



VISITOR GUIDELINES



GENERAL INSTRUCTIONS

- ❖ Visitor rules are changed according to the hospital's needs and directives from the New York State Department of Health. Visitors who do not follow the rules may be removed from the premises.
- ❖ **Visitors are welcome anytime; however, specific guidelines apply to certain departments. The clinical team may direct visitors to adjust visitation length based on the patient's medical needs.**
- ❖ Visitors must be 12 years or older, except in special situations, and must always be accompanied by an adult.
- ❖ Visitors must remain at the patient's bedside throughout the visit unless directed by the Clinical Team to step out of the room and/or for infection control reasons.
- ❖ Masks for visitors and support persons are available at all entrances.

Location-Specific Visitors Guidelines



INPATIENT UNITS

- ❖ **Adult inpatients** are permitted two visitors at a time. Visitors are welcome at any time of the day. However, based on the patient's medical needs, we may reduce the length of visitation. We will let the patients and their visitors know if we take any action to reduce visitation time.
- ❖ **Adults with special needs**, such as Intellectual and Developmental Disabilities (I/DD) and cognitive impairments, may have at least **(1)** support person remain with them at all times. Other support persons and/or visitors are allowed as needed.
- ❖ **End-of-life patients** are permitted up to **(2)** support persons to remain with them at all times in imminent end-of-life situations.
- ❖ **Pediatric & (PICU)** patients younger than 18 years old are permitted to have **(2)** designated support persons with them at all times, including during pediatric procedures. The parents, grandparents, or guardians may rotate.
- ❖ **Neonatal (NICU) patients** are permitted visitation 24/7 by **(2)** parents or one parent and one support person, **(2)** individuals wearing baby ID bracelets, **(1) being the mother**. Grandparents may also visit; however, only **(2)** visitors may be at the bedside anytime. If the grandparents, parents, or support person arrive together, only **(2)** visitors may remain at the baby's bedside; other visitors must stay in the parent's lounge.



OUTPATIENT CLINIC

- ❖ **Adult patients** may be accompanied by one support person while in the outpatient clinic
- ❖ **Pediatric patients** may be accompanied by both parents or two guardians/support persons.
- ❖ **Adults with special needs**, such as Intellectual and Developmental Disabilities (I/DD) and cognitive impairments, may have at least **(1)** support person to remain with them at all times.
- ❖ **Obstetrics patients** with sonogram appointments may be accompanied by **(1)** support person.



EMERGENCY DEPARTMENT

- ❖ **Adult patients** may only have **(1)** visitor. However, based on the patient's medical needs, we may reduce the length of time for visitation. We will let the patients and their visitors know if such actions are taken.
- ❖ **Pediatric patients** may have both parents or guardians(s) present during the pediatric visit. Children under the age of 12 years old may not be left unattended in the waiting area.
- ❖ **Adults or Pediatric patients** with special needs, such as Intellectual and Developmental Disabilities (I/DD) and cognitive impairments, may have at least **(1)** support person remain with them. If needed, an additional support person will be given special consideration.



OBSTETRIC (Labor & Delivery)

- ❖ **Obstetric (Labor & Delivery) Patients:** may have **(2)** support persons, including a Doula if requested, who may accompany the patient throughout Labor & Delivery and the postpartum period, including recovery, until discharge to home.
 - The support persons can be the patient, partner, sibling, parent, or others of their choice.
 - Children will not be allowed to visit in Labor & Delivery except in special circumstances, where the patient is admitted for an extended stay.
- ❖ **Postpartum visiting** hours: may have **(2)** support persons, including a Doula, at all times. Children may visit postpartum patients on NS32 between 3 PM and 5 PM, **but they must be accompanied and supervised by an adult at all times.**



AMBULATORY SURGERY AMBULATORY PROCEDURES

- ❖ Pediatric patients are permitted to have both parents or guardians (s) and/or support persons.
- ❖ Adults or Pediatric patients with special needs, such as Intellectual and Developmental Disabilities (I/DD) and cognitive impairments, may have at least **(1)** support person to remain with them. Special consideration will be given to having an additional support person if needed.



SERVICES ANIMALS

- ❖ Service animals are permitted in the hospital but are excluded in designated areas as noted below, with limited exceptions as noted below:
 - **Excluding service animals from the following areas where the public is not permitted is appropriate. These areas are considered clean or sterile areas and require special scrub garments for entry, including:**
 - The Operating Room
 - The Labor & Delivery Room
 - Units with immunocompromised patients, NICUs, and ICUs contain equipment critical for life support
 - Protective environments /Transplant Unit NS82
 - Areas where a sterile procedure is performed requiring persons to either cover their hair with a cap, their mouth with a mask, and their body with a sterile gown
 - Isolation areas
- ❖ Service animals must be harnessed, leashed, or tethered unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe.
- ❖ **A service animal that becomes a direct threat to others will not be allowed on hospital/clinic premises.**