






At Boston Children's, your family's safety is our top priority, and we are working hard to protect you and your loved ones. Getting ready for your hospital visit ahead of time can help it go more smoothly.

### What to do before your visit

- **If you or your child have any COVID-19 symptoms, call your health care provider before you come.** Consider having another healthy adult take your child to the hospital, if possible.
- **Check our [visitor policy](#)** for the most up-to-date guidelines about who can come with your child for this visit or hospital stay.
- Try to **feed your child before you come** since we're limiting areas to sit and eat. Au Bon Pain, Starbucks, and our cafeteria are open for grab-and-go services only.
- **Wear your own face mask when arriving at the hospital and our satellite locations.** A member of our staff will also give you a hospital-issued face mask to wear when you visit. 
- **Allow extra time to park and go through COVID-19 screening** before you get to your appointment.
- **Bring some of your child's favorite things:** A familiar toy, blanket, or photos from home can help make your child feel more at ease and help pass the time. A small toy can help children keep their hands away from their face and mouth. 
- **Bring extra antibacterial wipes and hand sanitizer:** While we have many hand sanitizer stations in the hospital, you may want to have some on hand to use. 
- **Bring assistive devices from home** if your child uses one to communicate.
- **Stay at least 6 feet away from other families and staff in all common areas,** like the lobby, waiting room and registering at the front desk.

### Talk with your child about what to expect

It's important to keep your child's age, development and personality in mind when you talk with them about new things. Remember: You know your child best!

- **Use a relaxed and calm tone of voice** to tell your child about the upcoming hospital visit.
- **Let your child know that you think it's important to go to the hospital.** Make it clear that you will be there with your child each step of the way.

- **Talk to your child about ways in which you've protected yourselves and others from germs.** Tell them that the hospital has also worked hard to make sure it's a safe place to visit.

### Explain what they will see

- Bring up past visits if you have gone to the hospital before. **Ask your child to think about what they expect to see at the hospital and how their upcoming visit may be different.** Use these picture stories to show your child what will look and feel different in [Boston](#) and [Waltham](#) to keep everyone safe from germs.
- **Remind your child that the same people are still at the hospital and ready to take care of everyone.** They just may look a little different because they'll be wearing masks!

### Explain what they will do

- **Tell your child that they will need to wear a mask when they come to the hospital.** We will give each adult and child a mask when they arrive. Use this picture story to explain to your child why wearing a mask is important.
  - If you think your child may have trouble wearing the hospital mask, **pack one from home** that feels more comfortable. **Practice wearing masks together before your visit.** Show your child that people can still be smiling under their masks even if it's hard to see!
- Social distancing – staying at least 6 feet away from others – is still important, especially at the hospital. **Remind your child that you need to keep lots of space between yourselves and other people.** Tell them it's okay for doctors and nurses to get closer during the appointment because they will need to check on how your child's body is working.
  - It might feel different to not play with other kids in the waiting room or go to the Seacrest Studio. We have to remember that this will not go on forever.
- Explain to your child that they may see stickers on the floor to help remind you to keep a safe distance from others!

### Talk about how they feel

- **Talk with your child about feelings they may have.** Share that it's okay to feel worried, curious, angry or frustrated.
- **Brainstorm ideas to help feel calm.** What has worked in the past? Belly breaths, squeezing a parent's hand and/or drawing a picture are all good ways to work through big feelings.

We are here to support you! Please call your care teams with any questions or concerns.