

EOL VISITATION FAQ GUIDE FOR STAFF***Will repeat visits be allowed for family members?***

As we are just beginning to open the doors for specified patient and family needs, repeat visits will not be allowed at this time.

Can other family members contact you to schedule a visit?

At this time, family members can NOT contact us to schedule further visits.

How will I be notified that my loved one has passed away?

We will be following current processes for this event. Providers will continue to notify family members.

Who can I call if I have any questions?

If you have any questions, please contact the unit where your loved one is located.

Should I self-monitor at home following this visit?

Yes, you should continue self-monitoring throughout this pandemic. Self-monitoring includes any exposure through recent travel, sign of fever and other symptoms such as the presence of a cough, shortness of breath or sore throat (any cold or flu like symptoms).

How does my loved one's body get to the funeral home?

Please contact the funeral home to speak to the funeral home's director as soon as possible. They will be able to provide you with further instructions.

Information on Fitchburg Morgue Use:

- *If after speaking with families, and our morgue capacity is high, we will be transferring decedents to Fitchburg.*
- *Pathology tracks morgue capacity 2x daily and will make a call to Fitchburg morgue to give information that we need decedents transferred per ME guidelines*
- *Sarah Croft and Theresa Riel will reach out to Next of Kin of those being transferred to notify them and give them the contact number for the Fitchburg facility. They will include information of how to pick up the patient's belongings at UMass. If family would like information forwarded, they can request an email with information.*