March 27, 2020

Dear Obstetrics Patients,

Our primary goal at UR Medicine is to provide the very best quality of care in an environment that is safe for everyone. To protect our patients, their loved ones, and our caregivers, we must manage their exposure to any illnesses that are easily spread.

Given the extreme public health risks surrounding COVID-19, and in accordance with the Monroe County Department of Public Health, we have taken the difficult and unprecedented action of eliminating most hospital visitors to prevent potential spread of this virus, until further notice.

We greatly understand the desire to be with loved ones—particularly new moms and infants—and the therapeutic benefits a loved one’s presence brings during delivery. Therefore we will be permitting one support person for every patient in labor. Please carefully read the detailed guidelines below so that we may help ensure the safety of our patients, their family members, and our dedicated staff. If any support person does not strictly follow these safety precautions, we will have no choice but to have them removed from the hospital premises.

Effective Immediately for Patients in Labor:

- One support person is permitted to be present during your labor, and throughout the post-partum period until discharge.

- Once the support person arrives on the unit, they will be screened for symptoms, including temperature. Those with symptoms will be asked to leave the hospital. These screening measures will be completed twice daily throughout the hospitalization.

- The support person MUST remain with their patient continually and cannot leave the patient’s room without the patient at any time.
  - Please note, there will be NO exceptions – this includes leaving to smoke or get food.
  - If someone smokes, it is recommended to bring nicotine replacement with you.

- A guest meal for the support person will be delivered to the patient’s room with the patient’s tray, at no extra charge.
During your hospital stay, we recommend utilizing technology to keep in touch with other friends and family during this special time and are happy to work with you should you not have access to such devices. We will return to regular visiting practices as soon as it is deemed safe to do so.

If you have any further questions about the visitation restrictions, please go to visitors.urmc.edu for the latest information about our visitation policy. To speak with a Patient Relations representative, please call our Visitation Information Line at 585-275-7555 from 8 a.m. to 5 p.m. Monday through Friday.

We greatly appreciate your understanding and cooperation during this time.

Mike Apostolakos, M.D.
Chief Medical Officer

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