

Your Care at Beth Israel Lahey Health Hospitals During the COVID-19 Surge

For Patients in Emergency Departments or Inpatient Units



Due to the COVID-19 pandemic, every hospital in Massachusetts is caring for an overwhelming number of patients. Whether you have COVID-19 or any other condition, please know that we are committed to providing you the best possible care.



What The COVID-19 Surge Means for You and Your Family

If your health care team decides you need hospital-level care, you may receive:

CARE AT THIS HOSPITAL

Because we are caring for so many patients, you may see your care team less frequently than you would in other times. You also may be cared for in locations that are not normally used for inpatient care. These areas are staffed by qualified professionals and have been set up to provide the safest and best possible care.

CARE AT ANOTHER HOSPITAL

We are working with other hospitals to carefully transfer patients to other facilities that can meet their care needs. This is helping all hospitals to better meet the needs of so many patients. For example, if you have COVID-19, you may be eligible to receive care at a COVID-19-specific hospital. We will let you and your family know if this applies to you.

Wherever you receive care:

- Our care teams are committed to making sure all patients have equal access to the best possible care. This includes communicating with you in the language you are most comfortable speaking and understanding. If this is not English, interpreter services will be provided at no cost to you.
- Care teams throughout the state are working to make sure we have what we need to care for everyone. If any care resources become scarce, we will follow the Massachusetts Department of Public Health guidance as to how to proceed. We will let you and your family know about any significant resource shortages that could affect your care.
- Visitors are temporarily restricted to ensure everyone's safety during the COVID-19 pandemic. However, we can help you connect with your family and loved ones by phone or video.
- When you are well enough to leave the hospital, your health care team will work with you and your family to ensure a safe transition.



Ways You Can Help

Please identify someone (one person) for your health care team to communicate with about your care.

This could be your health care proxy (see below) or even a family member or friend.



Choose a health care proxy, if you have not already done so.

A health care proxy is someone who can speak for you about health care matters if your doctor has determined you cannot communicate your wishes yourself. Your health care team can help you choose a proxy and complete the form. No attorney is needed.



Encourage your friends and family to stay safe and help slow the spread of COVID-19.

Wear masks; stay 6 feet apart; limit gatherings; follow travel orders; quarantine if they have been exposed to COVID-19; seek medical care and get tested if they feel unwell; and receive the COVID-19 vaccine when it becomes available to them. For additional information, please visit coronavirus.bilh.org.



This is a difficult time for everyone in our community and beyond. We appreciate your understanding as we work together to ensure the delivery of the best possible care. If you have questions, please talk with a member of your health care team.