

The physicians, nurses and other hospital staff of Hallmark Health System are committed to providing our patients with high quality care while maintaining the compassion, dignity and privacy that is vital to restoring them to good health.

We recognize the important role that family and significant others play in helping their loved ones during their hospitalization.

In order to provide patients with the best care possible, we respectfully request that patients and family members follow the guidelines in this brochure in order to establish positive communications and collaboration with caregivers while upholding patient privacy laws.

We understand that family and friends brighten patients' days and can help speed the recovery process. During hospitalization at Hallmark Health System, our goal is to provide an environment that promotes healing and provides a positive experience for patients and visitors. We ask patients and visitors to review and follow these Visitor Guidelines. If you have any questions or concerns, please talk to the nurse caring for the patient. You can also always ask to speak to the Nursing Director of the unit.

Our Mission

Our mission is to provide, in a community-based setting, the highest quality healthcare to Boston's northern suburbs.

Visitor Guidelines



Hallmark Health
www.hallmarkhealth.org

Lawrence Memorial Hospital of Medford | Melrose-Wakefield Hospital (Melrose)
Hallmark Health Cancer Center (Stoneham) | The CHEM Center for MRI (Stoneham)
The CHEM Center for Radiation Oncology (Stoneham) | Hallmark Health Medical Center (Reading) | Hallmark Health VNA and Hospice (Malden)
Lawrence Memorial/Regis College Nursing and Radiography Programs (Medford)
Hallmark Health Medical Associates, Inc.



Hallmark Health
www.hallmarkhealth.org

Visitor Guidelines

1. In order to accommodate the various needs of our patients and to help support their rest and recovery **we suggest visiting during the hours of 12 noon to 8 pm.** We request any exceptions to be coordinated with the nursing staff.
2. In order to ensure confidentiality, we ask that the correct contact names and phone numbers of family members are verified and in the patient's medical record.
3. If possible, **we ask that one family member or designated individual be the spokesperson when calling the unit for information** on their loved one. This designated person would share information on the patient with other family members. Multiple family members calling for patient information reduces the amount of time our nurses spend with patients. When calling about your loved one, we request you call after 9am to allow the staff ample time to prepare for the morning routine with patients.
4. We ask your cooperation in honoring our goal to have a quiet and restful environment. **Please do not have more than 2 visitors per patient at any given time.** We request any exceptions to this to be coordinated through the staff. To accommodate other visitors please wait in the designated patient waiting areas located throughout Lawrence Memorial and Melrose-Wakefield Hospitals.
5. We request that in semi-private rooms, all visitors **be respectful of the other patient in the room.** All patients need a quiet and restful environment that promotes the healing process.
6. Please **silence your cell phones** and refrain from using them during your visit.
7. In a semi-private room that does not have another occupant, please do not sit, lie on or put personal items on the clean bed or bedside table. This bed needs to remain clean for the next patient.
8. For your protection and that of the patient, please wash your hands or use the waterless cleanser when entering or exiting the patient's room.
9. Due to dietary restrictions, please speak to the nurse before bringing a patient food from home or a dining facility.
10. We request that you refrain from bringing in latex balloons and flowers. Many patients have developed allergies to latex; also the fragrances that flowers emit may be disturbing for patients while they are in the healing process.

For Requests to Stay Overnight:

1. If the patient is in a private room, one family member would be welcomed to stay overnight if requested by the patient and approved by the nursing staff.
2. In a semi-private room with both beds occupied, nursing staff will work to accommodate the request. In some cases, we may need to offer family member accommodations for the night in a waiting room.

If you have any questions about the care of your loved one, please speak to a nurse on the unit.

We would like to thank those patients and partners of Hallmark Health System who assisted in the development of these guidelines.

Designated Patient Waiting Areas:

Lawrence Memorial Hospital Lobby	Melrose-Wakefield Hospital ICU waiting room-3 rd floor
Cafeteria-ground floor	Cafeteria-1 st floor
ICU waiting room (3 rd floor)	Neonatal Waiting room (4 th floor)