This document was prepared (in March-May, 2020) by and for MGH medical professionals (a.k.a. clinicians, care givers) and is being made available publicly for informational purposes only, in the context of a public health emergency related to COVID-19 (a.k.a. the coronavirus) and in connection with the state of emergency declared by the Governor of the Commonwealth of Massachusetts and the President of the United States. It is neither an attempt to substitute for the practice of medicine nor as a substitute for the provision of any medical professional services. Furthermore, the content is not meant to be complete, exhaustive, or a substitute for medical professional advice, diagnosis, or treatment. The information herein should be adapted to each specific patient based on the treating medical professional’s independent professional judgment and consideration of the patient’s needs, the resources available at the location from where the medical professional services are being provided (e.g., healthcare institution, ambulatory clinic, physician’s office, etc.), and any other unique circumstances. This information should not be used to replace, substitute for, or overrule a qualified medical professional’s judgment.

This website may contain third party materials and/or links to third party materials and third party websites for your information and convenience. Partners is not responsible for the availability, accuracy, or content of any of those third party materials or websites nor does it endorse them. Prior to accessing this information or these third party websites you may be asked to agree to additional terms and conditions provided by such third parties which govern access to and use of those websites or materials.
VISITOR POLICY DURING THE COVID-19 PANDEMIC

Summary of May 22, 2020 changes:

- Updated criteria for when asymptomatic visitors with a recent history of COVID-19 are eligible to visit
- Inclusion of patients with physical disabilities and behavioral disorders within special populations eligible for visitors

Background
In the setting of the COVID-19 pandemic, no visitors are allowed on Partners premises with limited exceptions outlined below. Additional details regarding implementation may be provided by individual facilities.

Policy
- **No visitors are allowed on Partners premises.**
- Exceptions will only be considered in the following circumstances:
  - End of life
  - Labor and delivery
  - Pediatric patients
  - Special populations
- See below for the specific requirements associated with each of these exceptions.
- Any requests for visitors or circumstances not included in this policy must be approved in advance by local Infection Control or their designee.

Screening of Visitors
If a visitor meets one of the exceptions above, they will be screened for the following:
  1. Symptoms consistent with COVID-19 per current Partners guidance.
  2. Confirmed COVID-19 infection.

Visitors will not be allowed to visit if they have any of the following:
- Any symptoms consistent with COVID-19 or
- Active COVID-19 infection
  - Note that a visitor with a history of COVID-19 infection is permitted if they meet Partners criteria for resolution of COVID status for outpatients.

Documentation of screening can be facilitated through use of the visitor screening SmartPhrase in EPIC.

This policy or guidance document was developed based on currently available published guidance, in the setting of available supplies and clinical situations at our institutions. Decisions are made collaboratively and are based on ongoing risk-assessments of the evolving COVID-19 pandemic. This policy or guidance document represents the best recommendations as May 22, 2020, will be reviewed regularly, and is subject to change as the situation evolves.
Masking of Visitors and Other Populations
1. Visitors: All visitors will be provided one surgical or procedural mask immediately upon arrival and are required to wear the mask continually until they leave the building, per Universal Mask Policy.
2. Other populations: Vendors, Contractors, Emergency Medical Services Personnel, and Law Enforcement will be provided one surgical or procedural mask immediately upon arrival and are required to wear the mask continually until they leave the building, per Universal Mask Policy.

Behavior of Permitted Visitors
1. All visitors will schedule their visits in advance with the unit point of contact.
2. Number of visitors allowed at one time to enter facility:
   a. For End of Life Patients: Up to two are allowed at the discretion of leadership.
   b. For Labor and Delivery, Pediatrics, and Special Populations: a single visitor is allowed.
3. All visitors must wear their mask throughout their visit to the facility. Additional personal protective equipment will be provided as per specific instructions below as indicated.
4. Visitors must remain within the patient room for the entirety of their visit.
5. Visitors are not permitted to visit the cafeteria, gift shop, or other common areas of the hospital
6. Visitors must exit the hospital directly and expeditiously upon leaving the patient’s room
7. Duration and timing of the visit is at the discretion of local nursing leadership or their designee

