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:

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