

## GENERAL VISITATION GUIDELINES

Effective September 1, 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 must be 18 years old or older, except in special circumstances.**
- Visitors must undergo temperature and symptom screening upon arrival, perform hand hygiene and wear appropriate personal protective equipment at all times. **Please be especially attentive to wearing a mask over your nose and mouth, in addition to correctly wearing other personal protective equipment as directed by Hospital staff.**
- Visitors who are sick will not be permitted to enter the Hospital; this is without exception.
- Visitors must remain at the patient's bedside throughout the visit unless directed by the clinical team.
- We encourage visitors to remain closely connected to their loved ones through virtual means, including Skype, FaceTime, and/or phone. Staff will assist patients if needed.
- Temporary visitation may be granted for patients in extenuating circumstances, such as imminent end-of-life and/or a specific patient needing extra support. For example, specific patients needing extra support include those with intellectual and/or developmental disabilities or other cognitive impairments.
- If a visitor does not pass the screening process or does not follow hospital protocols, they will not be allowed to visit. In this case, a different visitor may be selected.

### Inpatient Locations

- **Please note our visitation hours for adult patients remain between 11:00 am-6:30 pm daily. During this timeframe, two adult visitors are permitted per day for a maximum stay of four hours each. Only one visitor at a time is allowed at the bedside. We ask that every visitor remain at the bedside throughout the visit unless directed by the care team and not convene in any waiting space or communal area inside the hospital.**
- **One caregiver/support person per pediatric patient is allowed in the pediatric units and the Neonatal Intensive Care Unit (NICU). These visitors can only be parents, guardians, or family care partners.**
- **One support person and/or a trained doula are allowed to be with obstetric patients during antepartum, labor, delivery, and postpartum care.** When possible, the designated support person and/or a trained doula should remain the same for the course of the admission.

### Behavioral Health

- **Please note our expanded visitation hours: Two adult visitors per adult patient between 11:00 am-6:30 pm daily, for a maximum stay of four hours per day. Only one person is allowed at the bedside at a time.**
- Exceptions may apply based on the clinical team's judgment.
- For patients under the age of 18, one visitor per day is permitted.

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### **Emergency Departments (ED)**

- One visitor per adult patient, starting at patient arrival for a maximum stay of four hours.
- **Visitation may be limited if census is high and physical distancing is not feasible.**
- Only one support person 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.

### **Ambulatory Procedures or Ambulatory Surgery**

- One visitor for adult patients, starting at patient arrival through the intake process, and then the visitor may rejoin at the discharge process in the ambulatory recovery area.
- Pediatric patients may be accompanied by one adult caregiver.
- Any visitor who is coughing or shows other signs of illness will be asked to kindly leave.
- Hospital staff will remain in close contact with the visitor throughout this time.

### **Other Outpatient Locations and Physician Practices**

- Visitors will not be permitted to accompany adult patients to their appointment, unless special assistance is required.
- Pediatric patients may be accompanied by one adult caregiver.
- Any visitor who is coughing or shows other signs of illness will be asked to kindly leave.
- During the appointment, we encourage patients to keep in contact with their loved ones through virtual means, including Skype, FaceTime, and/or phone. Staff will assist patients if needed.

### **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**