

## Visitor Guidance

*For inpatient units (excluding NICU, L & D, postpartum/antepartum, and inpatient psychiatry)*

At BIDMC, we understand the importance of visits from family and friends. Guidelines for visiting help us maintain a healing environment. If you have any questions or concerns about visiting, please speak to a member of the nursing staff.

- Visiting hours are **11 a.m. – 8 p.m.**
- It's important that rooms are **not over-crowded**. This helps us protect the privacy and healing environment for all patients. Please **follow any guidance and instructions** from our staff about limiting the number of visitors at one time.
- Please **do not visit if you are not feeling well**. We can facilitate virtual visits as noted above.
- On certain units, **additional restrictions on children** visiting may be in place. The patient's care team can let you know if this applies.
- Please **clean your hands** before and after your visit. You may use the hand sanitizer dispensers available throughout the medical center if your hands are free of visible soil. Otherwise please wash with soap and water.
- In some circumstances, face masks or other protective equipment is needed in order to visit. This includes instances in which there is concern about infection, or in cases where the patient prefers that others wear a mask. Please **follow posted signage** on the room and/or instructions from the staff.
- We believe in a **culture of respect** for all. Please help us maintain this culture. Visitors who engage in abusive language or threats will be asked to leave.

### Virtual visits

- We encourage and can help facilitate **virtual visits** via cellphone or tablet.
- Patients should remember to **charge their mobile device**. Our staff can help if needed.
- If the patient does not have a phone or tablet, most units have **devices that can be borrowed** for a virtual visit.

*These guidelines are subject to change without notice, based on changing public health conditions and other factors. Limited exceptions to any visitor restrictions may be made in special circumstances. Please speak to the care team if you have concerns. Thank you for your understanding.*