Visiting Our Facilities

The safety of our patients, staff, and community is very important to us. Please read our visitor policy before arriving at our facilities.

* Visitor types
* For inpatient visitors
* [For outpatient visitors](https://www.massgeneralbrigham.org/covid19/visitor-policy#for-outpatient-visitors)
* [For all visitors and support persons](https://www.massgeneralbrigham.org/covid19/visitor-policy#for-all-essential-visitors-and-support-persons)

Types of visitors

**Essential visitors** are visitors for patients receiving end-of-life care.

**Support persons** include birth partners, parents/caregivers of pediatric patients, attorneys of patients, and designated support persons for patients with disabilities.

Essential visitors and support persons do not need to comply with the Massachusetts travel mandate to visit.

**Non-essential visitors** are all other visitors 18 and older. They must comply with the Massachusetts travel mandate to visit.

For inpatient visitors

We’ve recently changed our visitor policy.**As of March 2, most Mass General Brigham hospitals can welcome visitors on a limited basis.**Most Mass General Brigham hospitals allow one visitor per patient per day. This is for patients not isolated for suspected or confirmed COVID-19 in the units that are able to meet the requirements below.

All potential visitors (essential and non-essential) and support persons should review the specific facility's websitefor the latest policies before attempting to visit.

All visitors and support persons must meet the [**requirements**](https://www.massgeneralbrigham.org/covid19/visitor-policy#for-all-essential-visitors-and-support-persons) below.

* [**Brigham and Women's Hospital**](https://www.brighamandwomens.org/patients-and-families/visitors/visitor-policies)
* [**Massachusetts General Hospital**](https://www.massgeneral.org/visit/visiting-patients/)
* [**Brigham and Women's Faulkner Hospital**](https://www.brighamandwomensfaulkner.org/patients-and-families/visiting-a-patient)
* [**Cooley Dickinson Hospital**](https://www.cooleydickinson.org/home/patients-families-visitors/visting-the-hospital/)
* [**Martha's Vineyard Hospital**](https://www.mvhospital.com/health-resources/patient-visitor-information-during-covid-19)
* [**Massachusetts Eye and Ear**](https://www.masseyeandear.org/news/press-releases/2020/03/covid)
* [**McLean Hospital**](https://www.mcleanhospital.org/visitor-policy-covid-19)
* [**Nantucket Cottage Hospital**](https://nantuckethospital.org/patients-visitors/your-hospital-visit/visitor-information/)
* [**Newton-Wellesley Hospital**](https://www.nwh.org/patients-and-visitors/planning-your-visit/visiting-hours-guidelines)
* [**North Shore Medical Center**](https://nsmc.partners.org/patients_and_visitors/visiting_hours)
* [**Spaulding Rehabilitation Network**](https://spauldingrehab.org/coronavirus)
* [**Wentworth-Douglass Hospital**](https://www.wdhospital.org/wdh/patients-and-visitors/covid19-updates)

For outpatient visitors

**At this time, visitors are not allowed in**[**outpatient areas**](https://www.massgeneralbrigham.org/patient-information/preparing-office-visit) (areas for patients who are not admitted to the hospital, for example, in the emergency room, surgical or procedural rooms, or clinics).

There are very limited exceptions for support persons. One support person is allowed for patients with disabilities and patients under age 18.

Other support persons need to be approved before the appointment. Please call the clinic for approval before the appointment. Note: Clinics will do their best to accommodate support persons but may be limited by physical space or other constraints.

Some reasons that you might want to request a support person are if you:

* Need help understanding patient instructions.
* Are getting end-of-life care.
* Are receiving or anticipating maternity care or are in the process of family planning.
* Are coming from a correctional facility, and your support person is the corrections officer.

If you cannot find childcare and need to bring your child under the age of 18 years old with you, the child will need to join you in the exam room. Children must be supervised at all times.

All support persons must meet the [**requirements**](https://www.massgeneralbrigham.org/covid19/visitor-policy#for-all-visitors-and-support-persons) below.

Requirements   
  
**Non-essential visitors**

* All non-essential visitors who wish to enter a Mass General Brigham hospital or doctor’s office must comply with the [**Massachusetts travel order**](https://www.mass.gov/info-details/covid-19-travel-order). Please visit [**Mass.gov**](https://www.mass.gov/info-details/covid-19-travel-order) for more details.    
    
  **All visitors (essential and non-essential) and support persons**
* All visitors (essential and non-essential) and support persons will be screened for symptoms of possible COVID-19 infection (fever, cough, shortness of breath, sore throat, chills, muscle aches, or new onset of loss of taste or smell). No individuals with any symptoms are allowed. Visitors (essential and non-essential) and support persons with active COVID-19 infection will not be permitted. Visitors (essential and non-essential) and support persons on the day of the visit can use the [**Mass General Brigham Prescreen tool**](https://prescreen.massgeneralbrigham.org/) or complete a screening in person.
* All visitors (essential and non-essential) and support persons [must wear a hospital-issued mask](https://www.massgeneralbrigham.org/covid19/mask-policy) at all times while in the hospital; non-hospital masks or other personal protective equipment are not permitted. All visitors (essential and non-essential) and support persons must perform hand hygiene upon entry to the facility.
* Visitors (essential and non-essential) and support persons will not be permitted if the visitation poses a significant infection control risk to the patients, visitor, or staff.

*Updated 3/3/21*