

Coming to UMass Memorial? Here's How We Keep 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.

Don't delay care! If you're in pain, have an injury or think something is wrong with your health, call your doctor, or go to the Emergency Department or local urgent care. Not being seen could cause an increase in symptoms or further deteriorate your health.

We've implemented procedures to ensure the safety of our patients and caregivers. The hospital and outpatient areas are safe places.

Depend on Us to Keep You Safe

- You'll notice limited entrances allowing us to screen visitors who enter.
- Hand sanitizer is readily available throughout our buildings.
- Everyone at the hospital wears a mask.
- The layout of our waiting rooms and the check-in process have changed to maintain a safe distance between our patients and staff.
- We're changing traffic patterns and are using signage similar to what you would see in grocery stores.
- Elevators can be used by all patients following social distancing instructions (max four people per elevator).
- To encourage touch-free processes, verbal consents may be done; preregistration is an option in some cases; and copayments can be paid over the phone when appropriate. Request prescription refills, schedule appointments and pay online using [myChart](#), our patient website.
- COVID positive patients are not brought in for an in-person visit unless absolutely necessary.
- Having a procedure or surgery? You'll be tested for COVID-19 prior to your appointment.
- Our cleaning protocols have been enhanced during the pandemic to ensure that common areas and high-touch surfaces are cleaned more frequently.

We're Here to Care for YOU!

Call 855-UMASS-MD (855-862-7763).
Call your physician's office.
Visit our [Make an Appointment](#) page.

Virtual visits are available for most UMass Memorial outpatient clinics/offices. You and your physician will determine the best type of appointment for you.

Health conditions don't stop for a pandemic. Unforeseen emergencies and chronic illnesses can be compounded by anxiety and fear and avoiding routine care can be dangerous. We understand you may be hesitant — that you may have concerns about on-site treatment — but when waiting can mean much worse, trust that you are safe with UMass Memorial. Reach out today for virtual or in-person appointments.