

VISITOR GUIDELINES during COVID-19

Baystate Franklin Medical Center

Inpatient, Emergency Department, Surgical/Procedures, Outpatient and Ambulatory

We strive to maintain connections with our patients and their loved ones. You play a vital role in their experience and for that we thank you! Thank you also for understanding when we must limit the number of visitors.

Baystate Health follows the Massachusetts Department of Public Health guidelines below for the health and safety of patients, caregivers and visitors. The tiers are based on the number of COVID-19 positive patients in the region and each location's tier is assessed and may change weekly.

As of December 17, 2020: Baystate Franklin Medical Center is Tier 4.

Tiered threat level	Tier 1 Low Risk	Tier 2 Moderate Risk	Tier 3 High Risk	Tier 4 <i>Persistently</i>
VISITATION RESTRICTIONS				
Emergency Department (patients in private rooms)	<p>Adult <i>Non-COVID-19</i> 1 visitor will be allowed per the exceptions</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p>Adult <i>Non-COVID-19</i> 1 visitor will be allowed per the exceptions.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p>Adult <i>Non-COVID-19</i> No visitor unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p>Adult <i>Non-COVID-19D</i> No visitor unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>
	<p>Pediatrics <i>Non-COVID-19</i> 2 Parents or guardians at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time.</p>	<p>Pediatrics <i>Non-COVID-19</i> 2 Parents or guardians at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time.</p>	<p>Pediatrics <i>Non-COVID-19</i> 1 Parent or guardian at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 Parent or guardian at a time.</p>	<p>Pediatrics <i>Non-COVID-19</i> 1 Parent or guardian at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 Parent or guardian at a time.</p>

Adult Inpatient	<i>Non-COVID-19</i> Up to 2 visitor at a time per patient. Child/sibling under age 18 visiting by exception only; must be accompanied by 1 adult.	<i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting by exception only; must be accompanied by 1 adult.	<i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting by exception only; must be accompanied by 1 adult.	<i>Non-COVID-19</i> No visitor unless a designated exception applies.
	<i>Confirmed or Suspected COVID-19</i> No visitors unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.
Hospital based Surgery/Procedure (provided there is enough space for physical distancing)	1 Visitor is allowed in post-op when getting ready for discharge.	1 Visitor is allowed in post-op when getting ready for discharge.	1 Visitor is allowed in post-op when getting ready for discharge.	No visitor unless a designated exception applies.
Hospital based Outpatient services (x-ray, Lab, Pharmacy)	1 visitor may accompany patient	1 visitor may accompany patient	No visitor unless a designated exception applies - 1 support person/caregiver who can participate in exam room questions and care.	No visitor unless a designated exception applies - 1 support person/caregiver who can participate in exam room questions and care.
Obstetrics (OB)	2 designated support person during labor and delivery. 1 Support person may stay for duration of hospital stay and come during established visiting hours. 1 visitor during visiting hours plus the support person. 1 care partner is allowed in the operating room during surgical delivery.	1 designated support person and 1 designated visitor per patient per day; visitors can change day to day. 1 care partner is allowed in the operating room during surgical delivery.	Up to 2 designated visitors/support persons in room during delivery and up to 2 hours immediately after delivery. 1 Support person may stay for duration of hospital stay; must be the same support person throughout stay. 1 care partner is allowed in the operating room during surgical delivery.	1 designated support person will be permitted for labor, delivery and duration of birth patient's hospital stay; must be the same support person throughout stay. Support person is not allowed to come and go throughout the stay. 1 care partner is allowed in the operating room during surgical delivery.
Behavioral Health Inpatient	1 designated visitor by appointment. Monday through Friday 6:30-8:00 pm. Visits are restricted to one-hour intervals. 1 designated visitor by appointment. Saturday and Sunday	1 designated visitor is allowed for 30 minutes. Monday through Friday 6:30 pm – 8:00 pm. 1 designated visitor by appointment. Saturday and Sunday 12:30 pm -	1 designated visitor is allowed for 30 minutes Monday through Friday 6:30 pm -8:00 pm. 1 designated visitor by appointment. Saturday and Sunday 12:30 pm -	No visitor unless a designated exception applies.

