

# Inclement Weather Frequently Asked Questions for Patients

In the interest of the safety and welfare of our patients, visitors, and staff, Boulder Medical Center's (BMC) clinics and offices may close due to inclement weather. We may delay opening of clinics and offices, or clinics may need to be closed early based on the current weather conditions. If you have a scheduled appointment during adverse weather conditions, please call ahead to verify if the office is open. Closure decisions regarding Boulder Medical Center, P.C. and offices are made for public and patient safety, and they are not made lightly.

## 1. How will I know the BMC's operating status?

- a. These are resources for you to check the BMC's operating status.
  - i. [www.bouldermedicalcenter.com](http://www.bouldermedicalcenter.com)
  - ii. BMC Status Line – (303) 440-3060
  - iii. BMC operator – (303) 440-3000
  - iv. Facebook: [facebook.com/BoulderMedicalCenterColorado](https://www.facebook.com/BoulderMedicalCenterColorado)
  - v. Twitter: [twitter.com/bouldermedical](https://twitter.com/bouldermedical)
  - vi. Local television stations:
    - Channel 9 News
    - Channel 7 News
    - Channel 4 News
    - Channel Fox 31- KDVR

## 2. When is the BMC operating status published?

- a. Changes to the BMC operating status are updated by 6:00am on our public website at [www.bouldermedicalcenter.com](http://www.bouldermedicalcenter.com) and our social media sites. In case of potential delayed opening status and appointment cancellations, patients with early morning appointments or scheduled elective surgeries are encouraged to check the website or call (303) 440-3060 before departing their residence.

## 3. If BMC is OPEN with DELAYED ARRIVAL, what does that mean for my scheduled clinic appointment or surgery?

- a. Appointments: In the event that there is a one-hour delay, all appointments before 9:01 a.m., will be delayed or rescheduled. If there is a two-hour delay, all appointments before 10:01 a.m. will be delayed or rescheduled. If appointments are to be rescheduled, patients will be contacted by clinic staff to determine the patient's next earliest convenient time to be seen. When there is a delayed opening status, there is a potential of a delay in seeing patients at the scheduled times; patients may have to wait but will be seen on the day of the scheduled appointment. Patients are advised to check with the provider's office before departing their residence.
- b. Ambulatory Surgery Appointments: Patients are advised to call (303) 440 - 3023 to confirm status before departing their residence.

## 4. My appointment is to be rescheduled due to inclement weather, but I have not received a telephone call. What should I do?

- a. If you have not received a telephone call, BMC may not have your current phone number. Patients should provide their most up-to-date contact telephone number at their next visit.
- b. Patients can call and reschedule appointments upon reopening of BMC by calling their providers office.

## 5. What if I have an urgent need or an emergency and must be seen today?

- a. When unexpected medical care is needed, especially after hours, on weekends or when BMC is closed due to inclement weather, it can be difficult to know what type of care you need and where to go.
  - i. Urgent medical care does not threaten life, limb or eyesight, but needs attention to prevent it from becoming a serious risk to health. If you cannot wait until BMC reopens you should seek care from your emergency room.
  - ii. Emergency care is defined as a sudden, unexpected, acute medical condition or the worsening of a condition that poses a threat to life, limb or sight and requires immediate treatment. If such care is needed, patients should go to the nearest emergency room.
    - iii. If patients cannot get to the emergency room on their own, patients should call 911.