

November 25, 2020

Dear Patients, Families and Visitors,

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 with this latest surge of COVID-19 cases in Monroe County, and in accordance with the County and State Department of Health, we must once again implement a zero visitation policy to help reduce the spread of this virus throughout our community. Therefore, we will be eliminating all hospital visitation, with the exceptions outlined below, until further notice.

Effective November 25th at 8pm:

- **Zero visitation is now in effect for the safety of our patients and staff.**
- **Exceptions:**
 - 2 Designated caregivers for pediatric patients, one at a time*
 - 1 Support person for patients in labor and throughout postpartum until discharge; a doula will be allowed if identified*
 - 1 Support person for patients with intellectual and/ or developmental disabilities, and patients with cognitive impairments including dementia, when deemed essential to care or to be medically necessary*
 - 2 Designated individuals for end of life patients*
- **Screening for all designated individuals entering hospital:**
 - Upon arrival to the hospital, all such visitors will be screened both in the lobby and again on the Unit, where they will have their temperature taken twice daily. If at any point a visitor is identified to have symptoms, they will be asked to leave the hospital, unless their loved one's death is imminent.*

We understand the need for all patients to be with loved ones, and the therapeutic benefits their presence and support contribute towards healing. Please know that we will continue providing compassionate, patient-centered care, and recommend utilizing technology to keep in touch with family and friends. We will gladly work with you, should you not have access to such devices. As soon as it is deemed safe to do so, we will resume our previous in-person limited visitation guidelines.



In extreme and rare circumstances, additional exceptions to this temporary visitation policy may be considered, and should be discussed with your care team.

If you have any 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 difficult time.

Mike Apostolakos, M.D.
Chief Medical Officer

Paul Graman, M.D.
Hospital Epidemiologist

Karen Davis, Ph.D.
Chief Nursing Officer

Kathy Parrinello
Chief Operating Officer

Lynne Brown, R.N.
Director of Infection Prevention

Jackie Beckerman
Chief Patient Experience Officer