

Visitor Guidance

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.

Visitors should **call ahead** to make sure a visit will be possible. **Call 617-975-9711** and ask to be connected to the patient's unit. We are sorry but **patients who have or may have COVID-19 may not have visitors.**

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.

- 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. Visits in intensive care are limited to **one hour**.
- 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 **BIDMC-provided surgical mask, which must be worn over the nose and mouth at all times** while visiting the inpatient area. Cloth masks may not be worn.
- All visitors must wear a surgical mask, even if they have **received the COVID-19 vaccine**.
- Visitors must **stop at the nurse's station** on arrival to the unit.
- 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** as much as possible. They should not walk in the halls or visit the kitchen on the unit. Visitors are not permitted in the hospital cafeterias, gift shops, or other common areas.
- Visitors should **maintain physical distancing**, staying at least 6 feet away from others.
- 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**.

Thank you for your understanding and cooperation.