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/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.
A support person may be with a care partner at the same time.

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.**

**Franklin County is in the Yellow Tier 4**

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
<th>Tier 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low Risk</strong></td>
<td><strong>Moderate Risk</strong></td>
<td><strong>High Risk</strong></td>
<td><strong>Persistently</strong></td>
</tr>
<tr>
<td><strong>VISITATION RESTRICTIONS</strong></td>
<td><strong>VISITATION RESTRICTIONS</strong></td>
<td><strong>VISITATION RESTRICTIONS</strong></td>
<td><strong>VISITATION RESTRICTIONS</strong></td>
</tr>
<tr>
<td><strong>Franklin County Baystate Medical Practices</strong></td>
<td><strong>Non-COVID-19</strong></td>
<td><strong>Non-COVID-19</strong></td>
<td><strong>Non-COVID-19</strong></td>
</tr>
<tr>
<td></td>
<td>No limit on care partners if the Clinical Team deems it is safe and feasible. The Care Team may limit the number of care partners at the bedside at a time to ensure there is enough space for physical distancing.</td>
<td>1 care partner allowed provided enough space for distancing unless a designated exception applies.</td>
<td>1 care partner allowed provided enough space for distancing unless a designated exception applies.</td>
</tr>
<tr>
<td><strong>Confirmed or Suspected COVID-19</strong></td>
<td>No care partner unless a designated exception applies.</td>
<td><strong>Confirmed or Suspected COVID-19</strong></td>
<td>No visitation unless a designated exception applies.</td>
</tr>
</tbody>
</table>
### Designated Exceptions

<table>
<thead>
<tr>
<th>Life-Changing Diagnosis</th>
<th>Patients with Disabilities: See Description Below</th>
<th>Confirmed or Suspected COVID-19 1 parent/care partner at a time.</th>
<th>Confirmed or Suspected COVID-19 1 parent/care partner at a time.</th>
<th>Confirmed or Suspected COVID-19 1 parent/care partner at a time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>No limit on care partners if the Clinical Team deems it is safe and feasible. The Care Team may limit the number of care partners at the bedside at a time to ensure there is enough space for physical distancing.</td>
<td>1 support person is allowed.</td>
<td>1 support person is allowed.</td>
<td>1 support person is allowed.</td>
<td>1 support person is allowed.</td>
</tr>
<tr>
<td>Up to 2 care partners allowed.</td>
<td>1 care partner is allowed.</td>
<td>1 care partner is allowed.</td>
<td>1 care partner is allowed.</td>
<td>1 care partner is allowed.</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 (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

- For the continued safety of patients, care partners and staff during the coronavirus pandemic, all Baystate Health medical practices and health centers have implemented a Visitor Check-in Log as part of our Visitation Policy.
- Care partners to all health centers or medical practices will be asked to provide their full name, phone number and picture ID to be recorded in the log. 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.

**Masks**

- Care partners must be provided a facility-issued mask upon entry to the hospital.
- At all times care partners 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 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

**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.