Visiting patients with confirmed or suspected COVID-19 (COVID-19, CoV-Presumed and CoV-Risk) or patients possibly exposed to COVID-19 (CoV-Exposed).
1. Pediatric considerations are discussed separately.
2. For adult patients, in extreme circumstances as outlined below, visitors will:
   a. Be informed of the risks to their health of visiting.
   b. If they will maintain a distance of 6 feet from the patient, then no additional PPE is required.
   c. If they anticipate close contact with the patient, then the visitor will be instructed to don a gown, gloves, and eye protection in addition to their mask and instructed on removal of PPE prior to exit of the room.
   d. Visitors must perform hand hygiene frequently, before entry to the room, and upon exit from the room.

Visiting All Other Patients (Patients who are not COVID-19, CoV-Presumed, CoV-Risk, or CoV-Exposed)
1. Visitors permitted to visit as an exception to Visitor Restriction (see below), will be screened as per above and will conduct themselves according to “Behavior for Permitted Visitors,” above.

Requirements for Permitted Visitors to Specific Patient Populations
This policy or guidance document was developed based on currently available published guidance, in the setting of available supplies and clinical situations at our institutions. Decisions are made collaboratively and are based on ongoing risk-assessments of the evolving COVID-19 pandemic. This policy or guidance document represents the best recommendations as May 22, 2020, will be reviewed regularly, and is subject to change as the situation evolves.
1. **End of Life**
   a. Up to two visitors are allowed at the discretion of leadership.
   b. There are no additional restrictions on time spent with the patient in the patient’s room or requirements for physical distancing within the room.

2. **Obstetrics (laboring or post-partum patient)**
   a. Asymptomatic laboring patients are permitted to have one Partner/Support person who is asymptomatic as per above.
   b. Laboring patients who are confirmed COVID-19, CoV- Presumed suspect COVID-19 (CoV-Risk), and with known exposure to COVID-19 (CoV-Exposed), are permitted to have one Partner/Support person who is asymptomatic as per above.
   c. There are no additional restrictions on time spent with the patient in the patient’s room or requirements for physical distancing within the room.

3. **Pediatrics**
   a. All children admitted to a Pediatric Inpatient Unit, including those with suspected or confirmed COVID-19, will be allowed 1 asymptomatic adult (> age 18 years) visitor, either a parent or other caregiver at a time, as per above.
   b. There are no additional restrictions on time spent with the patient in the patient’s room or requirements for physical distancing within the room, to permit the most supportive care environment for children.
   c. The SAME caregiver will be encouraged to stay with the patient during the entire admission, with no access to shared patient and family spaces on the pediatric inpatient unit.
   d. Decisions about whether the caregiver can accompany the patient off the inpatient unit for a procedure will be made on a case-by-case basis.
   e. Asymptomatic parents/caregivers of pediatric patients hospitalized with suspected or confirmed COVID-19 will be instructed to practice isolation if they return home.
   f. As parents are not in PPE while in the patient room parents/caregivers of a pediatric patient will be instructed to shower or change into a new set of clothes before leaving the inpatient environment or, if not available, when arriving home. They are instructed to shower and change into a new set of clothes before re-entering the inpatient environment.
   g. Parents/caregivers are instructed to practice CDC-recommended best practices regarding hand-washing, physical distancing, and minimization of exposures while in the community, including separation from any sick household members who are in self-isolation.

4. **Special Populations**
   a. Caregiver/support person of adult patients who have special needs including intellectual or developmental disorders (e.g. autism, Down syndrome, genetic disorders, etc.), physical disabilities, psychological /neurological disorders including behavioral health disorders, delirium, deafness, or blindness will be considered, subject to all the restrictions above.

This policy or guidance document was developed based on currently available published guidance, in the setting of available supplies and clinical situations at our institutions. Decisions are made collaboratively and are based on ongoing risk-assessments of the evolving COVID-19 pandemic. This policy or guidance document represents the best recommendations as May 22, 2020, will be reviewed regularly, and is subject to change as the situation evolves.
b. There are no additional restrictions on time spent with the patient in the patient's room or requirements for physical distancing within the room.