

About Your New Experience

We know the impacts that COVID-19 has had on you, your loved ones, and your community. We've felt it too, here at Weill Cornell Medicine, and that's why now, more than ever, protecting and maintaining your health remains our top priority as we prepare for our future. We're here to ensure that your care never stops.

We've innovated our patient experience to address this 'new normal' brought on by this virus. Our commitment to you – whether you visit us virtually through a Video Visit or you come see us in-person – is that we will never stop providing the highest standards of care with compassion. You can rest assured that we have taken every step to keep our facilities and locations safe.

We're here to help you manage and maintain your care no matter what— so give us a call (646) 962-2000.

Updates We've Made to Your Patient Experience

We can assure you that COVID-treatment areas are kept separate from our many other practice locations, ensuring that we have safe environments for our patients. We've also made some changes to help move you through our practice locations more efficiently and added conveniences to our check-in and check-out processes.

Here are a few things we are doing to keep you safe

- **Rigorous cleaning policies** – From extensive exam room cleaning processes between each patient appointment, to frequent sanitation of all common areas. For more details about our cleaning policies, more below under 'Our Commitment to Cleanliness & Sanitation Policies'.
- **Reducing your commute with coordinated scheduling** – If you have cancelled or postponed many of your appointments, we can help you coordinate your care so that you can schedule all of your visits the same day and get caught up, contact our call center reps for coordinated scheduling support.
- **Updated Check-in and Check-out experience** – We've reduced the need for paper forms while on-site and shifted to a remote check-in and check-out process. While we still have them available for those who cannot access the internet, anyone who has a Connect account can access them at their convenience. Learn more about [setting up a Connect account](#) to use eCheck-in for your next appointment.
- **Safety checkpoints and welcome areas** – Prior to reaching our front desk staff, you may encounter additional checkpoints where our staff may stop you to check your Personal protective equipment (PPE), request that you sanitize your hands, or request to take your temperature. Each of our practice locations have different layouts, so these checkpoints may vary slightly.
- **Social distancing enforcements in all common areas** - This includes lobbies, elevators and waiting rooms. Again, each building is managed slightly differently but you will notice social distancing guidelines in all locations. Please mind the floor markings whenever you're standing in a queue for an elevator. In some of our busier locations, we will have staff helping to manage elevator lines to ensure that everyone is adhering to social distancing guidelines, but ultimately it is everyone's responsibility to help maintain proper social distances.

Limiting Foot Traffic Across All Locations

- **Using Video Visits to perform virtual exams and reduce volume at our practices** – We'll continue to use Video Visits for patients who do not need to be seen in-person. Many of our exams can be performed virtually and we will guide you through those steps on how to perform a self-examination. Our staff will let you know what you'll need to be prepared – Learn more about Video Visits.
- **Restricting Visitor access** – [Please review our visitor policy](#) for the latest updates to our policy. All visitors and caregivers will be asked to wear masks; masks will be provided at our masking station upon entry if needed. If you do need a caregiver to assist you or if you have a family member picking you up, we may ask that your caregiver or family member wait in a designated area.
- **Extended hours to limit time spent with others in waiting rooms** – Aimed at reducing the number of patients in our practices (especially common areas), we have added extended office hours to ensure that we can accommodate everyone safely. We will schedule and stagger appointment times to minimize time spent in waiting areas

What You Can Do To Ensure Your Own Safety at Your Upcoming Appointment

In the spirit of togetherness as we all adjust our habits and lifestyles to accommodate for this 'new normal', there are a few things that we will be asking from you. To ensure you have a successful and comfortable experience at your next in-person appointment, below are a few steps that you can take so you can feel confident about coming to see us.

Before Your Visit

- **Check your patient portal 2 days prior to your visit** - you should have received an email about completing forms using our eCheck-in process through your [Connect patient portal](#).
- **Read all of the messages and prompts we send to you** – Depending on how you communicated with your provider, you may receive an email, text or message through our patient portal – odds are, you'll receive all of the above. We have a number of new policies and protocols that we need to share with you prior to any in-person appointments, so please take the time to review all of the links and materials that we send to you.
- **Challenges with Connect or filling out your forms?** - We're here to help. Just give our staff a call and we will be happy to find alternate solutions to fill out your forms prior to your visit. If you need assistance, please call us at least 24 hrs before your visit so we can respond to your request. Completing all steps before arriving for your visit will help expedite your check-in process.
- **Please Review Our Updated Visitor Policy** - For yours and our staff's safety, please [review these updated visitor policy changes](#).

