

April 9, 2020

Dear Families of Palliative Care 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 do, however, understand both the need and desire for a patient to have their loved ones by their side at the end of life. We want to assure you that even during this time of crisis, we are doing everything possible to allow the families of our dying patients, the opportunity to say goodbye in person – and never have one of our patients die alone.

Therefore, we can permit up to two people to visit their loved one while in the 4-1200 Palliative Care Unit. Unfortunately we must limit visitation to these two designated persons during this very dangerous time, and cannot over stress the importance of practicing social distancing and frequent handwashing while away from the hospital at all times.

We ask that for the safety of all patients, their families and our dedicated staff, you carefully read and follow the detailed guidelines below.

Effective Immediately for Patients at the end of life:

- Two visitors are permitted to be present during end of life hospitalizations. The Palliative Care Unit will alert the front desk of the approved visitors' names. Once the designated visitors are decided, there can be **NO** switching to others throughout the stay.
- Upon arrival to the hospital, these visitors will be screened both in the lobby and again on the unit, where they will have their temperature taken twice daily. If at any point either visitor is identified to have symptoms, they will be asked to leave the hospital, unless their loved one's death is imminent, as best we can predict.
- In dire situations, even loved ones with symptoms of illness will be permitted to stay with the patient, and provided the appropriate protective equipment to wear.

- Visitors to the Palliative Care Unit are asked to stay in the room with their patients at all times, except while leaving and entering the hospital.

We recommend utilizing technology to keep in touch with other friends and family, and we will gladly work with you should you not have access to such devices. If you have any further questions about these 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.

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Chief Medical Officer

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