in contact with a person who has or is suspected of having COVID-19.
3. Complete your registration by phone or through MyChart. Need a MyChart account? Speak with your provider's office to request to activate your account
4. Surgery and invasive procedure patients will be tested for COVID-19 approximately 72 hours before scheduled procedures.
5. Self-isolate 48-hours before and after the test until your scheduled procedure.

### During Your Visit

1. Arrive 10-15 minutes before your appointment to help ensure timely check-in and minimize delay of patient care.
2. A member of your care team will take your temperature, screen you for COVID-19 symptoms and give you a face mask if you do not have one.
3. There may be visitor restrictions in some locations. Visit [CarilionClinic.org/coronavirus](https://www.carilionclinic.org/coronavirus) for current visitor guidelines.
4. An after-visit summary will be provided or mailed to your residence. Also access appointment details through MyChart immediately following your visit.

### Follow-Up

1. We'll contact you to schedule any necessary follow-up visit.
2. A video visit may be right for you. Learn more at [CarilionClinic.org/digital-health](https://www.carilionclinic.org/digital-health).

### Safety Measures

1. Social distancing rules require adequate space between patients in our lobbies and common areas. We have made changes to allow for designated convenient and larger waiting areas, and spaced seating options to align with the guidelines.
2. We clean and disinfect surfaces such as door handles, elevator buttons, tables and chairs frequently throughout the day.
3. Your care team will wear masks and other personal protective equipment as needed.

Thank you for being part of helping us keep our patients and employees safe. We look forward to serving your health care needs in this new and evolving way.

*\*Processes may vary slightly per site; call for specific details.*



**CARILION CLINIC**