

## GENERAL VISITATION GUIDELINES

Effective March 23, 2020

The health and safety of our patients, visitors, employees, and our communities remain a top priority at NewYork-Presbyterian. Therefore, in line with the latest guidelines issued by the New York State Department of Health related to COVID-19, we have revised our visiting policy. Thank you for your understanding and cooperation.

### For Patients and Visitors

- Visitors who are sick will not be permitted to enter the Hospital; this is without exception.
- In extenuating circumstances, such as imminent end-of-life and/or a specific patient needs extra support, temporary visitation may be granted.
- We encourage visitors to remain closely connected to their loved ones through virtual means, including Skype, FaceTime, and/or phone.

### Inpatient Locations

- At this time, no visitors are permitted for adult patients.
- One visitor per pediatric patient is allowed in the pediatric inpatient units and the Neonatal Intensive Care Unit (NICU). These visitors can only be parents, guardians, or family care partners. When possible, the designated visitors should remain the same for the course of admission.
- At this time, no visitors, including birthing partners and support persons, are permitted for obstetric patients. We understand that this will be difficult for our patients and their loved ones, but we believe that this is a necessary step to promote the safety of our new mothers and children.

### Behavioral Health

- No visitors are permitted for adult patients. Exceptions may apply based on the clinical team's judgment.
- For patients under the age of 18, one visitor per day is permitted.

### Emergency Departments (ED)

- Visitors are prohibited in adult ED patient areas. Based on the clinical team's judgment, one visitor may be permitted.
- Only one visitor per pediatric patient is allowed in the pediatric ED; parent or caregiver only. Please speak with the patient's clinical team if the patient requires additional assistance.

### Outpatient Locations and Physician Practices

- One person is allowed to accompany each patient to an appointment, unless an aide or assistant is required.
- Any visitor who is coughing or shows other signs of illness will be asked to kindly leave.

### NewYork-Presbyterian Virtual Urgent Care

Individuals who are not feeling well can have a live video visit with one of our doctors through our Virtual Urgent Care service at [nyp.org/urgentcare](http://nyp.org/urgentcare).

### For More Information on COVID-19

Visit the CDC website at [www.cdc.gov](http://www.cdc.gov) or NewYork-Presbyterian website at [nyp.org](http://nyp.org).

**COVID-19 PUBLIC HOTLINE**  
**646-697-4000**

For general questions about exposure or health concerns