



Visitor Restriction Update: Effective September 16, 2020

At Lowell General Hospital and Circle Health, we want to ensure that you are Safe with Us. We have updated our visitor policy effective September 16, 2020 as follows to ensure the health and safety of our patients, staff and community:

- Each patient will be allowed one Support Person over the age of 18 to visit whether they are inpatient or outpatient. This Support Person will remain the same person throughout the duration of a patient's admission. Please note that Support Persons may need to be restricted in certain diagnostic areas (e.g., cardiac testing).
- All Support Persons will be screened for symptoms of COVID-19 when entering any Lowell General Hospital or Circle Health facility. The Support Person must pass symptom screening per protocol before their visit. If the Support Person is unable to be successfully screened, an alternative Support Person may be named.
- In addition, each Support Person will be asked to perform hand hygiene and will be given a new hospital-issued facial covering on entry. The Support Person must wear the facial covering (covering nose and mouth) **at all times** during their visit.
- Visiting hours are **2pm to 7pm daily**. We ask that visitors limit their time to **one hour** to facilitate a safe and quiet healing environment for our patients.
- Maternal Child Health Visitation: our Special Care Nursery, Pediatric Unit, Labor and Delivery and Post-Partum Units although open 24/7 to one support person in L&D/Post-Partum or parents of hospitalized infant(s)/children, the one visitor/support person is strongly encouraged not to leave the hospital. If the visitor/support person needs to leave due to an emergency, their return must be approved by the unit manager or director. For Special Care Nursery and Pediatrics – the staff from those units will review the policy at the time of admission.
- **No visitors under the age of 18** will be allowed other than minors visiting their parents.
- The cafeteria and Dunkin' Donut locations at the hospital campuses remain closed to the public at this time. We encourage Support Persons to eat before they visit and request that they do not bring outside food or beverages into the hospital or outpatient locations.
- We ask that each patient's Support Person limits their travel throughout the hospital to just to and from the location the patient is being treated. Support Persons will be directed to the patient's room and will need to check in at the team center upon arrival and departure.
- We will continue to offer virtual visits for patients' loved ones via Zoom and other technologies and encourage patients to speak to their nurse about options to stay connected to loved ones during their stay.

- Operative visits, Diagnostic testing, Ambulatory/Clinic, ED patients will be eligible to have one Support Person when appropriate.
- Support Persons must remain with the patient, with mask on at all times.
- Limited exceptions to the updated visitor policy will be made after careful review by the patient's care team.

Please note that patients with confirmed or suspected COVID-19 and those under quarantine will not be able to have inpatient visitors at this time. We appreciate your support and understanding as we continue to adapt to the challenges COVID-19 has presented in our community.