

Visiting with Loved Ones

Keeping Everyone Safe Is Our Number One Priority!

Who Can Visit?

- Only **1 visitor** permitted throughout the hospital stay.
- Must be the same person who visits throughout.
 - If there is an exception for support person they will be considered the **1 visitor**.
- All visitors must be at least 18 years old.

When Can You Visit?

- Visitation limited to **4 consecutive hours** per day.
- Hours for visiting are between 8am – 8pm.

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 doula designated during labor. After delivery, the support person is permitted to stay throughout.
- **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:

- No visitors are allowed throughout ED and Observation Unit 1 stay, exception guidelines will be followed.
- Observation Unit 2 will follow the same visitation guidelines as the rest of the hospital.

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)