

Care Partner Visitation Guidelines during COVID-19

Baystate Medical Center | Baystate Children's Hospital

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

Baystate Medical Center and Baystate Children's Hospitals are 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	
Children between the ages of 5-18 must be accompanied by an adult Under age 5 only with designated exceptions		
Emergency Department Adult No children under age 18 can visit unless for a designated exception	<i>Non-COVID-19</i> Provided there is enough space for physical distancing, 1 care partner may be at the bedside. 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.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No care partner unless a designated exception applies.

Emergency Department Pediatrics (For the purposes of visitation, pediatric patients are defined as patients under 22 years of age)	<i>Non-COVID-19</i> 2 parents/care partners at the bedside.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 2 parents/care partners of the same from household.
Emergency Department WETU	<i>Non-COVID-19</i> 1 care partner at a time.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No care partner unless a designated exception applies.
Adult Inpatient Non-Critical Care units	<i>Non-COVID-19</i> 1 care partner at a time.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> No care partner unless a designated exception applies.
Adult Inpatient Critical Care Units	<i>Non-COVID-19</i> 2 care partners at a time; may visit together at a time.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 2 care partners together at a time viewing patient through window for 30 minutes. Total number of visits per day based on what clinical team deems safe and feasible.
Pediatrics Inpatient Non-critical care & Critical care Parents/Care partners may arrive 24/7	<i>Non-COVID-19</i> 2 parents/care partners may be present at the same time, Compassionate care exceptions for siblings may apply. May switch in the room.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 parent/care partners at a time.
Nursery and Neonatal Intensive Care Unit (NICU)	<i>Non-COVID-19</i> Both parents/care partners may visit newborn together.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> Determined by clinical team and parents/guardians.
Hospital based Surgery/Procedure Adult patients (Provided there is enough space for physical distancing)	<i>Non-COVID-19</i> 1 care partner can remain with patient through admission and accompany the patient into the Pre-Op area. After the patient departs to the procedure room, the care partner must leave the building after leaving contact information for patient discharge. When the patient is ready for discharge, the care partner will be called to the bedside to receive discharge instruction with the patient. 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.
Pediatrics patients (provided there is enough space for physical distancing)	<i>Non-COVID-19</i> 2 parents/care partners may accompany into pre-op area and post procedure area. They will be allowed to remain in the waiting area during the procedure/surgery.	<i>Confirmed COVID-19/Enhanced Respiratory Isolation</i> 1 parent/care partner may accompany into pre-op area and post procedure area. They will be allowed to remain in the waiting area during the procedure/surgery.
Outpatient services Hospital based (x-ray, Lab, Pharmacy)	<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 care partner unless a designated exception applies.

Obstetrics (OB) Wesson 1 (LDRP)	<p style="text-align: center;"><i>Non-COVID-19</i></p> 2 designated care partners in room during delivery and up to 2 hours immediately after delivery. 1 care partner may stay for duration of hospital stay and come and go throughout the day. 1 additional care partner may visit following the general visitation guidelines with both at the bedside at any given time during visitation hours. 1 care partner is allowed in the operating room during surgical delivery.	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> 1 designated care partner who may stay for the duration. The care partner will not be able to come and go.
Wesson 2	<p style="text-align: center;"><i>Non-COVID-19</i></p> 1 designated care partner can stay with patient; care partner may stay for the duration of the hospital stay and come and go throughout the day. An additional care partner may visit following the general visitation guidelines with both at the bedside at any given time during visitation hours.	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> 1 designated care partner who may stay for the duration. The care partner will not be able to come and go.
Behavioral Health Inpatient <p style="text-align: center;">Adult Psychiatric Treatment Unit (APTU)</p> <p style="text-align: center;">Psychiatric Observation and Transition Unit (POTU)</p>	<p style="text-align: center;"><i>Non-COVID-19</i></p> <p style="text-align: center;">APTU</p> 1 care partner for 30 minutes per patient per day. Care partners must schedule an appointment the day before the visit day. Please call (413)794-3360 between the hours of 8am-8pm to schedule a visit. <p style="text-align: center;">POTU</p> No visitation unless designated exceptions apply.	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> <p style="text-align: center;">APTU</p> No visitation unless designated exceptions apply. <p style="text-align: center;">POTU</p> No visitation unless designated exceptions apply.
Designated Exceptions		
Hospice/End-of-Life/ or for life-changing diagnosis	<p style="text-align: center;"><i>Non-COVID-19</i></p> 2 care partners at the bedside at a time + Clergy.	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> 2 care partners at the bedside at a time + Clergy.
Patients with disabilities (See below)	<p style="text-align: center;"><i>Non-COVID-19</i></p> Identified support person(s) can take turns being with the patient 24 hours a day, if needed. 1 care partner at the bedside at a time may visit between noon-8 pm.	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> 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.
Attorney of patient	<p style="text-align: center;"><i>Non-COVID-19</i></p> 1 attorney + 1 care partner at the bedside	<p style="text-align: center;"><i>Confirmed COVID-19/Enhanced Respiratory Isolation</i></p> 1 attorney 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 care partner with them to support their disability related needs. Such designated care partner may be a family member, care giver, 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](#)

- Daly or Wesson entrances from 12 noon – 8 p.m. daily
- Chestnut Building for patients only – Main entrance under the canopy from 5 a.m. – 7 p.m. daily

[PARKING](#)

Valet services are at the following locations:

- Daly lobby: 8:00am – 4:30pm | Monday - Friday
- Wesson lobby: 8:00am – 4:30pm | Monday - Friday
- Chestnut Building: 7:30am – 3:30pm | Monday - Friday
- 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 spaces and dining rooms (i.e. North cafeteria and Atwaters). Care partners will follow occupancy guidelines for table and chairs for eating in the dining rooms and retail space seating.
- Care partners cannot use patient bathrooms and 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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