

July 9, 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. Given the extreme public health risks surrounding COVID-19, in accordance with the New York State Department of Health, in March we had to take the difficult and unprecedented action to eliminate all hospital visitors, to halt potential spread of this new virus.

Fortunately with COVID cases declining across the state, the New York State Health Department, has issued new guidance to restore limited visitation. We certainly understand the need for every child to have their parents/guardians with them while in the hospital and are pleased to be able to reinstate limited visitation. In accordance with NYS Department of Health guidelines, we are also implementing stringent safety precautions to keep the risk of infections low as more people enter the hospital.

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.

Hospital Visitation Guidelines for Pediatric Patients:

- Two parent/guardians may be designated and stay with their patient from 8am to 8pm, but only one designated parent/guardian is permitted to spend the night.

Exception:

- On the Pediatric Cardiac Intensive Care Unit (6 South) - only 1 of the two designated parents/guardians can be at the bedside with the child at any time, as a precaution for the high-risk patient population.

Important Safety Guidelines for designated individuals entering hospital:

- **Screening Process** - Upon arrival to the hospital, all designated parents/guardians will be screened in the lobby and then have their temperature taken upon arrival to the unit. If at any point an individual is identified to have symptoms, they will be asked to leave the hospital and to seek care from their Primary Care Provider.
- **Masking** - All designated parents/guardians are to be masked throughout the hospital and asked to remain masked in the room while in the presence of any health care worker.

- **Remain with Your Child** - To minimize exposure for everyone, we are strongly encouraging that designated parents/guardians remain in the hospital room with their child. In order to facilitate this, the following has been implemented:
 - All family kitchens have been closed until further notice.
 - Vouchers for guest meals for the designated parents/guardians 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 child's room.
 - In between meals, staff will address needs for beverages or snacks.
 - Please note that over the counter nicotine replacement is available for purchase in the outpatient pharmacy for those who require it.
- **Leaving the Hospital** – When a parent/guardian leaves to go home, we expect that he or she will continue to consistently observe masking, social distancing and handwashing hygiene to protect your child, our staff, and the community at large.

During your hospital stay, we recommend utilizing technology to keep in touch with additional 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 determined 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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