



Safe with Us

To Our Patients and Communities:

The care providers at MelroseWakefield Hospital, Lawrence Memorial Hospital of Medford, Tufts Medical Center Community Care, and our affiliated physician practices are dedicated to keeping our patients, employees and communities healthy and safe. Never before has this been so true.

In managing the impact of the COVID-19 outbreak, we made necessary adjustments in care delivery. These included delaying and rescheduling elective appointments and procedures; but we have continued to safely and appropriately provide needed services for our patients' medical needs all throughout the outbreak.

We are pleased to see the steady decline in COVID-19 cases across the state, and we are seeing the same significant decline in our hospital. As we work together to accommodate more services throughout our health system, we want you to be aware of the many safety measures and resources in place that will continue for the protection and convenience of patients when we are providing care.

Care safely delivered at our hospitals and physician offices

We know there may be some anxiety about coming to a health care facility or physician office for care while COVID-19 is still in the community. We want to assure you that our hospitals, clinics and physician offices are safe, clean and prepared to care for all patients.

When arriving at our hospitals, you can expect:

- Universal masking of all employees and patients.
- Daily screening for symptoms of all patients and employees.
- Universal testing of all patients before procedures and upon admission.
- Separate care areas in the emergency department and separate isolation units for COVID-positive patients.
- Continued limitation of visitors and guests.
- Changes in our registration areas, waiting rooms and procedure areas to promote social distancing.

Our physician practices have brought the convenience of telemedicine for virtual and phone appointments to patients. Nearly 60 percent of appointments are currently held through telemedicine. (*Please remember, if you are having a medical emergency call 911.*) If it is determined that you need to be seen in-person, staff will guide you through the steps we take to ensure your care is provided safely. These include:

- Screening employees daily for symptoms.
- Pre-visit screenings of patients for symptoms and pre-registration of patients by phone before they come to the office.
- Thorough cleaning and sanitizing of exposed surfaces between visits and nightly.
- Staggering appointments for social distancing.

The importance of not delaying needed care

We are all committed to providing the highest quality care safely. It's important that you not delay the care you need. This is especially true for patients with chronic and acute conditions, pregnant women who need prenatal care, and children and infants, including those who need their primary vaccinations.

If you have been delaying your care due to fears about COVID-19, please contact your physician's office to discuss your concerns. If you are experiencing a medical emergency such as chest pains, difficulty breathing, symptoms of stroke, or trauma, please call 911 immediately.

We are a strong, dedicated community of health care providers, and will always do what is best in caring for our patients. As we slowly take steps toward our new tomorrow, we do so with great confidence that we'll continue to provide outstanding care safely for all your health care needs.

Thank you for the privilege of being your health care provider.

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