Cardiovascular Assessment, Recovery, and Evaluation (CARE) Unit (Mass Mutual 2)
- We encourage your presence before and after the patient's procedure.
- Please do not eat in the patient room due to the sensitivity of the patient and others on the unit.
- The Heart & Vascular Surgical and Procedural Waiting Room is located on Mass Mutual 2.
- For updates on your loved one while in surgery, call our Family Liaison at 413-794-6192 Monday-Friday, 12-8pm, or the main unit number anytime at 413-794-4881.

Heart & Vascular Critical Care (Mass Mutual 3)
- Fresh, dried, or live plants, flowers, and latex balloons are not permitted in this area due to potential allergens that may be harmful to a seriously ill patient.
- Please do not eat in the patient room due to the sensitivity of the patient and others on the unit.
- We try to limit guests under the age of 14. We understand that there may be times in where younger children will need to visit; however, the critical care unit can be a frightening place for a child. You are the best judge of what your child is able to handle. We may be able to arrange for a social worker to work with your family first to help your child understand what to expect.
- Change of shift occurs between 7-7:30 am and pm. Please limit phone calls during this time to allow for safe communication between both shifts.
- The unit number is 413-794-4860.

Heart & Vascular Telemetry (Mass Mutual 5)
- Change of shift occurs between 6-6:30 am and pm. Please limit phone calls during this time to allow for safe communication between both shifts.
- The unit number is 413-794-3450.

Heart & Vascular Telemetry (Mass Mutual 6)
- Change of shift occurs between 7-7:30 am and pm. Please limit phone calls during this time to allow for safe communication between both shifts.
- The unit number is 413-794-4390.

Amenities for Visitors
Visiting a loved one in the hospital can be very stressful. It’s important to take care of yourself.
- Public bathrooms are available in the main corridors on every floor.
- There is an ATM located on Daly 3 near the gift shop and Daly 2 near the North Cafè.
- Free Wi-Fi is available throughout Baystate Medical Center.
- A free cell phone charging station is located in the Atwater Cafè.
- Places where you can get food:
  > The cafeteria is on Daly 2 (one floor down from the main entrance). It is open from 5 am-6 pm.
  > Atwater Cafe is in the Daly Building near the main entrance. It is open from Monday-Friday 7:30 am-3 am and Saturday-Sunday, 11 am-3 am.
  > Vending machines are located in the Emergency Department waiting area on the first floor of this building.
  > The gift shop is in the Daly Building just past the main entrance and sells light snacks.
- The Healing Garden is a quiet, seasonal, outdoor space available to you. The Tolosky Family Living Room offers an indoor space for you to relax. Both are located on Mass Mutual 3 in the Davis Family Heart & Vascular Center.
- Chaplains are available for people of any spiritual or faith traditions, including those who do not profess religious beliefs. They are in the hospital every day during daytime hours, and are on call during night and weekends for emergency situations. Speak to the nursing staff if you would like a visit from Spiritual Services, or call the Spiritual Services office directly at 794-2860.
- The Spiritual and Interfaith Space is located on the 3rd floor between the Wesson and Daly buildings, and is always open. All are welcome to use the space for prayer or meditation. Interfaith Services are held Monday through Friday at noon, and the Roman Catholic Mass every Sunday at noon.
- If you, as a guest, suddenly feel ill, please notify the staff and we will make arrangements for you. If you are in the waiting room and do not have access to the health care team, talk to someone at the Information Desk in the main lobby or go to the Emergency Room located on the 1st floor.

Heart & Vascular Telemetry (Mass Mutual 7)
- Change of shift occurs between 7-7:30 am and pm. Please limit phone calls during this time to allow for safe communication between both shifts.
- The unit number is 413-794-1102.

Patients on Isolation Precautions
When a patient is on isolation precautions, the room will be identified by a sign on the door. In this case:
- All guests must report to the nurses station for instruction prior to entry.
- Guests will need to wear appropriate protective attire before going into the patient room.
- We ask that you wash your hands upon entering and leaving the room.

The DAmore Family Healing Garden provides a seasonal outdoor space for reflection and meditation.
Welcome to the Davis Family Heart & Vascular Center. The Baystate Heart & Vascular Program staff is committed to providing holistic care that is safe, timely, efficient, and patient- and family centered. You can find detailed information for patients and visitors in the Patient Guide in each patient room. Here, we provide more specific information for visitors to the Davis Family Heart & Vascular Center. Of course, if you have any questions, please ask a member of our staff.

Family Presence & Visitors’ Guide
We encourage and support the presence and participation of families and others who play a significant role in the physical care and emotional support of our patients. We will provide the structure allowing for the care and support to take place while also providing a safe and secure environment for treatment and healing. Some things to keep in mind:

- While we encourage family and others to be a part of the care plan, there may be times when the staff will request guests to leave the room during a procedure, treatment, emergency, or to ensure the patient’s privacy, rest, or comply with the patient’s preference. Limits to number of people at the bedside will vary based on the unit and patient’s condition.
- You may call at any time to speak to the members of the health care team and your loved one. There may be a few times within the day when the staff isn’t available as they safely focus on the care of your loved one. Leave your name and number, and they will get back to you.
- We ask that families choose one spokesperson. With the patient’s consent, we will give this person details about the patient’s condition and plan of care to share with other loved ones. This allows the care team to focus more time on the patient.
- We encourage one adult family member over the age of 18 to stay overnight. Please speak with the nursing staff to arrange this. If additional family or guests would like to stay, please refer to the listing of local hotels on our website at baystatehealth.org under “Patients & Visitors.” Some offer a discounted rate for those visiting a patient at Baystate Medical Center.
- We support a quiet healing environment. Please be soft spoken and limit cell phone use while in the patient’s room and hallways.
- Do leave your cell phone on wherever you are waiting. Staff or physicians may call your cell phone directly to give you updates if you provided us with the number.
- For the health of your loved one, please refrain from visiting your loved one if you or any other members of your family are feeling ill. Instead, consider calling or connecting via social media.
- Children are welcome to visit. They must have adult supervision by someone other than the patient.
- Baystate Medical Center is a smoke and drug free environment (this includes cigarettes and alcohol).
- You may park at no charge in the Daly Parking Lot outside the main Daly entrance. Valet service is offered Monday through Friday with limited hours.