

Visiting with Loved Ones

Keeping Everyone Safe Is Our Number One Priority!

Who Can Visit?

- Only 1 visitor permitted per day.
 - 2 individuals may be designated to visit during the hospital stay, but they must alternate days
- All visitors must be at least 18 years old.

When Can You Visit?

- Visitation limited to **4 consecutive hours** per day.
- Hours for visiting are between 8am – 8pm.

What are the Exceptions?

- **Patients with COVID:** No visitors unless they meet one of the other exceptions.
 - **Pediatric Patients:** 2 designated individuals during visiting hours, 8 am to 8 pm. For overnight guidelines, ask the unit staff.
 - **OB Patients in Labor:** 1 identified support person and 1 visitor/doula designated during labor. After delivery, the support person is permitted to stay and the same visitor/doula can visit up to 4 hours each day.
 - **Behavioral Health Patients:** Visiting hours from noon to 8 pm.
 - **Developmental Disabilities/Cognitive Impairment Patients:** 1 support person, no time limitations, as care team deems necessary.
 - **End-of-Life Patients:** 2 individuals may visit at the same time.
- Note:** All patients' visitor status will be reviewed as patient's condition changes.

Unit Phone Number:

Policy for patients having surgery or a procedure in the Cardiac Cath Lab or Electrophysiology:

- Only 1 visitor may accompany patient through the pre-surgical process.
- The visitor may remain socially distanced in designated waiting rooms.
- If patient is admitted after surgery, visitation and exception guidelines will be followed.

Emergency Department and Observation Units' Visitation Policy:

- Only 1 visitor is allowed per patient throughout ED visit.
- If the patient is admitted into the hospital, but still in ED waiting for a bed, hospital visitation and exception guidelines will be followed.

Dialysis Unit, Infusion Center, and Interventional Radiology Policy:

- Visitors are not permitted, as space does not allow for social distancing.
- Visitation exception guidelines will still be followed.

What Do You Need to Do When You Visit?

- A hospital issued mask that we will provide, must be worn at all times, including when you are in the patient's room. Those who fail to comply will be asked to leave the premises.
 - Wear your mask correctly; nose and mouth must be covered
- Wash your hands often.
 - Wash with soap for at least 20 seconds
 - Use sanitizer; ask if needed
- Individuals who are sick or suspected of having COVID may not visit.
 - You will be screened for symptoms & your temperature checked
- After screening, you will receive a **1 day only** visitor pass.
- Social distance, stay 6 feet apart from other people.
- Stay in your patient's room whenever possible.
 - If you smoke, please bring nicotine replacement
- When you leave the hospital, do your part:



MASK



WASH HANDS



SOCIAL DISTANCE

Further questions?

Visit **visitors.urmc.edu** or call **(585) 275-7555**
from 8 am – 5 pm (Monday – Friday)