

Family Education Sheet

COVID-19 (Coronavirus Disease 2019) and
How We're Keeping Patients & Families Safe at Boston Children's Hospital



Boston Children's Hospital

View more health education materials at
www.bostonchildrens.org/familyeducation

The safety of your family and our employees is Boston Children's Hospital's top priority. This sheet talks about the safety measures we have put in place when you visit us.

Why do we have these safety measures?

- COVID-19 (coronavirus) spreads through tiny drops of saliva or fluids from the mouth or nose. These drops are released into the air when an infected person coughs or sneezes. If these droplets come in contact with the eyes, nose, or mouth of another person, an infection can develop.
- The spread usually happens when people are in close contact (less than 6 feet away) with each other.

What is the hospital doing to protect my family during my visit?

- **Suspending walk-in appointments:** All visits are currently by appointment only, including for blood draws and radiology. **To make an appointment for a blood draw, imaging, or clinic visit, please contact your Boston Children's clinic.**



- **Limiting the number of visitors and staff in the hospital by:**

- Temporarily changing our [visitor policy](#) to:
 - **Two adult caregivers** may visit or accompany a patient at a time.
 - **Visitors under age 18—including siblings—may not visit** inpatient areas or the Emergency Department, or come with a patient to an appointment at any of our locations.
 - If possible, only one adult should enter the exam area with your child.
- Adjusting staff schedules to avoid crowding
- Offering more virtual visits to see patients from their homes

- **Requiring face masks and/or personal protective equipment:**



- Patients, families, visitors, and staff at all locations are required to wear a mask at all times. Masks not only help keep you safe but also help protect other patients, families and staff.
- Our health care providers may also be wearing protective eyewear and gowns.

- We have enough personal protective equipment (PPE) – including face masks, respirators, eye coverage, gowns and gloves – to ensure that our patients, families and staff are safe.

- **Increasing cleaning by:**

- Following the Centers for Disease Control and Prevention (CDC) guidelines
- More cleaning and disinfecting of public spaces (bathrooms, waiting rooms) and high-touch items (keyboards, phones)
- Making more hand sanitizer available in all of our locations



- **Requiring wellness screenings:** Our staff will ask you and your child about COVID-19 symptoms at the entrance.

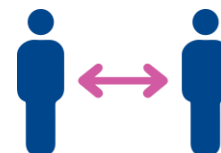
- For outpatient visits: If you or your child have symptoms, go directly to your planned destination from the entry screening station and tell staff when you arrive that you have symptoms.
- For inpatient visits: If you're sick, we ask that you stay home. Please consider sending another healthy adult to support your child.

- **Following our sick employee policy:**

- Our staff must stay home from work if they are feeling sick.
- Staff are required to self-monitor for symptoms and report any illness.
- All staff must wear masks while at work as part of our universal masking policy.

- **Maintaining social distancing (keeping people at least 6 feet away from each other) by:**

- Making more space in waiting rooms and public areas
- Posting signs and floor decals about distancing rules
- Installing Plexiglass barriers at front desks and in other areas to support physical distancing practices



- **Ensuring food safety by:**

- Offering only grab-and-go, pre-packaged items in the cafeteria
- Reducing seating in dining areas

For more information

If you're a Boston Children's patient or family and you have general questions about COVID-19, please call our COVID-19 hotline at 855-281-5730 or 617-355-4200.

Scan QR codes with your phone camera

For more information about our visitor policy, visit:

childrenshospital.org/patient-resources/visitors



Visit Boston Children's COVID-19 website:

childrenshospital.org/conditions-and-treatments/conditions/c/coronavirus



Visit the CDC to learn about COVID-19:

cdc.gov/coronavirus/2019-ncov/index.html



This Family Education Sheet is available in [Arabic](#), [Chinese Simplified](#) and [Spanish](#).