

VISITOR GUIDELINES during COVID-19

Baystate Wing 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 reviewed and may change weekly.

As of November 18, 2020: Baystate Wing Hospital is Tier 4.

Tiered threat level	Tier 1 Low Risk	Tier 2 Moderate Risk	Tier 3 High Risk	Tier 4 Persistently
VISITATION RESTRICTIONS				
Emergency Department (patients in private rooms)	<p>Adult <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>Adult <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>Adult <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>Adult <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>Pediatrics <i>Non-COVID</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>Pediatrics <i>Non-COVID</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>Pediatrics <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>Pediatrics <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>

Adult Inpatient	<i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.	<i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.	<i>Non-COVID-19</i> 1 visitor at a time per patient. Child/sibling under age 18 visiting; must be accompanied by 1 adult.	<i>Non-COVID-19</i> No visitor unless a designated exception applies.
	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.	<i>Confirmed or Suspected COVID-19</i> No visitor unless a designated exception applies.
Hospital based Surgery/Procedure (provided there is enough space for physical distancing)	1 visitor can accompany the patient pre-procedure and post-procedure. While patient is in surgery/procedure area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	1 visitor can accompany the patient pre-procedure and post-procedure. While patient is in surgery/procedure area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	1 visitor can accompany the patient pre-procedure and post-procedure. While patient is in surgery/procedure area, the visitor must leave the building. If patient is admitted the visitor will follow general visitation guidelines.	No visitor unless a designated exception applies.
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.
Behavioral Health Inpatient Baystate Wing Parker North Baystate Wing Geri Psych	Parker North 1 visitor 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 6-8pm Monday-Friday and 12:30-2:30pm or 6-8pm on weekends .	Parker North 1 visitor 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 6-8pm Monday-Friday and 12:30-2:30pm or 6-8pm on weekends .	Parker North 1 designated visitor 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 6:00 – 8:00 pm Monday-Friday and 12:30 pm - 2:30 pm or 6:00 – 8:00 pm on weekends.	Parker North No visitor unless a designated exception applies.

	Geriatr Psych 1 visitor 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.	Geriatr Psych 1 visitor 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.	Geriatr Psych No visitor unless a designated exception applies.	Geriatr Psych No visitor unless a designated exception applies.
Designated Exceptions				
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.	Up to 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 visitor 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 Care person
Attorney of patient	1 Attorney + 1 visitor	1 Attorney + 1 visitor	1 Attorney	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.

BAYSTATE HEALTH MEDICAL PRACTICES No visitors at this time.

Exceptions:

- Up to both parents/guardians 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.

VISITOR ENTRANCES

- Baystate Wing Hospital Main Entrance (ground floor)
- Baystate Wing Hospital Day Surgery Entrance (first floor)
- Baystate Wing Hospital Emergency Room Entrance (ground floor)
- Baystate Mary Lane Outpatient Center main entrance

PARKING

Parking will be available at the Main Entrance and at 1st Floor Entrance for patients and visitors

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 six 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. Cafeteria and cafes). 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 FOR PATIENTS:

- 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.