

# Care Partner Visitation Guidelines during COVID-19

## Baystate Wing Hospital

Inpatient, Emergency Department, Surgical/Procedures, Hospital-based Outpatient Services

### Baystate Wing Hospital, BHER, is Tier 3

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 patient's room**

- Care partners must wear a facility-issued mask consistent with the Commonwealth's Health Mask Order
- 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 be screened and must be 10 days after symptom onset of COVID-19 as well as not being exposed to others with COVID-19 infection during the prior 10 days**

#### Definitions:

**Care partner:** may be a relative, partner, friend or anyone the patient chooses to have at their side during care/to 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 hospital and patient circumstances (i.e. designated exception).

A support person **does not take the place of a care partner**. A support person may be at the bedside 24 hours a day if needed to provide care and a care partner may be at the bedside at the same time as the support person during visitation hours.

Type of Hospital Visit	Number of Care Partners	
<b>Children between the ages of 5-18 must be accompanied by an adult Under age 5 only with designated exceptions</b>		
Emergency Department Adult	<i>Non-COVID-19</i> Provided there is enough space for physical distancing, 1 care partner may be at the bedside.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No care partner unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.

Child/sibling under age 18 visiting; must be accompanied by 1 adult.	If patient is admitted, Care partner will follow general visitation guidelines unless there is a designated exception. Waiting room: If need identified, 1 support person may be with the patient.	
<b>Emergency Department Pediatrics</b> (For the purposes of visitation, pediatric patients are defined as patients under 22 years of age)	<i>Non-COVID-19</i> 2 Parents/guardians at a time.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 2 Parents/guardians at a time.
<b>Adult Inpatient Non-Critical Care units</b>  Child/sibling under age 18 visiting must be accompanied by 1 adult.	<i>Non-COVID-19</i> 1 Care partner at a time per patient.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No Care partner unless a designated exception applies.
<b>Hospital based Surgery/Procedure Adult patients</b>  (Provided there is enough space for physical distancing)	<i>Non-COVID-19</i> 1 Care partner can remain with patient until admission into Pre-Op area. At that time the care partner 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 the care partner at the bedside whenever operationally possible. If the patient is admitted, the care partner will follow the general visitation guidelines.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No Care partner unless a designated exception applies.
<b>Outpatient services Hospital based</b> (x-ray, Lab, Pharmacy) (Provided there is enough space for physical distancing)	<i>Non-COVID-19</i> Provided there is enough space for physical distancing, 1 care partner may accompany.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No visitation unless a designated exception applies.
<b>Behavioral Health Inpatient Baystate Wing Parker North</b>	<i>Non-COVID-19</i> 1 Care partner is allowed for 30 minutes per patient per day.  Max of 3 visits on the unit at one time. Visits occur by appointment only. Appointments are made by calling (413) 370-5269. Visits occur between the hours of 6-8 pm <b>Monday-Friday</b> and 12:30-2:30 pm or 6-8 pm on <b>weekends</b> .	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No visitation unless designated exceptions apply.

<b>Baystate Wing Geriatric Psych</b>	<b>Geriatric Psych</b> 1 Care partner is allowed for 30 minutes per patient per day. Max of 3 visits on the unit at one time. Visits occur by appointment only. Appointments are made by calling (413) 370-8110. Visits occur daily between the hours of 12:00 pm – 2:00 pm or 4:00 – 8:00 pm.	No visitation unless designated exceptions apply.
<b>Designated Exceptions</b>		
<b>Hospice/End-of-Life/ or for life-changing diagnosis</b>	<i>Non-COVID-19</i> 2 care partners at the bedside at a time + Clergy.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 2 Care partners may be at the bedside together + Clergy.
<b>Patients with disabilities (See below)</b>	<i>Non-COVID-19</i> Identified Care partners can take turns being with the patient 24 hours per day, if needed. 1 care partner at the bedside at a time may visit between noon-8 pm.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> Identified care partners can take turns being with the patient 24 hours a day, if needed. No care partner visitation unless a designated exception applies.
<b>Attorney of patient</b>	<i>Non-COVID-19</i> 1 Attorney + 1 Care partner at the bedside	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 Attorney and case by case basis

### 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.

### 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

- 12 noon – 8 p.m. daily
- For patients only – Main entrance from 5 a.m. – 7 p.m. daily

## PARKING

Valet services are at the following locations:

- Emergency Department: 9:00am – 12:00am | Monday – Friday

## VISITOR SCREENINGS

For the continued safety of patients, care partners and staff during the coronavirus pandemic, all Baystate Health hospitals have implemented a visitor screening as part of our visitation policy.

- Care partners to wear facility issued masks consistent with the Commonwealth's Health Mask Order
- All care partners will be screened and must be free of any COVID-19 symptoms as well as not being exposed to others with COVID-19 infection during the prior 10 days
- Each care partner will be asked a series of questions about symptoms and exposure.
- Healthcare providers will advise any ill appearing care partner that they must leave the hospital.

## NAVIGATION WITHIN THE BUILDINGS

- After being screened, sanitizing hands and placing on a clean mask covering the mouth and nose, the care partner will report to the main information desk where they entered for help with patient room location, way finding, and general information.
- The care partner 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 care partner 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.
- To prevent overcrowding, "care partner exchange" must occur outside the hospital except for Pediatrics.
- Care partners are not allowed to eat or drink in patient rooms. They are permitted access to food only in public retail space and dining rooms (i.e cafeteria). Care partners will follow occupancy guidelines for table and chairs for eating in the dining rooms and retail space seating.
- Care partners are permitted to use public bathrooms.
- Care partners who do not follow these guidelines will be asked to leave the building.

## PATIENT BELONGINGS

- Our goal is to provide the essential items our patients need while in our hospital. During visitation hours personal belongings may be brought in by care partners/visitor. All belongings need to be in a container (i.e. bag or backpack).

If items are brought in loose, they will need to be put into a large clear plastic zip-top bag which will be provided at the entrances. Please reasonably limit items to keep our patient's rooms neat, safe and clean for all.

## FOOD BROUGHT IN FROM HOME

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

## FLOWERS

- Flowers are permitted. Exception is they are not allowed for patients vulnerable to infection or in critical care

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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