

# VISITOR GUIDELINES during COVID-19

## FRANKLIN COUNTY OUTPATIENT PRACTICES AND SERVICES

The health and safety of our patients, families and staff members is our top priority. Our care partner visitation guidelines balance preventing the spread of the COVID-19 with the needs of our patients and their loved ones.

**Anyone visiting or providing support:  
must be able to wear a FACEMASK at all times while  
in the building and in the exam room**

- Care partners must be provided a facility-issued mask upon entry to the facility
- Mask must cover the nose and mouth, even when they are in the patient's room
- If a care partner does not have a mask, they will be given one during the screening process
- Care partners who are unwilling or unable to comply with the mask requirement will not be allowed to enter or remain in the building

**All care partners will self-screen.**

**Definitions:**

**Care partner:** may be a relative, partner, friend or anyone the patient chooses to have at their side during care/office visit.

**Support person:** is an individual who provides ongoing personal care, support and assistance for the patient who needs it because of a disability. See "Patient with disabilities" definition below at the end of the table.

The number of care partners welcomed will depend on the area of the exam room and patient circumstances (i.e. designated exception).

A support person **does not take the place of a care partner.**

### Franklin County is in the Yellow Tier

Adults	<p><i>Non-COVID-19</i> 1 care partner allowed provided enough space for distancing unless a designated exception applies.</p> <p><i>Confirmed or Suspected COVID-19</i> No care partner unless a designated exception applies.</p>
Pediatrics	<p><i>Non-COVID-19</i> 2 parents/care partners at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 parent/care partner at a time.</p>
Life-Changing Diagnosis	1 care partner is allowed.
Patients with Disabilities (See disabilities description below)	1 support person is allowed.

[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 (1) 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.

### VISITOR SCREENINGS

- All care partners will self-screen using signage at the entrances and must be free of any COVID-19 symptoms as well as not being exposed to others with COVID-19 infection during the prior 5 days

**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.

We continue to monitor the spread of COVID-19 in our community and may update the guidelines as needed to provide safe care to everyone. Visitation risk levels will be evaluated weekly. If conditions worsen, we will initiate and communicate further restrictions, as needed.

**BAYSTATE HEALTH'S VISITATION GUIDELINE TIERS ARE BASED ON THE MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH GUIDELINES, THE NUMBER OF COVID-19 POSITIVE PATIENTS IN THE REGION, AS WELL AS CONDITIONS IN OUR HEALTHCARE ENVIRONMENTS.**

Visitation is at the discretion of Baystate Health. Thank you for your understanding.