

Temporary visitor restrictions

For inpatient units (excluding NICU, obstetrics, and inpatient psychiatry)

BIDMC has temporary visitor restrictions in place to help protect patients and staff from COVID-19. We continue to monitor COVID-19 in our community and adjust our guidance as needed. Thank you in advance for your understanding.

- **We are currently not allowing hospitalized patients to have visitors.**

Exceptions may be made for (1) a patient who must have a designated support person with them due to disability or special needs, (2) patients in obstetrics and the NICU (the care team will tell you more), and (3) a very limited number of other circumstances.

- We encourage calls and virtual visits (see box). You may also receive calls on your bedside phone. Your care team can provide you with the phone number. You may use this phone to make outgoing calls to any Massachusetts area code.
- In the case of rare exceptions to the visitor policy (for example for end-of-life visits), please note that some limits will still apply. Please ask your care team for more information.

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.

We realize this will be difficult for our patients and families. Thank you for your understanding as we work to protect our patients and staff.