**Change in visitor policy for COVID-19**

**UMass Memorial Medical Center Adult Inpatient Areas**

To protect our patients and caregivers during the COVID-19 outbreak, we have changed our visitor policy to minimize traffic and potential exposures. Our number-one priority is to keep our patients and caregivers safe. We know the importance of having loved ones at the bedside and are committed to patient/family centered care midst a pandemic. We will strive to share information to your loved ones, collaborate and allow your loved ones to participate in your care.

**Scope**: Inpatient care units and Intensive care units. See separate guidelines applicable to Emergency Department, Pediatrics (The Children’s Medical Center), Maternity Center (Labor, delivery, post-partum) and NICU.

**Inpatient areas:**

1. Patients that are non-COVID-19, non-PUI non-EQIP or under surveillance will be allowed 1 designated visitor per hospitalization. We encourage the one designated visitor to visit once per day. The visitor must visit during the visiting hours. Attorneys of patients and companions or designated support persons for patients with a disability or special needs are not considered visitors but must be screened.
2. End-of-life patients who are non-COVID-19 or non-PUI, non-EQIP or under surveillance may be allowed 2 visitors at a time.
3. No visitors for patients that are COVID-19 positive, PUI or EQIP patients.
4. End-of-life COVID-19 positive patients may have 2 visitors for 30 minutes for a one-time visit. Visitors and staff must follow the end-of-life procedure.
5. We will make every effort to provide devices for patients who do not have a video communication device (ex: I-pad, phone that has Skype, FaceTime) to ensure continued connection with their support system (information on obtaining a device is below).
6. Providers may not write an order that overrides this policy.

**Exception Process:** Exceptions will be made in specific circumstances on a case-by-case basis by the hospital administrator on call or nursing executive on call.

**Screening Process:** As per the Massachusetts Department of Public Health, all visitors coming through the inpatient areas will be asked the following questions.

1. Have you in the past 5 days had a fever, cough, shortness of breath, sore throat, chills, myalgia, sore muscles or new onset of loss of taste or smell?

If the answer is **YES** to question, the visitor **must** provide evidence that they have been previously cleared by their physician

1. Have you travelled to a high-risk state per the Massachusetts travel order?

If the visitor states **YES,** the patient will be required to fill out and sign an attestation form stating they have proof of a negative COVID-19 test or have quarantined for 14 days.

1. Have you been exposed to a known COVID-19 individual?

If the visitor states **YES,** the visitor will be asked if they had a negative test or have quarantined. If “no” the visitor will be asked to leave.

If a visitor is granted entry they must:

* Perform hand hygiene before entering the patient room.
* All visitors must be screened and must have a sticker before going into a patient room or clinic. If the visitor does not have a sticker they must be sent to the lobby to be screened.
* No visitors can wait in the waiting room unless their loved one is having care completed and they have been asked to leave the room.
* Visitors must wear a mask at all times. If you are seen without a mask you may be asked to leave.
* Visitors are encouraged to follow the “Safer at Home” practices set out by the Department of Public Health.
* Visitors cannot eat or drink while they are in the patient room.
* Visitors must socially distance 6 feet in the patient room.
* All visitors must sign-in and out.
* Visiting hours are 2p-8p. If a visitor is present after these times they should be asked to leave unless there is an exception granted by the nurse manager or nurse supervisor.

*All entries will be recorded for tracking purposes.*