

# At Hartford HealthCare, we do the safe thing

Your safety is our top concern. We've taken extra precautions so you can be safe and feel confident when you visit Hartford HealthCare.

---

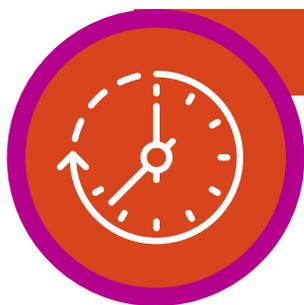
## Safer environments

We've increased the cleaning frequency for all high-touch surface areas (counters, door knobs, bedside tables, call bell, bed rails) with EPA-approved disinfectants. We do a complete cleaning in between each patient, and we clean and disinfect all patient care equipment (wheelchairs, blood pressure cuffs, pulse oximeters, etc.) after use on each patient.



## Safer scheduling

Safety starts even before you enter Hartford HealthCare facilities. If you call to schedule an appointment, we'll ask you questions about your health and any symptoms you might be experiencing. We'll encourage you to use (or create) a MyChartPLUS account so you can complete pre-visit questionnaires beforehand and save time waiting during your visit. We'll remind you to wear a mask or face covering when you arrive, or we'll provide one for you.



## Safer care

HHC staff are screened for symptoms and undergo temperature checks every time they enter our facilities, and they are tested as appropriate. Staff and patients are required to wear masks.



## Safer medical procedures & testing

Patients scheduled for surgeries or other medical procedures will be tested for COVID-19 three to five days prior to their procedure or hospitalization, as appropriate.



## Safer doctor's visits

Our Medical Group physicians offer in-person, on phone and virtual visits — whichever is right for you. Just call your doctor's office directly, or dial 1.855.300.6933.



## Safer hands



Hand hygiene is essential for all HHC colleagues, patients and guests. Sanitizing stations with effective alcohol-based germ-killing products are available.

## Safer information

We want you to know about all the ways you can stay safe — and all we're doing for you. We gladly provide information on the symptoms of COVID-19; prevention strategies, including social distancing; when and how to wear a protective mask; proper methods of hand hygiene; when to seek emergency care — and more. We also offer a 24/7 hotline at 860.972.8100.



## Safer visitation



For outpatient procedures, you and your escort will both go through the screening process and have your temperatures checked when you enter the facility. If you both screen negative, you will both enter with masks and your escort may be able to wait in areas that have been modified. For inpatient procedures, both patient and escort are screened and if negative, you are both able to enter with a mask.

**Our 30,000 Hartford HealthCare colleagues stand together, safely providing care and protecting your health and well-being.**

*For more information, visit [HartfordHealthCare.org](https://www.hartfordhealthcare.org)*

**Hartford**  
**HealthCare**