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:** No visitors unless they meet one of the other exceptions.
- **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:

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