

Berkshire Health System Visitor Guidelines During COVID-19 Pandemic

Inpatient, Emergency Department, Behavioral Health, Surgical/Procedures, Outpatient and Ambulatory Departments

We know how important it is for patients and loved ones to maintain contact. Whenever possible we encourage to do all we can to support visitation. But now is a time that we must limit the number of visitors in our facilities to protect patients, staff, and the community.

Berkshire Health follows the Massachusetts Department of Public Health (DPH) guidelines for the health and safety of patients, caregivers, and visitors. The Risk levels below are based on the number of COVID-19 positive individuals in the hospital and surrounding community and the rate of increase in the region.

	No Risk	Low Risk	Moderate Risk	High Risk	Persistently High
Emergency Department Adult	No charge in standard visitations	Adult <i>Non-COVID-19</i> 1 visitor <i>Confirmed or Suspected COVID-19</i> No visitors	Adult <i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors	Adult <i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors	Adult <i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors
Emergency Department Pediatrics		Pediatrics <i>Non-COVID-19</i> 2 parents or guardians at a time <i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time	Pediatrics <i>Non-COVID-19</i> 1 parent or guardian at a time <i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time	Pediatrics <i>Non-COVID-19</i> 1 parent or guardian at a time <i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time	Pediatrics <i>Non-COVID-19</i> 1 parent or guardian at a time <i>Confirmed or Suspected COVID-19</i> 1 parent or guardian at a time
Adult Inpatient		<i>Non-COVID-19</i> 1 visitor <i>Confirmed or Suspected COVID-19</i> No visitors	<i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors	<i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors	<i>Non-COVID-19</i> 0 visitors unless designated exception applies* <i>Confirmed or Suspected COVID-19</i> No visitors

Pediatric Inpatient (18 years old and under)		<p><i>Non-COVID-19</i></p> <p>2 parents or guardians at a time</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>1 parent or guardian at a time Must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Non-COVID-19</i></p> <p>1 parent or guardian at a time</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>1 parent or guardian at a time Must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Non-COVID-19</i></p> <p>1 parent or guardian at a time</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>1 parent or guardian at a time Must stay with the patient in their room throughout the patient's stay.</p>	<p><i>Non-COVID-19</i></p> <p>1 parent or guardian at a time</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>1 parent or guardian at a time Must stay with the patient in their room throughout the patient's stay.</p>
Critical Care Unit		<p><i>Non-COVID-19</i></p> <p>No visitors</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>No visitors</p>	<p><i>Non-COVID-19</i></p> <p>No visitors</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>No visitors</p>	<p><i>Non-COVID-19</i></p> <p>No visitors</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>No visitors</p>	<p><i>Non-COVID-19</i></p> <p>No visitors</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>No visitors</p>
Hospital based Surgery/Procedure		<p>1 companion can drop off patient, leave building and return to pick up patient and receive postop teaching. If patient is admitted, inpatient visiting rules apply.</p>	<p>1 companion can drop off patient, leave building and return to pick up patient and receive postop teaching. If patient is admitted, inpatient visiting rules apply.</p>	<p>No companion unless a designated exception applies*</p>	<p>No companion unless a designated exception applies*</p>
Hospital Based Outpatient services (x-ray, lab, pharmacy)		<p>1 companion may accompany patient.</p>	<p>1 companion may accompany patient.</p>	<p>No companion unless a designated exception applies. 1 designated caregiver who can participate in questions and care. *</p>	<p>No companion unless a designated exception applies. 1 designated caregiver who can participate in questions and care. *</p>
Family Birthplace		<p>1 designated support person and 1 visitor at a time. Support person may staff for the duration of hospital stay.</p>	<p>1 designated support person and 1 visitor at a time. Support person may staff for the duration of hospital stay.</p>	<p>1 designated support person. * Support person may staff for the duration of hospital stay.</p>	<p>1 designated support person * Support person may staff for the duration of hospital stay.</p>

Nursery		Both parents may visit together.	Both parents may visit together.	While mother is in hospital, both birth parents may visit newborn together. After mother is discharged, 1 parent at bedside at a time.	While mother is in hospital, both birth parents may visit newborn together. After mother is discharged, 1 parent at bedside at a time.
Behavioral Health Inpatient		No visitor unless a designated exception applies. *	No visitor unless a designated exception applies. *	No visitor unless a designated exception applies. *	No visitor unless a designated exception applies. *
End-of-life/CMO care (inpatient and ED)		<p><i>Non-COVID-19</i></p> <p>2 visitors at bedside plus clergy. Visitors may switch out throughout the day. Additional visitors may be approved by the House Supervisor.</p> <p><i>Confirmed or Suspected COVID-19.</i></p> <p>Electronic visitation or in-person visit with approved</p>	<p><i>Non-COVID-19</i></p> <p>2 visitors at bedside plus clergy. Visitors may switch out throughout the day. Additional visitors may be approved by the House Supervisor.</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>Electronic visitation or in-person visit with approval</p>	<p><i>Non-COVID-19</i></p> <p>2 visitors at bedside plus clergy. Visitors may switch out throughout the day.</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>Electronic visitation or in-person visit with approval</p>	<p><i>Non-COVID-19</i></p> <p>2 visitors at bedside plus clergy. Visitors may switch out throughout the day.</p> <p><i>Confirmed or Suspected COVID-19</i></p> <p>Electronic visit or in-person visit with approval</p>
Patients with disabilities such as physical, cognitive, including patient unable to advocate or make decisions for themselves		1 designated support person person* plus 1 visitor	1 designated support person*	1 designated support person*	1 designated support person*
Attorney of patient		1 attorney	1 attorney	1 attorney	1 attorney

***There are certain exceptions for *Designated Support Persons*:**

- 1 parent/guardian at a time for a patient 18 years old or younger
- 1 caregiver for patients with disabilities such as physical, cognitive, including patients unable to advocate or make decisions for themselves.
- 1 birth partner
- 1 attorney
- End of life companion in approved circumstances

STAYING IN TOUCH

Berkshire Health Systems supports and encourages digital visits for patients and loved ones. Our staff can help set up an electronic visit using our equipment or the patient's own device.

Employees visiting loved ones must follow the same guidelines as visitors who do not work for Berkshire Health Systems.

COVID-19 SCREENINGS

- Everyone entering a BHS facility will be asked to provide their full name, phone number, and picture ID to be recorded in the log, as well as the name of the patient they are visiting.
- Everyone entering a BHS facility will be asked a series of questions about symptoms and exposure.
- No one can enter a BHS facility unless they are free of any COVID-19 symptoms.

MASKS

- At all times visitors are required to wear a mask while in a Berkshire Health facility that covers the nose and mouth, even when they are in the patient's room.
- If a visitor does not have a mask, they will be given one during the screening process.
- Visitors who are unwilling or unable to comply with the mask requirement will not be allowed to enter or remain in the building.

NAVIGATION WITHIN THE BUILDINGS

- Visitors will travel directly to the patient's room and use hospital hand sanitizer prior to entering the patient's room and when leaving.
- The visitor will remain in the patient's room the entire time that they are visiting, will always stay at least 6 feet away from the patient (social distance), always have the mask on properly for the entire time, and no eating or drinking in the patient's room.