

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
2. Open your Internet browser and enter the following:
<https://prescreen.massgeneralbrigham.org>
3. Hover your phone's camera over the posted QR code



The Prescreen process should be completed on the day of visit.



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.