



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
*NEW HAMPSHIRE HOSPITAL*

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July 8, 2024

To the families and friends of New Hampshire Hospital patients:

The events of November 17, 2023, fundamentally impacted the sense of safety and security of the patients, staff and visitors of New Hampshire Hospital. Given the need to prioritize safety and support the patient units, we are continuing our efforts to enhance the overall safety of the hospital and this may unfortunately prolong modifications to our visitation process. Since the event we have been working on initiatives to further increase the safety and security of the hospital, these include improvements such as a lobby renovation project as well as an increase in security staffing.

Front lobby renovations will be significant. The project will begin in September 2024 and will necessitate that the front lobby be closed for construction for approximately 3-4 months. During this timeframe we will provide an alternate entry point for visitors. After the lobby renovation is completed, we expect to lift some of our current visitation restrictions and will provide another update at that time.

**For our current visitation process:**

In addition to making an appointment to visit, there are some important necessary restrictions in place to ensure the safety and security of patients, visitors, and staff. The following guidelines are required to coordinate a visit with your loved one:

- Visitations will be held on **Mondays, Wednesdays, and Saturdays from 4:00 pm to 8:00 pm.**
- **Visitations must be scheduled in advance.** Unfortunately, unannounced visits are not possible during this period of restricted visitation.
- To schedule a visitation, please contact the New Hampshire Hospital Social Worker assigned to your loved one's treatment team **by 3:00 pm of the business day before the visit.**
- **If you do not have the contact information for the assigned Social Worker,** please call 271-5300.
- There is a **two-visitor limit** per patient per visit.
- Visitors are **restricted to bringing photo identification only**, except for certain holidays (such as Christmas, Hanukkah, birthdays, etc.), when gifts may be shared with patients. Gifts must be limited to one gift bag containing new, sealed, and unwrapped gifts. If you have questions about a particular holiday, please contact the assigned Social Worker.
- Other than stated in the point above, **visitors will not be able to bring packages, food, and other personal items** into the hospital.

We understand these limitations may be challenging for families and patients. Having the ability to visit with your loved one is incredibly important and we are making every effort to ensure that we can provide this opportunity in a way that is both supportive and safe for everyone. We are grateful for the love and support you provide your loved ones, which is so necessary to the success of their treatment.

Please know that as we continue to enhance our safety measures, we will be reassessing these visitation restrictions every step of the way and strive to improve access as soon as safely possible.

With my respect and gratitude,

A handwritten signature in black ink, appearing to read 'Ellen Lapointe', written in a cursive style.

Ellen Lapointe  
Chief Executive Officer  
New Hampshire Hospital