



# Visiting Guidelines

Please help us create a welcoming, respectful, quiet and safe environment for our patients, families, visitors and staff. We encourage you to ask the patient and their nurse about the best time for your visit. It is recommended that visiting hours end at 9pm to promote rest and healing.

Care team members may need to limit or restrict visitation when reasonably necessary to provide the best possible care to patients and to maintain the safety of the care environment. Please discuss any special requests with nursing staff.

## ACCESS TO PATIENT CARE AREAS

Some patient areas are locked. Instructions for entering these units are posted at the unit entrance.

## BEHAVIOR

Respectful behavior is expected of all. Discriminatory or culturally insensitive language or behavior that is verbally or physically threatening is not tolerated.

## BELONGINGS

You are responsible for your belongings. Please leave anything of value at home. Some units have guidelines as to what may or may not be brought onto the unit for infection control or safety reasons. Illicit, dangerous, or potentially harmful objects or intoxicating substances may not be brought onto hospital property.

## CHILDREN

Children are allowed to visit with adult supervision. Some units may have additional visiting guidelines.

## FOOD

Please check with the patient's nurse before bringing in food from the outside. Guest trays may be ordered through the Nutrition and Food Services Department.

## HAND HYGIENE

Please use Cal Stat (alcohol-based hand rub) before entering and when exiting patient rooms. Cal Stat is located outside of each patient room.

## NUMBER OF VISITORS

We recommend limiting the number of visitors to two at a time at the patient's bedside. Many units have family waiting areas or lounges where you may visit.

## OVERNIGHT STAYS

Semi-private rooms cannot accommodate overnight stays. A list of accommodations may be provided by unit staff or unit social worker.

## PETS

Pets are not allowed. Only service animals trained to do work or perform tasks for a person with a disability and Volunteer Department pet therapy dogs are allowed at MGH.

## PRIVACY

To maintain the privacy and confidentiality of all patients and staff, please do not take pictures and/or audio/video recordings on a cell phone or other device.

## QUIET

All patient care areas are quiet zones. Please speak in a quiet tone and place cell phones on vibrate during your visit. Lounges or waiting areas may be used for making phone calls.

## SMOKING

Smoking is prohibited on hospital property except in designated smoking booths. Smoking includes the use of electronic cigarettes and all tobacco products.

## VISITOR'S HEALTH

You may be asked about your immunizations to protect the health of our patients. If you have a fever, flu-like symptoms or other symptoms of infection, you should not visit.