Visiting with Loved Ones
Keeping Everyone Safe Is Our Number One Priority!

Who Can Visit?
- 2 visitors may be identified to visit.
  - Only 1 visitor per day. Please alternate days.
- All visitors must be at least 18 years old.

When Can You Visit?
- Visiting hours are anytime between 8 am – 8 pm.

What are the Exceptions?
- Patients with COVID: No visitors unless they meet one of the other exceptions.
- Pediatric Patients: 2 designated individuals during visiting hours, 8 am to 8 pm. For overnight guidelines, ask the unit staff.
- OB Patients in Labor: 1 identified support person and 1 visitor designated during labor. After delivery, the support person and 1 visitor may continue to visit throughout regular visiting hours.
- Behavioral Health Patients: Visiting hours from noon to 8 pm.
- Developmental Disabilities/Cognitive Impairment Patients: 1 support person, no time limitations, as care team deems necessary.
- End-of-Life Patients: 2 individuals may visit at the same time.

Note: All patients’ visitor status will be reviewed as patient’s condition changes.

Unit Phone Number: 
Policy for patients having surgery or a procedure in the Cardiac Cath Lab or Electrophysiology:

- Only 1 visitor may accompany patient through the pre-surgical process.
- The visitor may remain socially distanced in designated waiting rooms.
- If patient is admitted after surgery, visitation and exception guidelines will be followed.

Emergency Department and Observation Units’ Visitation Policy:

- 1 visitor is allowed per patient throughout ED visit when volume and social distancing allows. If waiting room is too busy, visitors will have to be asked to leave.
- If the patient is admitted into the hospital, but still in ED waiting for a bed, hospital visitation and exception guidelines will be followed.

Dialysis Unit, Infusion Center, and Interventional Radiology Policy:

- Visitors are not permitted, as space does not allow for social distancing.
- Visitation exception guidelines will still be followed.

What Do You Need to Do When You Visit?

- A medical mask must be worn at all times – cloth masks are not permitted. Those who fail to comply will be asked to leave the premises.
  - Wear your mask correctly; nose and mouth must be covered
- Wash your hands often.
  - Wash with soap for at least 20 seconds
  - Use sanitizer; ask if needed
- Individuals who are sick or suspected of having COVID may not visit.
- Upon entering the Medical Center, you will be screened for symptoms.
  - After screening, you will receive a 1 day only visitor pass.
- Social distance, stay 6 feet apart from other people.
- Stay in your patient’s room whenever possible.
  - If you smoke, please bring nicotine replacement
- When you leave the hospital, do your part:
  - MASK
  - WASH HANDS
  - SOCIAL DISTANCE

Further questions?
Visit visitors.urmc.edu or call (585) 275-7555 from 8 am – 5 pm (Monday – Friday)