

# VISITOR GUIDELINES during COVID-19

Baystate Medical Center | Baystate Children's Hospital

## Inpatient, Emergency Department, Surgical/Procedures, Outpatient and Ambulatory

We strive to maintain connections with our patients and their loved ones. You play a vital role in their experience and for that we thank you! Thank you also for understanding when we must limit the number of visitors.

Baystate Health follows the Massachusetts Department of Public Health guidelines below for the health and safety of patients, caregivers and visitors. The tiers are based on the number of COVID-19 positive patients in the region and each location's tier is assessed and may change weekly.

**As of November 18, 2020: Baystate Medical Center and**

**Baystate Children's Hospitals are Tier 4**

Tiered threat level	Tier 1 Low Risk	Tier 2 Moderate Risk	Tier 3 High Risk	Tier 4 <i>Persistently</i>
<b>VISITATION RESTRICTIONS</b>				
Emergency Department (patients in private rooms)	<p><b>Adult</b> <i>Non-COVID-19</i> Up to 2 visitors may visit at the same time Hallway patients may have 1 visitor.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i> 1 visitor will be allowed once the patient is in a private room.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i> No visitor unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>Adult</b> <i>Non-COVID-19</i> No visitor unless a designated exception applies. This includes inpatients waiting for a bed on an inpatient unit.</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>
	<p><b>Pediatrics</b> <i>Non-COVID-19</i> 2 Parents or guardians at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time.</p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i> 2 Parents or guardians at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time.</p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i> 1 Parent or guardian at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 Parent or guardian at a time.</p>	<p><b>Pediatrics</b> <i>Non-COVID-19</i> 1 Parent or guardian at a time.</p> <p><i>Confirmed or Suspected COVID-19</i> 1 Parent or guardian at a time.</p>

	<p><b>WETU</b> <i>Non-COVID-19</i> 1 Visitor is allowed</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>WETU</b> <i>Non-COVID-19</i> 1 partner for patients being admitted</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>WETU</b> <i>Non-COVID-19</i> 1 partner for patients being admitted</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><b>WETU</b> <i>Non-COVID-19</i> 1 partner for patients being admitted</p> <p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>
Adult Inpatient	<p><i>Non-COVID-19</i> Up to 2 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.</p>	<p><i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.</p>	<p><i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.</p>	<p><i>Non-COVID-19</i> No visitor unless a designated exception applies.</p>
	<p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p> <p>ICU COVID+ patients: Between the hours of 1-3 pm, a scheduled visit with 1 designated visitor for 10 minutes per day from the viewing glass of the door and are not allowed inside room.</p>	<p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p> <p>ICU COVID+ patients: Between the hours of 1-3 pm, a scheduled visit with 1 designated visitor for 10 minutes per day from the viewing glass of the door and are not allowed inside room.</p>	<p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>	<p><i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.</p>
Pediatrics Inpatient (For the purposes of visitation, pediatric patients are defined as patients under 22 years of age)	<p><i>Non-COVID-19</i> Up to 2 parents or guardians + 1 visitor may be present at the same.</p>	<p><i>Non-COVID-19</i> Up to 2 parents or guardians may be present at the same time, compassionate care exceptions for siblings may apply.</p>	<p><i>Non-COVID-19</i> 1 parent or guardian may be present a time. End-of life exceptions for siblings may apply.</p>	<p><i>Non-COVID-19</i> 1 parent or guardian may be present a time. End-of life exceptions for siblings may apply.</p>
	<p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian may be present; must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian may be present; must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian may be present; must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Confirmed or Suspected COVID-19</i> 1 parent or guardian may be present; must stay with the patient in their room throughout the patient's stay.</p>
Hospital based Surgery/Procedure (provided there is enough space for physical distancing)	1 visitor can be with patient in the waiting room until patient is taken into pre-op. Once patient is taken into	1 visitor can be with patient in the waiting room until patient is taken into pre-op. Once patient is taken	1 visitor can be with patient in the waiting room until patient is taken into pre-op. Once	No visitor unless a designated exception applies.

