

June 25, 2020

Dear Obstetrics and Gynecology 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, in addition to your doula, who is considered part of your care team. Your identified support person is able to stay with you and your baby 24/7 until you are discharged.

After delivery, you will be able to designate a second person who will be allowed to visit 4 hours per day. There can only be 1 person at the bedside at a time.

For our Antepartum and gynecology patients, you may chose 2 visitors for your admission that can visit. 1 person from your list may visit for up to 4 consecutive hours per day between the hours of 8am -8pm.

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.
- The support person and the doula will both be screened for symptoms, including temperature, once they arrive on the units. 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 – this includes leaving to smoke. If someone smokes, it is recommended to bring nicotine replacement with you.

- Voucher for guest meals for the support person can be purchased on-line through the following website https://get.cbord.com/urmc/full/guest_entry Our Food and Nutrition staff will then take orders and deliver the meals directly to patient's room along with the patient's tray.
 - Should you not be able to use the on-line system for any reason, you may go down to the cafeteria for your meal, however, we ask that you go to the cafeteria only and quickly return to your loved one's room.

Effective Immediately For Identified Visitors:

- The visitor will enter through the main lobby. Screening will be completed and the visitor will be issued a badge. This badge will show your "expiration date" which is the time your visitation will end. On arrival to the unit, please check in at the nurse's station to have your temperature checked and your identity verified. Please be mindful and courteous of the time frames for visitation.

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

Kathy Parrinello
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Hospital Epidemiologist

Lynne Brown, R.N.
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