

## 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.