



Tips for Your Visit at MGH

We would like to partner with you to ensure a safe and comfortable healing environment for all our patients and families. Visitors will not be discriminated against based on race, color, national origin, sex, religion, sexual orientation, gender identity or expression, or disability. Different sex and same sex couples/parents will have equal visitation rights.

AGE OF VISITORS

Children are permitted to visit with adult supervision. Some units may have additional guidelines for children.

VISITORS HEALTH

To protect the health of our patients, units may ask questions about your immunization status. If you have fever, flu-like symptoms or other symptoms of infection, you should refrain from visiting.

HAND HYGIENE

Please use Cal Stat before entering and when exiting patient rooms.

NUMBER OF VISITORS

In order to promote rest, healing and privacy, family and friends are encouraged to schedule their visits. Due to physical space constraints on some units, it is advised to limit visitors at the bedside to two at a time. Many units have family waiting areas or lounges. Special requests for visiting should be discussed with the patient's nurse.

QUIET HOURS

During posted Quiet Hours, you are encouraged to speak in a quiet tone and place cell phones on vibrate. During these hours, lights on the floors will be dimmer and doors may be shut.

ACCESS CONTROL

Some patient areas have controlled access to keep patients safe. Instructions for accessing these units are posted and usually involve pressing a doorbell to gain entry and exit from the area.

OVERNIGHT VISITS

Some patient areas have couches in the room for sleeping that accommodate one person. Semi-private rooms usually cannot accommodate overnight visitors. Unique situations should be discussed with staff.

VISITOR BELONGINGS

You are responsible for keeping cell phones, computers and other belongings in your presence at all times. Some units may have special considerations as to what may or may not be brought onto the unit for infection control or safety reasons. Please check with the patient's nurse.

SMOKING

You are not permitted to smoke while on hospital property.

PETS

Therapy dogs are approved by the MGH Volunteer department. Service animals are permitted to accompany and assist their handlers while the handlers are at the MGH. No other animals other than service animals or pet therapy dogs are allowed in the MGH patient care and/or common areas.

FOOD

Before bringing food from the outside for a patient into a patient's room, please check with the patient's nurse. Guest trays may be available for ordering through the Nutrition and Food Services department for a fee.