



Visitor Policy

Berkshire Medical Center (Pittsfield, North Adams, and Hillcrest Campuses), Fairview Hospital and Berkshire Faculty Services

For Inpatient, Emergency Department, Surgical/Procedures, Outpatient Services, Physician Practices and Ambulatory Care

January 6, 2022

At Berkshire Health Systems, we know that the presence of loved ones is an important part of the physical and emotional healing process for our patients. We have established the following visitor guidelines that will enable patients to see their loved ones, while maintaining the highest standards of health and safety for all patients, visitors, and staff.

We continue to monitor the spread of COVID-19 in our community and evaluate risk levels weekly. We will update these guidelines, as needed, to provide safe care for everyone.

The visitor guideline tiers at Berkshire Health Systems are based on the Massachusetts Department of Public Health guidelines, the number of positive COVID-19 cases in the region, and conditions in our healthcare environments. Thank you for your understanding.

Please note:

- A **care partner/birth partner** may be a relative, partner, friend, or anyone the patient chooses to have at their side during outpatient appointments and hospitalizations.
- A **support person** is an individual who provides hands on/ongoing personal care, support, and assistance for a patient with disabilities. A support person may remain with a patient who has disabilities throughout their time in care and is not considered in the number of allowed care partners/visitors described below.
- A **visitor** is a guest of the patient who is not otherwise identified as a designated support person or care partner.

No children under 18 will be admitted as visitor unless special circumstances are determined.

Hospital-Based Care

Hospital Department	Patient Status		
	Age	Non-COVID diagnosis	Confirmed COVID-19 Diagnosis
Emergency Department	Adult	1 care partner may stay with the patient in the waiting area and at the bedside. All others should leave the hospital. All hours	No care partner unless a designated exception applies.
Emergency Department	Child	2 parents/guardians/care partners at the bedside. All hours	2 parent/guardians/care partner at the bedside.
Non-Critical Care units	Adult	1 care partner per day unless a designated exception applies. No time limitations. If no care partner one visitor per day for one hour between 12:00pm to 8:00pm.	No care partner unless a designated exception applies. Video visits can be arranged.
Critical Care Units	Adult	1 care partner per day between 2:00pm to 8:00pm.	1 care partner per day viewing through window for up to 30 minutes. No care partner in room unless a designated exception applies. Video visits can be arranged.
Inpatient Care	Child	2 parents/guardians/care partners All hours	1 parent/guardian/care partner
Family Birthplace/Obstetrics	Adult	1 designated birth partner will be permitted for labor and delivery, including surgical delivery, and for the duration of the patient's hospital stay. All hours	1 designated birth partner who may stay in the patient's room. All hours
Behavioral Health	Adult	Family meeting can be arranged with provider. Video visits can be arranged	No care partner unless designated exceptions apply. Video visits can be arranged.
Hospital-based Surgery/Procedure	Adult	1 care partner can remain with patient until transfer to preop and then can stay with the patient when they turn to the inpatient unit. Instructions will be given to the patient and the care partner at the bedside.	No care partner unless a designated exception applies.
Hospital-based Surgery/Procedure	Child	1 parent/care partner may accompany in the pre-op area and post-procedure area.	1 parent/care partner may accompany into pre-op area and post-procedure area.

Outpatient and Provider-Based Care

Type of Care	Patient Status	
	<i>Non-COVID diagnosis</i>	<i>Confirmed COVID-19 Diagnosis</i>
Outpatient hospital-based services (Radiology, Lab, Wound Care, Sleep Lab and Rehab.	1 care partner may accompany.	Confirm with provider if in person is appropriate. No care partner unless a designated exception applies.
Physician Practices/Ambulatory Services	1 care partner may accompany.	Confirm with provider if in person is appropriate. No care partner unless a designated exception applies.
Cancer Center/Infusion Therapy/Community Infusion	1 care partner may accompany.	Confirm with provider if in person is appropriate. No care partner unless a designated exception applies.
Outpatient Surgery/Procedures	1 care partner can remain with patient until admission into pre-op area. At that time the care partner must leave the building after leaving contact information for patient discharge. Discharge instructions will be given to the patient and the care partner.	Confirm with provider if in person is appropriate. No care partner unless a designated exception applies.

