Visitor Guidance

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

BIDMC has temporary visitor restrictions in place to help protect everyone from COVID-19. Our guidance is based on guidelines from the Massachusetts Department of Public Health. We continue to monitor COVID-19 in our community and adjust our BIDMC guidance as needed. Thank you in advance for your understanding.

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

- Patients may have one visitor per day. Children under the age of 18 may not visit unless they are visiting a parent or sibling and are at least 12 years old.
- Visiting hours are noon – 7 p.m. Visitors should arrive no later than 6:45 p.m.
- Visitors must be screened in the lobby for risk of COVID-19. Those who do not pass the screening may not visit. 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 mouth and nose at all times while visiting. Visitors who wish to wear their own mask must cover it with a BIDMC-issued surgical mask.
- All visitors must wear a BIDMC-issued surgical mask, even if they have received the COVID-19 vaccine.
- Visitors must stop at the nurse’s station on arrival to the unit. They 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 must remain in the room unless otherwise directed by staff. They should not visit the kitchen on the unit, and should not wait in the halls, cafeterias, gift shops, or lobbies.
- Visitors should maintain physical distancing, staying at least 6 feet away from others. We may have to ask visitors to leave if the number of people in the room does not allow for physical distancing.
- We must ask visitors who do not follow the above guidance to leave the premises.
- Limited exceptions to this guidance may be made at the discretion of the care team for patients who have disabilities or special needs.

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.

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