



Caring for you safely

We understand that you may have limited your healthcare appointments due to COVID -19, and that you may have questions about returning to a healthcare location for sleep testing services.

We have added new cleaning procedures to our already high standards to ensure your safety. These procedures meet or exceed guidelines issued by the Centers for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health (DPH) with respect to patient safety, workforce safety, personal protective equipment (PPE) and infection control, and the American Academy of Sleep Medicine (AASM).

Here are some of the steps we are taking to protect our patients. Please contact us at 617-796-7766 if you have additional questions.



No COVID Patients

Neurocare closed overnight testing facilities in mid- March. Our facilities only provide diagnostic sleep testing.

Triple Screening for Symptoms



We check with every patient three times before any appointment to confirm they are not experiencing, or have been in contact with anyone experiencing symptoms of COVID-19. This includes at the time of scheduling, 24 -72 hours before the appointment and again upon arrival.

COVID Testing Prior to Sleep Study Appointments



For some procedures, patients must be tested for COVID-19 two-three days prior to their procedure and are requested to self-quarantine at home between the COVID test and their sleep testing appointment. Anyone that tests positive for COVID-19 must postpone their visit and may not enter the facility until cleared by his/her physician and no earlier than 14 days from the date of the COVID test and a repeat COVID test showing they are not positive for COVID infection.



Enhanced Cleaning and Disinfection

We have always had high cleaning standards and use disinfectants approved for removing coronaviruses to clean and disinfect patient rooms, high-touch areas and common spaces like lobbies, hallways and waiting rooms. We have increased the frequency of cleaning common areas and removed reading materials and other non-essential items that are frequently handled and may be difficult to clean. As always, medical equipment and exam rooms are cleaned before and after every use. We have added single use/disposable equipment to replace equipment that touches the face or nose. In addition, we make disinfecting wipes available for patients to use, for added peace of mind.



Ensuring Staff Safety

All staff members will have daily screening to ensure they do not have any signs or symptoms associated with COVID-19. If a staff member reports any symptoms, they cannot return to work until they are evaluated by their physician and fully recovered.

To protect themselves and patients, staff members wear full Personal Protection Equipment (PPE) including masks, gloves, eye protection and other personal protective equipment when interacting with any patient.

Hand Hygiene



Hand hygiene is the most essential part of our safety program. Staff members will wash their hands with soap and water or use an alcohol-based hand sanitizer before and after any interaction with you. Hand hygiene products are also readily accessible for everyone to use throughout our facilities.

Masks for Everyone



All staff, patients, visitors and essential patient escorts must wear a mask at all times, except for patients when alone in his/her bedroom. For patients, visitors and escorts, a cloth face cover like a fabric mask is acceptable. A mask will be provided to anyone who arrives without one.

Visitor Restrictions



Currently, visitors are not allowed into the sleep center. Essential escorts, when permitted, will be checked for symptoms of COVID-19 upon arrival. Masks or cloth face coverings must be worn at all times. Anyone with symptoms, a recent COVID diagnosis, or exposure to someone who was recently diagnosed with COVID-19 will be asked to postpone their visit and may not enter the Sleep Center.

Secure Entrances and Exits



We have one door to enter to our sleep testing centers to ensure anyone entering, including patients, staff, approved visitors, and essential escorts, are checked for symptoms and wearing masks.

Facility Changes



Our facilities have been carefully adapted with safety precautions in mind to accommodate and monitor appropriate physical distancing and pedestrian traffic flow.

Touch-Free Check-in and Check-out



New processes may enable pre-registration to be done by phone or online in advance of your appointment and checkout. In addition, information collection and consent for testing can be given verbally rather than in writing, to minimize sharing objects like pens and clipboards.

Waiting Room Alternatives



We have implemented a procedure to bypass the waiting room, by requesting patients to call upon arrival to the parking area. This allows so that the technologist to meet the patient at the door to the Sleep Center, provide a mask and hand sanitizer, and immediately escort them to his/her bedroom. In addition, appointment arrival times are separated by at least an hour, to avoid more than one patient arriving in the center at the same time.