

# Visiting with Loved Ones

## Who Can Visit?

- 2 visitors, ages 12 or older, at the bedside at a time.  
– See below for exceptions.
- To keep everyone safe, medical masks are still required.
- Individuals who are sick or believe they may have COVID may not visit.

## When Can You Visit?

- Visiting hours are between 8 am – 8 pm.

## What are the Exceptions?

- **Patients with COVID:** Only 1 visitor at the bedside at a time. Visitors must wear Personal Protective Equipment. No visitors in the ED and procedure areas unless one of the exceptions is met.
- **Critical Care Patients:** 2 visitors, ages 18 or older, at the bedside at a time.
- **Pediatric Patients:** 2 visitors at the bedside at a time. Up to 2 parents/guardians may stay overnight depending on unit. Please check with unit leadership.
- **NICU Patients:** Only 1 visitor may stay overnight.
- **OB Patients in Labor:** 1 identified support person and 2 visitors permitted at the bedside at a time.
- **Behavioral Health Patients:** Visiting hours from noon to 8 pm. Individuals must be 18 or older. Visitors ages 12 or older are permitted on 4.9000.
- **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.

**Patients having surgery or a procedure in the Cardiac Cath Lab or Electrophysiology:**

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

**Emergency Department and Observation Units:**

- 1 visitor at a time with the patient, allowing for a second designated visitor to alternate with them, when volume and safety within the department permit. If waiting room is too busy, visitors will be asked to leave.
- If the patient is admitted into the hospital, but still in the ED waiting for a bed, hospital visitation and exception guidelines will be followed.

**Apheresis and Dialysis Units and Interventional Radiology:**

- Visitors are not permitted due to space limitations.
- Visitation exception guidelines will still be followed.

**Infusion Center:**

- 1 visitor allowed at a time with the patient.

Further questions?

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

**Unit Phone Number:**