

# Visiting with Loved Ones

Keeping Everyone Safe Is Our Number One Priority!

## Who Can Visit?

- 2 visitors are permitted throughout the hospital stay.
  - Only **1 visitor** at the bedside at a time.
  - Visitors may alternate during the day.
- Visitors must be 18 or older.

## When Can You Visit?

- Visiting hours are anytime between 8 am – 8 pm.

## 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 designated during labor. After delivery, the support person and 1 visitor may continue to visit throughout regular visiting hours.
- **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:

- 1 visitor at a time with the patient, allowing for a second designated visitor to alternate with them, when volume and safety within the department permit. If waiting room is too busy, visitors will have to be asked to leave.
- If the patient is admitted into the hospital, but still in the 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 medical mask must be worn at all times – cloth masks are not permitted. 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.
- Upon entering the Medical Center, you will be screened for symptoms.
  - 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](https://visitors.urmc.edu)** or call **(585) 275-7555**  
from 8 am – 5 pm (Monday – Friday)