	12:30 pm to 2:00 pm. Visits are restricted to one-hour intervals.	2:30 pm. Visits are restricted to 30-minute intervals.	2:30 pm. Visits are restricted to 30-minute intervals.	
Designated Exceptions				
Hospice/End-of-Life Or for life-changing diagnosis	No limit on visitors if the clinical team deems it is safe and feasible.	No limit on visitors if the clinical team deems it is safe and feasible.	Up to 2 visitors at the bedside at a time + Clergy; visitors may switch out throughout the day, for as long as the clinical team deems that it is safe and feasible.	Up to 2 visitors at the bedside at a time + 1 clergy; visitors may switch out throughout the day, for as long as the clinical team deems that it is safe and feasible.
Patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves	1 Care person + 1 visitor.	1 Care person + 1 visitor.	1 Care person + 1 visitor.	1 Care person.
Attorney of patient	1 Attorney + 1 visitor	1 Attorney + 1 visitor	1 Attorney + 1 visitor	1 Attorney

OUTPATIENT SERVICES [No visitors at this time](#)

Exceptions:

- 1 parent/guardian at a time for a patient under 18 years old, or younger or adult patient with legal guardians.
- For our patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves.

BAYSTATE HEALTH MEDICAL PRACTICES [No visitors at this time.](#)

Exceptions for these patients include:

- Up to both parents/guardians for a patient under 18 years old, or younger or adult patient with legal guardians.
- For our patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves.

GENERAL INFORMATION

- Visitation hours are daily from 12noon – 8pm.
- No visitors under the age of 18 years old are allowed in the hospital, unless the visitor is a child or sibling of a patient. Compassionate exceptions will be considered on a case-by-case basis.

STAYING IN TOUCH

Baystate Health supports and encourages digital visits. Please ask the unit staff for details. You may also use your own devices to stay in touch using other video chat options.

VISITOR ENTRANCES

- Baystate Franklin Medical Center Main Entrance - 164 High Street Baystate Franklin Medical Center
- Ground Floor Entrance on Sanderson Street

PARKING

Parking will be available at the Main Entrance and at Ground Floor Entrance for patients and visitors

VISITOR SCREENINGS

For the continued safety of patients, visitors and staff during the coronavirus pandemic, all Baystate Health hospitals have implemented a visitor check-in log as part of our visitation policy.

- Visitors to all hospitals will be asked to provide their full name, phone number and picture ID to be recorded in the log, as well as the name of the patient they are visiting. Visitors who do not have a photo ID will still be asked to provide the above information. No visitor information will be shared with any immigration institutions.
- All visitors will be screened and must be free of any COVID-19 symptoms
- Each visitor will have their temperature checked with an infrared no touch thermometer and will be asked a series of questions about symptoms and exposure

MASKS

- At all times visitors are required to wear a mask while in a Baystate Health facility that covers the nose and mouth, even when they are in the patient's room
- If a visitor does not have a mask, they will be given one during the screening process
- Visitors who are unwilling or unable to comply with the mask requirement will not be allowed to enter or remain in the building.

NAVIGATION WITHIN THE BUILDINGS

- After being screened, washing hands and placing on a mask, the visitor will report to the main information desk where they entered for help with patient room location, way finding, and general information
- The visitor will travel directly to the patient's room and wash their hands (or use hospital hand sanitizer) prior to entering the patient's room and when leaving
- The visitor will remain in the patient's room the entire time that they are visiting, will always stay at least 6 feet away from the patient (social distance), always have the mask on properly for entire time and no eating or drinking in the patient's room
- Visitors are permitted access to food only in public retail spaces and dining rooms (i.e. Cafeteria and cafes). Visitors will follow occupancy guidelines for table and chairs for eating in the dining rooms and retail space seating.
- Visitors are permitted to use public bathrooms
- Visitors who do not follow these guidelines will be asked to leave the building

FOOD BROUGHT IN FROM HOME

- Needs to be eaten at the time of delivery as it cannot be refrigerated or microwaved.

FLOWERS No flowers are permitted from outside at this time.

Please note: Baystate Health is regularly evaluating its visitation policy in accordance with the Governor, CDC, and DPH who are monitoring the constant evolution in our region which guides our updates. Visitation is at the discretion of Baystate Health. Thank you for your understanding