April 13, 2020

Dear 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. To protect our patients, their loved ones, and our caregivers, we must manage their exposure to any illnesses that are easily spread.

Given the extreme public health risks surrounding COVID-19, and in accordance with the Monroe County Department of Public Health, we have taken the difficult and unprecedented action to halt potential spread of this new virus by eliminating all hospital visitors until further notice.

Effective Immediately:

- **Zero visitation is now in effect for the safety of our patients and staff.**

- **Exceptions:**
  1. Designated guardian for pediatric patients
  2. Support person for patients in labor
  3. Support person for patients with intellectual and/or developmental disabilities, and patients with cognitive impairments including dementia, when deemed essential to care or medically necessary
  4. Designated individuals for imminent 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 desire for all patients to be with loved ones—particularly new moms and infants—and the therapeutic benefits your presence and support contribute towards healing. Please know that we will continue providing your loved one with 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. Regular visiting practices will be reinstated as soon as it is deemed safe to do so.

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.          Kathy Parrinello
Chief Medical Officer          Chief Operating Officer
Paul Graman, M.D.              Lynne Brown, R.N.
Hospital Epidemiologist         Director of Infection Prevention
Karen Davis, Ph.D.             Jackie Beckerman
Chief Nursing Officer          Chief Patient Experience Officer