

Mass General Visitor Policy

Ambulatory Practice - Patient and Family Tip Sheet



Beginning Tuesday, June 15th, patients may be accompanied by one visitor/support person with no pre-approval required.

- If a patient plans to bring a second support person, pre-approval is required. Patients should mention the plan to bring a second support person when scheduling their appointment so this can be documented in the medical record.
- Universal masking of patients and employees in all public/common areas and clinical areas is required regardless of vaccine status.
- All patients, visitors/support persons are screened. Visitors and support persons will be excluded from visiting if they have symptoms consistent with COVID-19 or an active COVID-19 infection.
- Waiting room chairs are no longer required to be socially distant, and no longer need to be wiped down after each patient.

A patient is allowed ONE visitor/support person to accompany them to their visit.

- If a patient plans to bring a second visitor/support person, they should tell the coordinator at time of scheduling. The scheduler will document this in the medical record.
- **Pediatrics** – One or both parents, or one adult caregiver for children under age 18 may accompany a child. View further details at [MassGeneral Hospital for Children](#)
- **Visitors under the age of 18:** Some visitors under age 18 may not require an accompanying adult (i.e., a teen visitor who travels independently). When visitors under age 18 require an accompanying adult, accommodations to permit them as an additional visitor are at the discretion of the clinic.
- **Patients with Disabilities include patients with:**
 - Significant mobility limitations
 - Cognitive disabilities, communication barriers
 - Sensory issues or behavioral concerns

Examples of Patients with Disabilities: Patients with autism spectrum disorder, genetic disorders, dementia, quadriplegia, visual impairment and deafness



Visitor/Support Persons Steps

BEFORE APPOINTMENT

- If you plan to bring a second visitor/support person to the visit, please request approval at time of scheduling.
- Request approval be documented in the Medical Record.
- If appointment is scheduled before a need for a second visitor/support person is determined, contact the doctor's office and request approval.
- Patients, visitors and support persons will be screened for COVID-19.

DURING APPOINTMENT

- **MASKING:** All patients, visitors/support persons will be given a hospital-issued mask at the building entrance and must wear it at all times while in the facility, including exam rooms. Removal of masks is permitted to eat and drink in designated locations only.
- **HAND HYGIENE:** Wash hands and/or use hand sanitizer at building entrance and as needed throughout the facility.
- Some patients, visitors/support persons may be provided different protective equipment if they have an ADA mask accommodation.
- Remain with patient for entire visit.
- Cafeteria, gift shop, and some common areas are now open to patients/visitors.
- Lounges remain closed.
- Eating and drinking is only allowed in designated areas, not in waiting or exam rooms.
- Respectful behavior is expected of all times.
- Discriminatory or culturally insensitive language or behavior that is verbally or physically threatening is not tolerated.

AFTER APPOINTMENT

- Exit building directly and quickly upon leaving appointment.
- **HAND HYGIENE:** Wash hands and/or use hand sanitizer at building exit.
- **MASK:** Please wait until you exit the hospital before removing the mask and putting on your personal mask.