

## Visiting with Loved Ones

Keeping Everyone Safe Is Our Number One Priority!

### Who Can Visit?

- 2 visitors permitted per day – but only 1 visitor at a time
- Visitors are asked to switch outside of the hospital
- All visitors must be at least 18 years old

### When Can You Visit?

- Visiting hours are between 8 am to 8 pm
- Visitation limited to up to **4 hours per visitor**, per day
- If only 1 visitor for the day, the 4 hours may be extended

### What are the Exceptions?

- **Pediatric Patients:** 3 designated individuals during visiting hours, 8 am to 8 pm – but only 2 visitors at a time. For overnight guidelines, ask the unit staff.
- **OB Patients in Labor:** 1 identified support person and 1 visitor or doula during labor. After delivery, the support person is permitted to stay, and the visitor/doula can visit up to 4 hours each day.
- **Behavioral Health Patients:** Visiting hours from noon to 6 pm.
- **Developmental Disabilities/Cognitive Impairment Patients:** 1 support person, no time limitations, as care team deems necessary.
- **COVID Positive Patients:** Virtual visitation is recommended, however limited visitation is permitted with only 2 individuals designated to visit throughout the hospital stay. Special safety guidelines must be followed.
- **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:

## What are the Guidelines for Patients Having Surgery?

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

## What is the ED, Dialysis Unit, Cardiac Cath Lab, Electrophysiology Lab, Infusion Center, & Interventional Radiology Visitation Policy?

- Visitors are not permitted for safety precautions.
- Space does not allow for social distancing when visitors are present.
- Exception guidelines will still be followed.

## What Do You Need to Do When You Visit?

- A hospital issued mask (we will provide) must be worn at all times.
  - 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 visitor pass – which is only a one-day 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)