

Q Are MedStar Radiology Network Facilities safe?

A We have always focused on providing a safe, clean, and secure environment. Our team members are highly trained to protect our patients, their loved ones, and our team members.

We are following all local government requirements from the Maryland Department of Health, the District of Columbia Department of Health, and the Virginia Department of Health to resume care safely.

Q What precautions are being taken to ensure a safe environment?

A Our highest priority is the safety of our team and our patients so we are taking the following precautions:

- More rigorous and frequent cleaning of all common areas and exams rooms.
- Limiting the number of patients and visitors within the center to allow for proper social distancing.
- Staff and patients are required to wear face coverings.
- Screening patients and staff for COVID-19 symptoms.

Q Is MRN performing elective exams?

A Yes! We realize the importance of not delaying your care and have reopened for elective procedures. With the reinstatement of elective procedures we've developed strict guidelines to ensure all exams are done in the safest possible way.

Q Are you seeing patients with Covid-19?

A Yes. We are taking significant steps to reduce risk of COVID-19 exposure and transmission, including designated areas for non-COVID patients and screening all employees, visitors, and patients for COVID-19 symptoms.

Q Will my experience be the same as in the past?

A You will be cared for by the same dedicated team members who have always focused on providing you with a safe and outstanding experience. However, with new safety precautions in place, you may notice some changes in our centers.

Q What should I expect when I arrive?

A When you arrive for a procedure, you will be screened for symptoms before entering the facility. You are required to wear a mask at all times during your visit. If you do not have an appropriate mask, one will be provided to you. To ensure the safety of all, we are limiting the number of visitors to our centers. Please come alone to your appointment. If you must be accompanied for extra assistance, please bring only one individual with you.

Our care team will be wearing protective equipment, so you may not see their entire face. Even though we are wearing masks for safety, we will still be able to communicate with you and it will not affect your care.

Q What does the screening process entail?

A When you arrive, you will be screened for COVID-19 symptoms. We will ask about any symptoms you may have such as:

Headache	Shortness of breath
Cough	Sore throat
Chills	Repeated shaking with chills
Muscle pain	New loss of taste or smell

When asked, please answer these questions honestly. If your procedure has to be postponed, it is only to help ensure your safety and the safety of others. The postponement does not mean that the procedure is canceled. We will work with you to reschedule as soon as possible.

Q My employment status and insurance have changed. Can I still reschedule?

A We understand your concern. You may reschedule your exam but because of the change in insurance, you may need to obtain pre-certification again depending on the procedure. Our team will be happy to help you obtain that certification if it is required for your exam.