Upon Arrival

- **Stop at Our Masking and Sanitation Station** - When you arrive, you'll see signs directing you to where you can pick up a mask and sanitize. This will be mandatory for all people entering our facilities. If you do not have a mask or if your mask is damaged or soiled, we will provide you with a new one.
- **Follow social distancing guidelines** – Be sure to stand 6 feet away as you wait to enter the elevator.
- **Stop at our checkpoints and welcome stations** – Some of our practices have set up additional checkpoints so be sure to follow the signs that will point you in the right direction. They will instruct you on how to proceed from there.
- **Go paperless by using QR codes and saving web addresses that are posted throughout our spaces** – Some of our materials and signs will have web addresses or QR codes so you can avoid touching materials, be sure to take a photo or use the QR code for reference.
- For your reassurance, look for signage around the lobby that indicates that the waiting area is disinfected regularly and reminders to keep socially distancing from others.

During Your Visit with Your Provider

- **Checking in** – Hopefully you were able to set up your [Connect account](#) and were able to use [eCheck-In](#) so you can take full advantage of our updated check-in process, but if not, our staff will provide you with the steps that you will need to take to safely complete your checkin.
- **What you may see while in our practices** – Our staff will be wearing personal protective equipment and you may notice that chairs have been removed or blocked to create social distancing in waiting areas. We've also limited magazines and other things from our lobbies so we can adhere to strict and frequent cleaning protocols.
- **Rest assured** - Your room will have been thoroughly cleaned prior to your arrival. If you have questions about our exam room cleaning policies, reference the cleaning policies above or ask our staff if you have questions or concerns.
- **The nurse will see you now** - Your nurse will arrive to take your vitals, then you'll meet with your doctor. All of staff will be wearing personal protective gear so while you might not be able to see our smiles, we can assure you that we'll be glad to be seeing you in-person.

Completing Your Visit and Checking Out

- **Updated checkout** – This is a new feature that we're offering, so be sure to set up your payment method during your eCheck-in, otherwise we may ask you to stop at the desk on your way. If you want to use this service in the future ask us for more information.

After Your Visit

- **Stay connected** – If your practice recommends that you see a specialist or need to schedule a follow up appointment in-person or virtually, they will be in contact with you about follow up care. You can also reach out to us if you don't hear back within 24-48 hours.

Our Commitment to Cleanliness and Sanitation Protocols

We continue to maintain rigorous cleaning and sanitary measures to ensure that you and our staff feel comfortable coming into the office. Throughout all of our locations, we have dedicated cleaning staff who will be routinely disinfecting high traffic and high touch areas on an ongoing basis. Below are some areas that we'll be paying special attention to throughout the day:

Registration desks

- Desks will be cleaned and disinfected multiple times throughout each day
- Clipboards, pens, tablets will be cleaned between patient-use. Patients will also need to perform hand hygiene prior and after to using items
- Intake form filling will be available through eCheck-in.

Waiting areas

- Seating areas, including chairs, arm rests, and tables will be cleaned and disinfected at least 3 times per day.
- Other items like magazines and toys will be removed to reduce contact.
- Cups will be provided one at a time to minimize contact.

Bathrooms

- Surfaces will be cleaned and disinfected regularly
- Trash will continue to be removed regularly.

Elevators

- Control panels will be disinfected on a frequent basis
- Where possible, we have applied NanoSeptic coverings to many of our elevator buttons
- Asking our staff to take the stairs whenever possible to free up space

Many More Ways To Keep Your Care on Track

Expanded Digital Health Services

Our comprehensive suite of virtual care and our [Digital Health Services](#) means that managing your — and your family's health — is easier than ever. Save yourself the commute and try our Digital Health Services today!

Using our Connect patient portal is key to accessing these services. Once you login, you can schedule a [Video Visit](#) with your provider, access your online health records, use our [eCheck-in](#) and checkout services and more.

Continue to Flatten the Curve

We are encouraged by your resilience as you continue to stay home to help flatten the curve and minimize the spread of the virus while our researchers both here and around the globe continue to learn more about combating this disease. As we continue to maintain social distances to reduce the spread of the virus, all must continue to [practice good hygiene and take proper precautions](#); Wear masks out in public, wash your hands with soap and water, sanitize high contact surfaces, and maintain at least 6ft of physical distance from others as you begin to travel out of home.

