

Emergency Department Visitor Policy

BIDMC has temporary visitor restrictions in place to help protect everyone from COVID-19. Thank you in advance for your understanding and cooperation. Please know that the Emergency Department visitor policy could change at any time, and staff may need to impose additional limits in some cases.

We are sorry but **patients who have or may have COVID-19 may not have visitors.**

- **A patient is not allowed a visitor** until they have had a primary evaluation by the physician to assess their COVID-19 risk status, which may take up to an hour.
- Eligible patients may have **one visitor/escort** throughout their Emergency Department visit. Children under the age of 18 may not visit unless they are visiting a parent and are at least 12 years old.
- Visitors must be **screened in the lobby**. Those who pass the screening receive a **visitor badge**, which must be worn throughout the visit.
- Visitors will be given a **surgical mask, which must be worn over the nose and mouth at all times** while visiting the Emergency Department. Cloth masks may not be worn.
- **Visitors are not interchangeable** unless the patient is at the end of life or has intellectual disabilities.
- Visitors must **clean their hands** immediately before entering, and immediately after leaving, the patient's room.
- Visitors may not **eat or drink in the room**. They should **remain in the room** at all times. They should not walk in the halls on the unit. Visitors are not permitted in the hospital cafeterias, gift shops or other common areas.
- Visitors should **maintain social distancing**, staying at least 6 feet away from others.
- We must ask visitors who do not follow the above guidelines to **leave the premises**.

Thank you. We look forward to welcoming visitors in a less restricted way as soon as it is safe to do so.