	pre-op area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	into pre-op area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	patient is taken into pre-op area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	
Hospital based Outpatient services (x-ray, Lab, Pharmacy)	1 visitor may accompany patient.	1 visitor may accompany patient.	No visitor unless a designated exception applies - 1 support person/caregiver who can participate in exam room questions and care.	No visitor unless a designated exception applies - 1 support person/caregiver who can participate in exam room questions and care.
Obstetrics (OB)	1 designated support person and 2 visitors at a time. Support person may stay for duration of hospital stay and come and go throughout the day.  1 support person is allowed in the operating room during surgical delivery.	1 designated support person and 2 visitors at a time. Support person may stay for duration of hospital stay and come and go throughout the day.  1 support person is allowed in the operating room during surgical delivery.	Up to 2 designated visitors/support persons in room during delivery and up to 2 hours immediately after delivery. 1 Support person may stay for duration of hospital stay; must be the same support person throughout stay.  1 support person is allowed in the operating room during surgical delivery.	1 designated support person will be permitted for labor, delivery and duration of birth patient's hospital stay; must be the same support person throughout stay.  1 support person is allowed in the operating room during surgical delivery.
Nursery and Neonatal Intensive Care Unit (NICU)	Both birth parents may visit newborn together.	Both birth parents may visit newborn together.	While mother is in hospital, both birth parents may visit newborn together. After mother is discharged, 1 parent at bedside at a time.	While mother is in hospital, both birth parents may visit newborn together. After mother is discharged, 1 parent at bedside at a time.
Behavioral Health Inpatient  Adult Psychiatric Treatment Unit (APTU)	<b>APTU</b> 1 designated visitor is allowed for 30 minutes per patient per day. Visitors must schedule an appointment the day before the visit day. Please call (413)794-	<b>APTU</b> 1 designated visitor is allowed for 30 minutes per patient per day. Visitors must schedule an appointment the day before the visit day. Please call	<b>APTU</b> 1 designated visitor is allowed for 30 minutes per patient per day. Visitors must schedule an appointment the day before the visit day. Please call	<b>APTU</b> No visitor unless a designated exception applies.

<b>Psychiatric Observation and Transition Unit (POTU)</b>	3360 between the hours of 8am-8pm to schedule a visit. <b>POTU</b> No visitors unless designated exceptions apply.	(413)794-3360 between the hours of 8am-8pm to schedule a visit. <b>POTU</b> No visitors unless designated exceptions apply.	(413)794-3360 between the hours of 8am-8pm to schedule a visit. <b>POTU</b> No visitors unless designated exceptions apply.	<b>POTU</b> No visitors unless designated exceptions apply.
<b>Designated Exceptions</b>				
Hospice/End-of-Life/ or for life-changing diagnosis	No limit on visitors if the clinical team deems it is safe and feasible.	No limit on visitors if the clinical team deems it is safe and feasible.	2 visitors at the bedside at a time + Clergy; visitors may switch out throughout the day, for as long as the clinical team deems that it is safe and feasible.	2 visitors at the bedside at a time + 1 clergy; visitors may switch out throughout the day, for as long as the clinical team deems that it is safe and feasible.
Patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves	1 Care person + 1 visitor.	1 Care person + 1 visitor.	1 Care person + 1 visitor.	1 Care person.
Attorney of patient	1 Attorney + 1 visitor	1 Attorney + 1 visitor	1 Attorney + 1 visitor	1 Attorney

#### **OUTPATIENT SERVICES** [No visitors at this time](#)

Exceptions:

- 1 parent/guardian at a time for a patient under 18 years old, or younger or adult patient with legal guardians.
- For our patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves.

#### **CLINICS AND BAYSTATE HEALTH MEDICAL PRACTICES** [No visitors at this time.](#)

Exceptions:

- 1 parent/guardian at a time for a patient under 18 years old, or younger or adult patient with legal guardians.
- For our patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves.

#### **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, visitors and staff during the coronavirus pandemic, all Baystate Health hospitals have implemented a visitor check-in log as part of our visitation policy.

- Visitors 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 visitors will be screened and must be free of any COVID-19 symptoms
- Each visitor will have their temperature checked with an infrared no touch thermometer and will be asked a series of questions about symptoms and exposure

### MASKS

- 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
- If a visitor does not have a mask, they will be given one during the screening process
- Visitors 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, washing hands and placing on a mask, the visitor will report to the main information desk where they entered for help with patient room location, way finding, and general information
- The visitor 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 visitor 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

- Visitors are permitted access to food only in public retail spaces and dining rooms (i.e. North cafeteria and Atwaters). Visitors will follow occupancy guidelines for table and chairs for eating in the dining rooms and retail space seating.
- Visitors are permitted to use public bathrooms
- Visitors who do not follow these guidelines will be asked to leave the building

#### **FOOD BROUGHT IN FROM HOME**

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

#### **FLOWERS**

- No flowers are permitted from outside at this time.

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.