

DEPARTMENT OF PEDIATRICS

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SCHOOL OF
**MEDICINE &
DENTISTRY**

UNIVERSITY of ROCHESTER
MEDICAL CENTER

GCH Visitation Guidelines

Our primary goal at UR Medicine is to provide the very best quality of care in an environment that is safe for everyone. Given the extreme public health risks surrounding COVID-19, in accordance with the New York State Department of Health, in November 2020 as part of the COVID surge we had to take the difficult step to strictly minimize all GCH visitors, to halt potential spread of COVID.

Fortunately with COVID cases declining across New York State, the Department of Health now permits us to reinstate GCH visitation similar to what was permitted before November's surge. Though we are resuming limited visitation, we are also continuing stringent safety precautions to keep the risk of infections low as more people enter the hospital.

Please carefully read the detailed guidelines below so that we may help ensure the safety of our patients, their family members, and our dedicated staff. If any parent/guardian does not strictly follow these safety precautions, we will have no choice but to request and enforce their removal from the hospital premises.

Inpatient Hospital Visitation Guidelines for Pediatric Patients:

- **For general care floors (7N, 7S, 8N, 8S)**, two parent/guardians may be designated and stay with their child 24 hours per day.
 - **For PICU, PCICU and NICU**, two parent/guardians may be designated and stay with their child from 8am to 8pm, but only one designated parent/guardian is permitted to spend the night.
 - **For Pediatric Surgery Center (PSC, 4th floor)**, two parent/guardians may be designated and stay with / wait for their patient in PSC.
 - **Ambulatory clinical visitation** policies will not change. One caregiver can accompany a patient except in negotiated circumstances.
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Important Safety Guidelines for designated individuals entering hospital:

- **Screening Process** - Upon arrival to the hospital, all designated parents/guardians will be screened in the lobby and then have their temperature taken upon arrival to the unit. If at any point an individual is identified to have symptoms, they will be asked to leave the hospital and to seek care from their Primary Care Provider.
- **Masking** - All designated parents/guardians are to be masked throughout the hospital and to be asked to remain masked in the room while in the presence of any health care worker.
- **Remain with Your Child** - To minimize exposure for everyone, we are strongly encouraging that designated parents/guardians remain in the hospital room with their child. In order to facilitate this, the following has been implemented:
 - All family kitchens will remain closed until further notice.
 - Vouchers for guest meals for the designated parents/guardians can be purchased on-line through the following website https://get.cbord.com/urmc/full/guest_entry. Our Food and Nutrition staff will then take orders and deliver the meals directly to patient's room along with the patient's tray.
 - Should you not be able to use the on-line system for any reason, you may go down to the cafeteria for your meal, however, we ask that you go to the cafeteria only and quickly return to your child's room.
 - In between meals, staff will address needs for beverages or snacks.
 - Please note that over the counter nicotine replacement is available for purchase in the outpatient pharmacy for those who require it.
- **Leaving the Hospital** – When a parent/guardian leaves to go home, we expect that he or she will continue to consistently observe masking, social distancing and handwashing hygiene to protect your child, our staff, and the community at large.

During your hospital stay, we recommend utilizing technology to keep in touch with additional family and friends during this unusual time, and are happy to work with you should you not have access to such devices. We will return to regular visiting practices as soon as it is determined safe to do so.

If you have any further questions about the visitation restrictions, please go to visitors.urmc.edu for the latest information about our visitation policy. To speak with a Patient

Relations representative, please call our Visitation Information Line at 585-275-7555 from 8 a.m. to 5 p.m. Monday through Friday.

We greatly appreciate your understanding and cooperation during this time.

Sincerely,

A handwritten signature in blue ink, appearing to be 'P. Brophy', written in a cursive style.

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