

# GUIDELINES FOR VISITORS

South Shore Health supports a patient and family-centered approach to care and recognizes that a patient's family and loved ones play an important role in healing and recovery.

With that in mind, we respectfully call your attention to the following guidelines:

- Visitors are welcome each day to visit patients in the hospital during visiting hours (8 AM to 8 PM, seven days a week). Some areas have specific visiting guidelines. For details, exceptions, and information about our Care Plan Partner Program, please speak to the care team.
- Visitors with illness, respiratory symptoms or fever should delay their visit until symptoms resolve and they are fever-free for a minimum of 24 hours. Visitors with recent exposure to a communicable disease should not visit.
- Whenever possible, visitors should check-in at the hospital main lobby desk, the nurse's station on the unit, or with the patient's nurse, to learn if any restrictions apply to the patient they wish to visit.
- Visitors should wash their hands or use hand sanitizer as they enter and leave patient rooms.
- For safety and infection prevention and privacy reasons, visitors should not use the restrooms in patient rooms.
- Visitors should leave valuables at home and the patient and family should only bring essential items to the hospital. South Shore Health does not assume responsibility for any lost or misplaced items.
- Visitors should support the rest and recovery of all patients in a healing environment by speaking quietly and avoiding having loud personal conversations or phone calls in patient care areas and hallways.
- To help protect the privacy of everyone, visitors should ask for guidance on the use of photography, videography, audiotaping, and other multimedia in our facility.
- Visitors may be asked to leave the premises if they become disruptive or if their presence interferes with the safety or care of patients, families, visitors, or staff. South Shore Health reserves the right to change or revoke the privileges of visitors at any time.
- We thank you for your assistance in creating a safe and healing environment for our patients and staff.



If you have questions or concerns, please contact Patient Relations at 781-624-8888 or [advocacy@southshorehealth.org](mailto:advocacy@southshorehealth.org).