



PATIENT SAFETY AND COVID-19

The Wilton Surgery Center is a controlled space, staffed by skilled providers who are trained and experienced in managing infection and disease. Adherence to strict infection control precautions in a surgical environment is our daily way of life.

We know you have questions about your safety during your upcoming surgery/procedure, as well as the process while you are here. We are taking every precaution to ensure your safety and comfort during your visit with us.

Please take a few moments to read this important information.



Before Your Surgery/Procedure

- A contactless patient registration process has been implemented for your safety. Please complete your registration online by visiting our website, www.wiltonsurgerycenter.com, and click on **Patient Registration**. Your online registration and remittance of any financial responsibilities should be completed at least 48 hours prior to your surgery/procedure.
- You must bring valid photo identification, your insurance cards and your COVID-19 test results.
- Two days prior to your surgery/procedure you will receive a text or a phone call with your scheduled arrival time. You will also be asked a series of COVID-19 screening questions. **This screening must be completed in order for you to enter the facility on your surgery/procedure date.**
- You will need a responsible adult escort to drive you to and from your surgery/procedure. Be prepared to provide us with the name and mobile phone number of your escort when you arrive to the Center.



When You Arrive

- Call us at (203) 563-9470 ext. 100 when you arrive to our parking lot. Do not enter the facility until our team has instructed you to do so.
- Your escort may walk you to the front door of our Center but they will need to wait in the car until you are ready to be discharged.
- Please wear your facemask and **DO NOT** wear gloves.
- Our intake nurse will greet you at the door and direct you to a designated screening area to review your health information and complete a final health screening.
- After your screening has been completed, you will be asked to scan your identification and insurance cards. Our Front Desk Coordinator will review your registration information.
- You may be instructed to sit briefly before being brought into our pre-operative area.



After Your Surgery/Procedure

- We will review your surgical/procedural and post-operative information with you, and answer your questions.
- If you need to speak with your physician prior to being discharged, that communication will be arranged.
- We will contact your escort and direct them to the patient pick-up door.
- We will bring you to the patient pick-up door to meet your escort.

FREQUENTLY ASKED QUESTIONS

Is it safe to have my surgery or procedure?

- There is risk with any surgery or procedure, but we are taking every precaution to ensure your safety during your visit with us.
- All patients are screened and tested prior to arriving at the Center. Patients successfully advancing through the preoperative screening process are then screened again onsite, prior to admission.
- Providers and staff members are tested and monitored on an ongoing basis.
- Patients who may be at an increased risk are not being scheduled at this time.
- We adhere to the highest infection control standards established for outpatient healthcare facilities.
- Our Center is a controlled space, staffed by providers with training and experience in managing infection and disease.

What guidelines is the Center following for the safety of your patients during this time?

- Recommendations from the Centers for Disease Control and Prevention (CDC) and the World Health Organization.
- Standards of and recommendations from the Centers for Medicare and Medicaid (CMS), as well as standards required by our accrediting body, the Accreditation Association for Ambulatory Health Care (AAAHC).
- All applicable state and federal guidelines to ensure a safe workplace, such as social distancing requirements, restricting the number of individuals on site and prohibiting the presence of any individuals not essential for operations. These guidelines include those specific to healthcare workers, such as appropriate use of personal protective equipment (PPE).

How do you clean your Center to keep your patients safe?

- Our Center follows all applicable outpatient environmental cleaning standards and recommendations from the regulatory bodies listed above, as well as those specifically identified by leading industry and specialty organizations such as AORN, APIC, AAMI, AAO and ASGE.
- Our stringent protocols, which are regularly reviewed and updated by the organizations listed above, include the use of only EPA-registered cleaning products.
- In all patient care areas, common areas, bathrooms, and on high-touch surfaces, our Center uses products specifically identified as effective in killing coronaviruses. These areas are frequently cleaned throughout the day.
- Operating rooms and procedure rooms are terminally cleaned before and after every patient.
- Alcohol based hand sanitizer, (70% alcohol, as recommended by the CDC) is available throughout the facility.