



BERKSHIRE HEALTH SYSTEMS VISITOR POLICY

January 3, 2024

At Berkshire Health Systems (BHS), we believe that allowing visits by families, friends, and loved ones aids in the patient's therapy and recovery.

This visitor policy provides clear guidelines for staff, patients, and visitors and creates a process that gives families the opportunity to be with their family member while receiving health care.

In all areas of the hospital and in outpatient areas, the patient has the right to designate a family member, a domestic partner, representative, friend or other individual to be present with the patient for emotional support.

Discrimination against patient visitors based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, veteran status, sex, sexual orientation and gender identity or expression is prohibited.

When an infection control, pandemic or widespread contagious disease has been identified in the hospital or community, visitation may be restricted or limited.

The following statements apply to all visitors to any BHS care facility:

1. All visitors must follow infection control practices to protect the patient and themselves.
2. All visitors must follow the BHS policies and guidelines for appropriate behavior and respectful conduct.
3. Every visitor must wear a mask at all times while in BHS facilities.
4. No visitors may enter who have tested positive for COVID-19 in the past 10 days or who are currently symptomatic.
5. No visitors under 18 are allowed due to the current high incidence of respiratory illnesses.

Designated Caregivers:

Birth partners and parents of patients who are under 18 years old and caregivers for patients with a disability or special needs are considered Designated Caregivers and are not considered visitors.

Designated Caregivers can stay with the patient outside of visiting hours. The presence of a birth partner, parent, or caregiver is not counted in the number of visitors for a patient.

VISITING HOURS BY HOSPITAL UNIT OR OUTPATIENT DEPARTMENT

Inpatient Units:

A. Medical Surgical Units

1. Visitation is allowed during the hours of 10:00 AM to 8:00 PM daily, and we request that no more than two visitors per patient visit at any one time.

B. Family Birthplace

1. During labor, the patient may be accompanied by their significant other and a support person.
2. After birth, two visitors in addition to the birth partner may visit between 2:00 PM to 8:00 PM.
3. Mothers discharged prior to their newborn will be provided a room if available.

C. Pediatrics

1. Two parents may stay with patient 24/7.
2. One visitor in addition to parents may visit from 12:00 PM to 8:00 PM.

D. Behavioral Health Acute

1. All visits and family meetings must be scheduled with the care team.

E. McGee Unit at Berkshire Medical Center

1. This unit has no general visiting hours.
2. Family meetings may be arranged through the patient's assigned counselor.

F. Critical Care and Progressive Care Units

1. Visiting hours are 12:00 PM to 8:00 PM.
2. Two visitors may be present at a time.
3. During procedures or periods of increased activity, visitors may be asked to step out of the patient room.

G. Hospice/End of Life Care

1. Four visitors may be present at any time.
2. The care team can approve additional visitors.

H. Surgical Services

1. One care partner/family member may accompany the patient in pre-op area until transfer to the operating room.
2. One care partner/family member may accompany the patient in post-op Phase Two.

Outpatient Departments:

I. Emergency Department

1. Two visitors may be present at any time.

J. Cancer Center

1. One care partner/family member may accompany patient during treatments.

K. Day Surgery/Endoscopy

1. One care partner/family member may accompany the patient until transfer to procedure area.
2. One care partner/family member may accompany the patient in the recovery area.

L. Provider Office Practices

1. One care partner/family member may accompany the patient during their visit.

M. Outpatient Diagnostic Testing, Treatments, and Therapies

1. One care partner/family member may accompany the patient until procedure/test.
2. Care partner/family member stay in the waiting area during the procedure/test.

N. Outpatient Rehabilitation

1. One care partner/family member may accompany the patient during their visit.

O. Urgent Care

1. One visitor may accompany the patient during their visit.