Designated Exceptions

exemptions	Patient Status	
	<i>Non-COVID diagnosis</i>	<i>Confirmed COVID-19 Diagnosis</i>
Hospice/End-of-Life/Comfort Measures	2 care partners at the bedside per day + 1 Clergy. All Hours	2 care partners may be at the bedside perday + 1 Clergy.
Patients with disabilities (See below)	Identified support person(s) can take turns being with the patient 24 hours per day, if needed. In addition, 1 care partner may visit between noon-8 pm. All Hours	Identified support person(s) can take turnsbeing with the patient 24 hours per day if needed. No care partner unless a designated exception applies.
Attorney of patient	1 attorney and 1 care partner at the bedside. Visiting Hours per unit	Video visits can be arranged.
Children under 18	End of life care and child of inpatient if approved by provider.	No visitation

Additional Information for Care Partners and Support Persons

PATIENTS WITH DISABILITIES

Patients with disabilities that may include, but not be limited to, altered mental status, physical, intellectual/cognitive disability, communication barriers or behavioral concerns, *who need assistance due to the specifics of their disability*, may have one designated support person with them to support their disability-related needs. Such designated support person may be a family member, caregiver, personal care assistant, similar disability service provider, or other individual knowledgeable about the management of their care, to assist them physically or emotionally or to ensure effective communication during their stay.

STAYING IN TOUCH

Berkshire Health Systems supports and encourages digital visits. Patient Experience and Unit staff can arrange this for you. You may also use your own devices to stay in touch using other video chat options.

EMPLOYEES VISITING

Employees visiting loved ones must follow the same guidelines as visitors who don't work for Berkshire Health.

CARE PARTNER ENTRANCES

- BMC Main Entrance 12:00pm – 8:00pm daily
- Fairview Hospital Main Entrance 12:00pm to 8:00pm Daily
- ED entrance after 8:00pm for both hospitals

PARKING

Valet services are at the following locations:

- BMC Main Entrance: 8:00am – 4:30pm /Monday - Friday
- Medical Arts Building: 8:00am – 4:30pm /Monday – Friday
- Cancer Center/Crane and North Adams: 800am-4:30pm / Monday-Friday

VISITOR SCREENINGS

For the continued safety of patients, care partners and staff during the coronavirus pandemic, all Berkshire HealthSystems has implemented a visitor check-in log as part of our visitation policy.

- Care partners 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. Care partners who do not have a photo ID will still be asked to provide the above information. No care partner information will be shared with any immigration institutions.
- All care partners will be screened and must be free of any COVID-19 symptoms as well as not being exposed to others with SARS-CoV-2 infection during the prior 14 days.
- Each care partner will be asked a series of questions about symptoms and exposure.
- Healthcare providers will advise any ill-appearing care partner that they must leave the hospital. Video visits can be arranged.

MASKS

- Care partners must be provided a facility-issued mask upon entry to the hospital.
- **At all times** care partners are required to wear a mask while in a Berkshire Health Systems facility that covers the nose and mouth, **even when they are in the patient's room.**
- Care partners 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

- After being screened, sanitizing hands, and placing on a clean mask covering the mouth and nose, the care partner will receive information to help with patient room location, way finding, and general information.
- The care partner will travel directly to the patient's room and wash their hands (or use hospital hand sanitizer) prior to entering the patient's room and when leaving.
- The care partner will remain in the patient's room the entire time that they are visiting and always have the mask on properly for entire time.
- Care partners are not allowed to eat or drink in patient rooms. While actively visiting, care partners are permitted access to food only in public cafeterias. Care partners will follow occupancy guidelines for table and chairs for eating in the dining rooms and retail space seating.
- Care partners cannot use patient bathrooms and are permitted to use public bathrooms.
- Care partners are not permitted to wait in shared spaces (for example waiting rooms).
- Care partners who do not follow these guidelines will be asked to leave the building.

PATIENT BELONGINGS

Our goal is to provide the essential items our patients need while in our hospital, including some important personal belongings.

Planned admissions:

Patients will be able to bring in what they need at the time of Admission.

Unplanned admissions:

Patients will be provided one large clear plastic zip-top bag will be provided. All items *must fit into one bag*, as only one bag is permitted per patient. The patient's name will be placed on the outside of the bag.

Important personal items include, but are not limited to:

- Eyeglasses
- Dentures
- Hearing Aids
- Cell Phone

FOR MORE INFORMATION

Berkshire Medical Center

Please contact the BMC Patient Experience Department.

Monday-Friday 8:00am to 4:00pm

Phone: 413-447-2466

Email: BMCPatientExperience@bhs1.org

Please contact the House Supervisor for assistance during other hours. 413-447-2000

Fairview Hospital

Please call Fairview Hospital at 413-528-0790