IC.B.5 – Visitation Restrictions – Addendum 4
Effective September 25, 2020
Berkshire Health System is updating our visitation policy based on the 9/16/2020 guidance of the Massachusetts Department of Public Health.

- **No visitation** for visitors experiencing **symptoms of illness** (fever, cough, shortness of breath, sore throat, chills, body aches, loss of sense taste or smell).

- All approved visitors must **sign in**, show ID and in some locations be given a visitor badge.

- Approved visitors **must wear a mask and perform hand hygiene** before and after entering the patient’s room.

- **Critical Care:** One visitor for 15 minutes between the hours of 4pm to 7pm (7 days a week) based on discussion with and **approval of the care team**.

- **Emergency Department:** One visitor at a time. Care team can approve more in special circumstances.

- **Medical/Surgical, Family Birthing, Rehab and Pediatric Units:** One visitor at a time for 1 hour each between the hours of 2pm to 7pm (7 days a week).

- **Behavioral Health Units:** No visitation. Tele-visits can be arranged with provider approval.

- No visitors under the age of 18 except the child of a patient and the siblings of a newborn and based on special circumstances (may be accompanied by an approved adult).

- **End-of-Life Circumstances:** Number of visitors based on guidance from the care team.

- **Surgical Day/Endoscopy:** patients will be dropped off and a companion can pick them up and receive post-procedural teaching if needed.

- Patient Relations can help with an alternate **electronic means of communication** for individuals who are unable to visit in person.

- **Ambulatory or outpatient services**, one individual or companion may accompany the patient to an in-person provider visit with the approval of the care team.

- **Ambulatory or outpatient services**, one individual or companion may accompany the patient to an in-person provider visit or outpatient appointment (i.e. radiology, rehab, etc.) with the approval of the care team. Companions may be asked to wait in their cars or wait in different locations to maintain social distancing in all common areas.

- Birth partners, parents of children under 18, attorneys, PCAs, and companions of patients with intellectual and/or physical disabilities **are not considered visitors**. They must be screened for symptoms but may stay with the patient. They need to have access to food and restrooms.

- In the event of uncertainty about this policy, potential conflicts with visitors or patients, or special circumstances please contact Patient Experience, the house supervisor, or a senior leader.