June 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. To protect our patients, their loved ones, and our caregivers, we must minimize 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 restricting 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 TWO designated parent or guardians but only one support person may be present at a time, for the duration of their child’s hospitalization. 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:

• Two parent/guardians may be designated as support persons for the patient, with only one individual permitted to be present at the bedside at any given time.
  o We are encouraging parents, if possible, to stay throughout their child’s hospitalization.
  o If the designated parent must leave to go home, we expect that he or she will observe social distancing and hand washing rules while not at the hospital to protect their child and our staff.
  o Any switching of the support person may occur in the child’s room, however, we ask that the overlap with both parents be very brief (less than 10 minutes). We are still under the NYS mandate that only one parent may be present at a time.

• Upon arrival to the hospital, all parent/guardians will be screened for COVID-19 symptoms, including temperature. Those with symptoms will be asked to leave the hospital and to seek care from their Primary Care Provider (PCP).
  o If the parent/guardian is advised not to return to the hospital, we will ensure that another parent/guardian is identified as a designated parent.
  o These screening measures will be completed with the parent/guardian twice daily throughout the hospitalization.
  o All designated parents are asked to mask in the room while in the presence of any health care worker.
  o Patients will also be masked in the presence of health care workers, when possible.
• We are strongly encouraging that the parent/guardian remain in the hospital room with their child. In order to facilitate this, the following has been implemented:
  o All family kitchens have been closed until further notice.
    ▪ Voucher for guest meals for the designated parent/guardian 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 for both.
  o Please note that over the counter nicotine replacement is available for purchase in the outpatient pharmacy for those who require it.

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 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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