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.

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.

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.

Baystate Noble Hospital is Tier 4

<table>
<thead>
<tr>
<th>Type of Hospital Visit</th>
<th>Number of Care Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No children under 18 are permitted unless a designated exception applies.</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency Department Adult</td>
<td><strong>Non-COVID-19</strong></td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Emergency Department Pediatrics</td>
<td><strong>Non-COVID-19</strong></td>
</tr>
<tr>
<td>Provided there is enough space for physical distancing, Up to 2 parents/care partners at the bedside.</td>
<td></td>
</tr>
</tbody>
</table>
(For the purposes of visitation, pediatric patients are defined as patients under 22 years of age)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Non-COVID-19</th>
<th>Confirmed COVID-19/Enhanced Respiratory Isolation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Inpatient Non-Critical Care units</td>
<td>1 care partner per day unless a designated exception applies. May come and go during visitation hours.</td>
<td>No care partner unless a designated exception applies.</td>
</tr>
<tr>
<td>Hospital based Surgery/Procedure Adult patients (Provided there is enough space for physical distancing)</td>
<td>Provided there is enough space for physical distancing, 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.</td>
<td>No care partner unless a designated exception applies.</td>
</tr>
<tr>
<td>Outpatient services Hospital based (x-ray, Lab, Pharmacy)</td>
<td>Provided there is enough space for physical distancing, 1 care partner may accompany.</td>
<td>No care partner unless a designated exception applies.</td>
</tr>
<tr>
<td>Behavioral Health Inpatient Fowler</td>
<td>1 care partner is allowed per patient between 6:30-8:00pm daily for a 30-minute time limit. Visiting may be held at charge nurses’ discretion based on current milieu.</td>
<td>No care partner unless a designated exception applies.</td>
</tr>
</tbody>
</table>

### Designated Exceptions

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Non-COVID-19</th>
<th>Confirmed COVID-19/Enhanced Respiratory Isolation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice/End-of-Life/ or for life-changing diagnosis</td>
<td>2 care partners at the bedside per day + 1 Clergy; the care partners for the day may switch out throughout the day, for as long as the clinical team deems that it is safe and feasible.</td>
<td>2 care partners may be at the bedside per day. They may not switch throughout the day + 1 Clergy.</td>
</tr>
<tr>
<td>Patients with disabilities (See below)</td>
<td>Identified support person(s) can take turns being with the patient 24 hours per day, if needed. 1 care partner per day may visit between noon-8 pm. The support person can remain at the bedside during the visit.</td>
<td>Identified support person(s) can take turns being with the patient 24 hours per day, if needed. No care partner unless a designated exceptions applies.</td>
</tr>
<tr>
<td>Attorney of patient</td>
<td>1 attorney + 1 care partner at the bedside</td>
<td>1 attorney and case by case basis</td>
</tr>
</tbody>
</table>
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
Main lobby and Surgical Services entrances from 12 noon – 8 p.m. daily

VISITOR SCREENINGS
For the continued safety of patients, care partners and staff during the coronavirus pandemic, all Baystate Health hospitals have implemented a care partner check-in log as part of our visitation policy.
- Care partner 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 care partners will be screened and must be free of any COVID-19 symptoms
- Each care partner 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
- Care partners must be provided a facility-issued mask upon entry to the hospital
- 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
- Care partners 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 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. 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, including some important personal belongings.

**Planned admissions:**
- As long as no one is sick at home, patients will be able to bring in what they need at time of Admission.

**Unplanned admissions:**
- Every day during the hours of 9:00 a.m. and 8:00 p.m., personal belongings will be accepted by our Switchboard Operator located in the Main Lobby entrance. One large clear plastic zip-top bag will be provided to the visitor. All items **must fit into one bag**, as only one bag is permitted per patient. Important personal items include, but are not limited to:
  - Eye Glasses
  - Dentures
  - Hearing Aids
  - Cell Phone
- Please write patient’s name and unit on the outside of the bag.

FOOD BROUGHT IN FROM HOME
- Food needs to be eaten at the time of delivery as it cannot be refrigerated or microwaved.

FLOWERS
- Floral delivery companies allowed as well as gift shop. Not allowed for neutropenic or critical care patients.
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.

V12092021