

# Extraordinary Times. Exceptional Care.

## **Guidance for Inpatient visitors at Wentworth-Douglass Hospital until visitor restrictions are lifted.**

*Wentworth-Douglass Hospital recognizes the importance of patients feeling supported while in the hospital. General visitation is not allowed during this time and virtual visits are encouraged.*

*Below are the guidelines that are to be followed for all visitors.*

- Patients who are COVID positive or being ruled out cannot have a visitor. *All other patients can have one consistent visitor for the duration of their inpatient stay, unless otherwise restricted by the plan of care.*
- Visitor is encouraged to assume the role of primary contact for all family members and friends, keeping them informed of the patient's condition.
- Visitor will be screened for COVID-19 by answering health questions prior to entrance of the facility. A mask will be provided at the time of screening. Please note, if positive answer to any health question, or if symptomatic, the visitor will be sent home.
- *NO* overnight stay (exceptions for pediatric visits).
- Visitor must wear a mask at all times, including while in the hospital and in the patient's room. Visitor must remain in the patient's room and limit the number of times entering and exiting the room.
- Visitor should utilize the call bell to get staff assistance
- Visitor will not be allowed to return after exiting the hospital until the next day.
- Please note, waiting areas are closed and sitting or congregating in any common area/shared patient and family spaces (i.e., waiting rooms, cafeteria, etc.) is prohibited due to safe distancing practices.
- A guest tray may be ordered off the patient menu.
- If unable to comply with the above guidelines the visitor will be asked to leave the building

For patients being admitted from the Emergency Department (ED) or procedural areas please allow the unit 30 minutes to admit and settle your loved one. For patients being admitted from Surgical Services please allow the unit 2-3 hours, after the surgeon or surgical team has called you to inform you the surgery is finished, to admit and settle your loved one. After this time, call the main hospital number and ask for the nursing floor your loved one is admitted to by giving the operator the patient's name and/or the name of the unit. Upon reaching the inpatient floor, request to speak directly to the patient's primary nurse and he/she will advise you on the best time to visit.

To reach the hospital's main line please call 603-742-5252.



**WENTWORTH-DOUGLASS  
HOSPITAL**  
A Mass General Community Hospital