

Visiting with Loved Ones

Keeping Everyone Safe Is Our Number One Priority!

Who Can Visit?

- Visitors must be 18 or older.
 - Only **1 visitor** at the bedside at a time.
 - Visitors may alternate during the day.

When Can You Visit?

- Visiting hours are anytime between 8 am – 8 pm.

What are the Exceptions?

- **Patients with COVID:** Visitation is allowed on hospital units, but visitors must wear proper Personal Protective Equipment, stay in the patient room throughout the visit, and leave the hospital directly after visit. No visitors in the ED and procedure areas unless one of the exceptions is met.
- **Pediatric Patients:** 2 individuals at the bedside at a time. Up to 2 parents/guardians may stay overnight depending on unit. Please check with unit leadership.
- **OB Patients in Labor:** 1 identified support person and 1 visitor at the bedside at a time, during labor & delivery. After delivery, the designated support person and 1 visitor will be permitted at the bedside at a time.
- **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 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.

Dialysis Unit and Interventional Radiology Policy:

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

Infusion Center Policy:

- 1 support person permitted in the Infusion Center.

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
- If you currently have COVID symptoms, have had a recent exposure or positive test within the past 10 days, you are not permitted to visit.
 - After screening, you will receive a **1 day only** visitor pass.
- 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

Further questions?

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