We are stronger in the face of the coronavirus and we thank you for standing together with Weil Cornell Medicine.

Frequently Asked Questions

Q: Where can I complete my forms?

A: Prior to your visit, please complete your forms using [the eCheck-In service](#) through your patient portal, [Weill Cornell Connect](#). If you do not have a Connect account, please contact your provider and they can help you set one up.

If you continue to have trouble access forms through Connect, speak with our practice staff who can help you fill them out over the phone prior to your appointment, or send an encrypted email.

It is ideal that you use our remote check-in and check-out services to keep yourself and our staff safe, but we understand that technology doesn't always cooperate so we will do our best to help you complete your forms prior to coming into the practice. As a last resort, we can help you with the forms when you arrive.

Q: Is my doctor available for appointments?

A: Yes — our care has continued for all of our patients. Some practices have been seeing patients virtually using [Video Visits](#), so please call to find out the best method of care for your needs.

Q: I've put routine care on hold because of COVID-19 — what's my next step?

A: Call your provider's office directly or reach out to our call center at (646) 962-2000. Let's keep you on track with your treatment plans, laboratory tests, exams, and vaccine schedule.

It is particularly important that you reach out to us if you have a chronic condition that you are managing. We want you to schedule a [Video Visit](#) to stay in touch with us especially if you have noticed any changes to your health.

Q: I'm hearing about WCM's digital health services. What does this mean for future office visits?

A: We have a variety of digital health services and virtual care options — such as Video Visits — which is a great way for you to stay in touch with your provider and manage your care remotely. Digital health services means that you're going to spend less time with us — in a good way.

Video Visits continue to be incredibly helpful in keeping people from coming to us in-person unnecessarily. If you wish to save yourself the commute, you can always contact your provider and ask if a Video Visit is right for you.

We also have our patient portal, Weill Cornell Connect, which provides:

- Online bill pay
- Prescription refill
- Messaging your provider
- Access to your medical records
- And so much more ...

All of these digital tools are available with [Weill Cornell Connect](#).

Though we're using some online tools to stay connected with you, they do not replace in-person care, so always reach out to us and we can recommend the type of visit that is best.

Q: Are you working on activating your online scheduling functionality?

A: Yes. Soon we'll be re-launching our online appointments scheduling features, but for now, we have decided to temporarily pause those services. Please contact our referral center or call your provider to schedule your next appointment.

Q: What will happen when I go to an in-person appointment?

A: You'll experience our commitment to your safety when you use our remote digital system to check in and out of appointments, receive a mask to wear when you arrive, and use hand sanitizer when you leave.

We're also helping you avoid waiting rooms, and, of course, are taking impeccable care to sanitize all exam rooms and common areas.

Q: What if I need to make multiple appointments, can I make them in the same day?

A: We are offering coordinated scheduling. That's where our Referral Center is going to help. No one wants you to have to commute to us multiple times.

Please call us at (646) 962-2000 and we can help you schedule and organize your appointments across all specialties (including primary care) and several languages. The Referral Center will help you schedule and register for your appointment, verify/update your insurance information, let you know which location to visit, and tell you what to bring to your appointment.

Q: What about imaging and laboratory tests?

A: Our Referral Center can help you with that, too. We're only seeing scheduled patients (no walk-ins) for lab tests and imaging, but will do our best to get you a same-day appointment.

Q: What about surgeries — both elective and emergency?

A: We've continued conducting medically necessary and emergency procedures — and added a COVID-19 test to our pre-operative lab routine. We take every precaution to ensure our operating rooms minimize the risk of infection and disease transmission — our operating room staff also has been tested for COVID-19.

If you've had to postpone an elective surgery, please call your physician's office to reschedule.

Q: Can I bring a caretaker or someone to help me after my procedure?

A: Yes — [our updated visitor policies](#) are restricted, however if your caretaker is medically necessary, we will be sure to make accommodations as needed, just let us know upon entering our practice and be sure to speak with us about it when scheduling your appointment.



If you have concerns or are experiencing symptoms, you can schedule immediately.

[Schedule Now](#)

Stronger Together in the Face of COVID-19

Please join us in honoring our healthcare heroes for their unwavering commitment to care.

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