

Dana-Farber Inpatient Hospital Visitor and Support Person Guidelines

At Dana-Farber Cancer Institute, we recognize the need for patients to have family and friends present for support and comfort during their hospitalization. Our goal is to create a warm, welcoming, supportive, and safe environment for our patients and their visitors, while respecting the health care needs and confidentiality of all of our patients. **Dana-Farber has established the following guidelines and restrictions for our patients' visitors and/or support person:**

- **A designated support person is welcome to remain with a patient at all times depending on the patient's need** for medical care/treatments, rest, privacy, safety, and patient preference. The clinical team, based on the patient's individual treatment plan, will advise visitors and support persons of any visitation restrictions.
- **Family and friends are encouraged to visit between 1 p.m. and 9 p.m.** to allow the patient's health and personal care needs be met by the care team. Visitors are encouraged to use family waiting rooms when they are not able to be in the patient's room.
- **Visitors should take into consideration the patient's condition, preference, and proximity, as well as the privacy and health care needs of other patients** when they are at the inpatient hospital. It is helpful to limit the numbers of visitors to 2 at a time.
- **In the best interest of our patients, we ask that any visitors or support persons abstain from visiting if they are experiencing flu-like symptoms, fever, cough, or viruses** of any kind.
- **Children age 12 and younger must be supervised by an adult (other than the patient) at all times** and are only permitted to visit if they have a family link to the patient.
- **Any visitors or support persons entering the hospital after 9 p.m. must enter through the 75 Francis Street lobby.** The Security Officer will contact the patient's unit to inform the nursing staff of the visitor's name. The nurse responsible for the patient will support the need for the visit based on the patient's medical condition, safety concerns, and patient's preference for visitors. Upon clearance, a visitor pass provided by the Security Officer must be worn.
- **All visitors and support persons are expected to respect the privacy and health care needs of all patients.** In certain situations, visitors may be asked to leave the unit for a period of time. We ask that visitors respect the staff and follow their direction during these rare occasions.
- **At all times, it is the expectation that visitors and support persons will be cooperative and respectful of the staffs' directions or requests on behalf of the patients.** Anyone who becomes uncooperative, presents a safety risk to others, or threatens patients, staff, or other visitors, will be asked to leave the hospital immediately.
- **Language assistance services are available at no cost** to meet the communication needs of an identified support person.

Thank you for your respect and support of these guidelines. If you have any questions or concerns, please speak with a member of your care team. In addition, Dana-Farber's Patient/Family Relations Office (**617-632-3417**) is available to assist patients, their families, and support people should there be any concern related to these guidelines.

