April 1, 2020

Dear Families of Pediatric 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 after review by 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 certainly understand the need for every child to have a parent or guardian with them while in the hospital — and the therapeutic benefits for children of having a loved one present. Therefore, we will be permitting **ONE designated parent or guardian** to stay the duration of their child’s hospitalization. Unfortunately we must limit visitation to only this one designated person during this very dangerous time, and cannot over stress the importance of practicing social distancing and frequent handwashing while that individual is away from the hospital at any time throughout their child’s stay.

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 parent/guardian does not strictly follow these safety precautions, we will have no choice but to request and enforce their removal from the hospital premises.

**Effective Immediately for Pediatric Patients:**

- One parent/guardian is to be the designated individual permitted to be present and stay the duration of their child’s hospitalization. Once the designated parent is decided there can be **NO** switching to the other parent throughout the remainder of the child's hospitalization.

- Once the parent/guardian 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 with the parent/guardian twice daily throughout the hospitalization.
• The parent/guardian MUST remain with their child continually and cannot leave the child’s room without the child at any time.
  o Please note, there will be NO exceptions – this includes leaving to smoke or get food.
  o If someone smokes, it is recommended to bring nicotine replacement with you.
  o All family kitchens have been closed until further notice

• A guest meal for the parent/guardian will be delivered to the child’s room with the child’s tray, at no extra charge.
  o In between meals, staff will address needs for beverages or snacks for both.

During your hospital stay, we recommend utilizing technology to keep in touch with other family and friends during this unusual 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.

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