



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

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To the families 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. Our patients and staff are understandably shaken by these events. We know that you too are shaken by this incident and its impact on your loved ones. Even in the best of conditions, family contact is an essential component of our patients' treatment plans. When an event so unexpected and difficult occurs, the need for family connection is even greater for everyone at the Hospital.

As you know, the events of November 17<sup>th</sup> occurred within the New Hampshire Hospital lobby, which is where visitors are screened and granted entry to the main facility. The damage is extensive and renovations are expected to take four to eight weeks. Until lobby renovations are complete, visitations will have to be conducted by appointment.

In addition to making an appointment, there are also 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 case at least 24 hours in advance.**
- If **you do not have the contact information for the assigned social worker**, please call 271-5300.
- There is a **two family member limit** per patient per visit.
- Visitors are **restricted to bringing photo identification only**, with the exception of Christmas Day, when gifts can be shared with patients. Gifts must be limited to one gift bag containing new, sealed, and unwrapped gifts.
- Other than a gift bag on Christmas, **families will not be able to bring packages, food and other personal items** into the facility.

These limitations may be challenging for families and patients. We know how important visits are for patients and their loved ones and look forward to resuming standard visitation procedures once lobby renovations are complete. We appreciate your patience and flexibility while we work to ensure that patients and family will be able to visit in the interim.

We are grateful for the love and support you provide your loved ones, which is so necessary to the success of their treatment plans.

With my respect and gratitude,  
Ellen Lapointe  
Chief Executive Officer  
New Hampshire Hospital