# **COVID-19 Pandemic Inpatient Visitor Restrictions - EFFECTIVE 01/12/22**

**Dear Family and Friends of Mass General Inpatients:** Please help us create a welcoming, respectful, quiet, and safe environment for our patients, families, and staff. We use masks, hand hygiene, and social/physical distancing to help keep everyone safe. Unit staff will review any exceptions to these restrictions with you at the time of your visit.

# One visitor per patient per day



- Visiting hours are between 2:00pm and 8:00pm.
- Do not eat or drink (except in the cafeteria) while you are in the hospital as this requires you to take off your mask.

#### PLEASE:

- Call the patient care unit before visiting to make sure it is a good time for you to visit.
- Use your phone to communicate with and support your loved one. Ask a nurse about other options we can provide to help you stay in touch.

**Note:** Limited exceptions for pediatric patients, inpatient obstetric patients and patients at end-of-life.



# **Behavior while visiting**

- Please check in with the nurses' station on the unit each time you visit prior to entering the patient's room. You may be asked to wear additional personal protective equipment.
- Stay in the patient's room for the entire visit except to use the public restroom.
- Visitors are permitted in the hospital cafeteria, gift shop, and other common areas.



# **Leaving the hospital**

Once your visit is over, please exit the hospital immediately. Please do not remove your mask until you exit the building.

## **Safe Care Commitment**



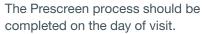
#### **Screening of visitors**

Upon arrival at the hospital, all visitors will be screened for COVID-19 symptoms. Visitors with symptoms may not visit.

### **Mass General Prescreen Visitor App**

Designed to expedite screening in lobbies, there are 3 ways to access the Mass General Prescreen link:

- 1. Text PASS (English) or PASAR (Spanish) to 855-955-4642
- Open your Internet browser and enter the following: https://prescreen.massgeneralbrigham.org
- Hover your phone's camera over the posted QR code







### Wearing a mask

Visitors must wear an MGH-issued mask at all times while at the hospital. Make sure that it always covers your mouth and nose.



### **Hand hygiene**

- Wash your hands or use the hand sanitizer frequently.
- Throw disposable gloves away and perform hand hygiene.

