

# 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.

### Baystate Franklin Medical Center Tier 3

Tiered threat level	Tier 1 Low Risk	Tier 2 Moderate Risk	Tier 3 High Risk	Tier 4 Persistently
<b>VISITATION RESTRICTIONS</b>				
Emergency Department Adult	<p><b>Adult</b> <i>Non-COVID-19</i></p> <p>Up to 2 visitors may visit at the same time Hallway patients may have 1 visitor.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> <p>No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i></p> <p>1 <b>Designated</b> visitor will be allowed. Visitor cannot come and go outside the building</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> <p>No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i></p> <p>1 <b>Designated</b> visitor will be allowed. Visitor cannot come and go outside the building.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> <p>No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i></p> <p>No visitor unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> <p>No visitor unless a designated exception applies.</p>
Child/sibling under age 18 visiting; must be accompanied by 1 adult.				
Emergency Department Pediatric (For the purposes of visitation, pediatric patients are defined as patients under 22 years of age)	<p><b>Pediatrics</b> <i>Non-COVID-19</i></p> <p>2 Parents or guardians at a time.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i></p> <p>2 Parents or guardians at a time.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i></p> <p>2 Parent or guardian at a time.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i></p> <p>1 Parent or guardian at a time.</p> <p><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p>

Child/sibling under age 18 visiting; must be accompanied by 1 adult.	1 parent or guardian at a time.	1 parent or guardian at a time.	1 Parent or guardian at a time.	1 Parent or guardian at a time.
<b>Adult Inpatient Non-Critical Care units</b>	<i>Non-COVID-19</i> Up to 2 visitors at a time per patient.	<i>Non-COVID-19</i> 1 visitor at a time per patient.	<i>Non-COVID-19</i> 1 visitor at a time per patient.	<i>Non-COVID-19</i> No visitor unless a designated exception applies.
Child/sibling under age 18 visiting; must be accompanied by 1 adult.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 visitor per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 visitor per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 visitor per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No visitor unless a designated exception applies.
<b>Adult Inpatient Critical Care Units</b>	<i>Non-COVID-19</i> 2 visitors at a time per patient.	<i>Non-COVID-19</i> 2 visitors at a time per patient.	<i>Non-COVID-19</i> 2 visitors at a time per patient.	<i>Non-COVID-19</i> No visitor unless a designated exception applies.
Child/sibling under age 18 visiting; must be accompanied by 1 adult.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> Up to 2 visitors together per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> Up to 2 visitors together per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> Up to 2 visitors together per day viewing patient through window for 30 minutes.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No visitor unless a designated exception applies.
Hospital based Surgery/Procedure (provided there is enough space for physical distancing)	1 support person can remain with patient until admission into Pre-Op area. At that time the support person must leave the building after leaving contact information for patient discharge. Every effort will be made to ensure discharge instructions are given to the patient and support person at the bedside, whenever operationally possible. If patient is admitted the support person/visitor will follow	1 support person can remain with patient until admission into Pre-Op area. At that time the support person must leave the building after leaving contact information for patient discharge. Every effort will be made to ensure discharge instructions are given to the patient and support person at the bedside, whenever operationally possible. If patient is admitted the support	1 support person can remain with patient until admission into Pre-Op area. At that time the support person must leave the building after leaving contact information for patient discharge. Every effort will be made to ensure discharge instructions are given to the patient and support person at the bedside, whenever operationally possible. If patient is admitted	No visitor unless a designated exception applies.

	general visitation guidelines.	person/visitor will follow general visitation guidelines.	the support person/visitor will follow general visitation guidelines.	
<b>Hospital based</b> Outpatient services (x-ray, Lab, Pharmacy)	1 Visitor may accompany patient.	1 Visitor may accompany patient.	No visitor unless a designated exception applies.	No visitor unless a designated exception applies.
Obstetrics (OB)	1 designated support person and 2 visitors at a time. Support person may stay for duration of hospital stay and come and go throughout the day.  1 support person is allowed in the operating room during surgical delivery.	1 designated support person and 2 visitors at a time. Support person may stay for duration of hospital stay and come and go throughout the day.  1 support person 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. Support person may stay for duration of hospital stay and come and go throughout the day. 1 support person is allowed in the operating room during surgical delivery.	No visitor unless a designated exception applies – 1 support person/caregiver who can participate in exam room questions and care.  1 support person is allowed in the operating room during surgical delivery.
Behavioral Health Inpatient	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 - 2:30 pm. Visits are restricted to 30 minutes.	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 - 2:30 pm. Visits are restricted to 30 minutes.	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 - 2:30 pm. Visits are restricted to 30 minutes.	No visitor unless a designated exception applies.
<b>Designated Exceptions</b>				
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.	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 (See below)	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

## PATIENTS WITH DISABILITIES

Patients with disabilities that may include, but not be limited to, altered mental status, physical, intellectual or cognitive disability, communication barriers or behavioral concerns, *who need assistance due to the specifics of their disability*, may have one designated support person with them to support their disability related needs. Such designated support person may be a family member, personal care assistant, similar disability service provider, or other individual knowledgeable about the management of their care, to physically or emotionally assist them or to ensure effective communication during their stay. When the period of time any such patient with disabilities will be longer than one day, the patient or his or her family or caregiver may designate two support people, provided only one support person may be present at a time.

## 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.

## Non-Hospital Based 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.

## CLINICS AND BAYSTATE HEALTH MEDICAL PRACTICES

See Baystate Medical Practices and Health Centers Visitation guidelines

## 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.

## EMPLOYEES VISITING

Employees visiting loved ones must follow the same guidelines as visitors who don't work for Baystate Health.

## 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
- Healthcare providers will advise any ill appearing visitor that they must leave the hospital.

## 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, sanitizing hands and placing on a clean mask covering the mouth and nose, 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

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

## FLOWERS

- Red tier; Limited to designated suppliers
- Yellow tier: Floral delivery companies

- Green and Gray tiers: All previously allowed floral, including family, home

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.

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