

GENERAL VISITATION GUIDELINES

Effective June 30, 2021

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 12 years old or older, except in special circumstances. Adults must supervise their children at all times.**
- 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.
- 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.
- 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 your visit unless directed by the clinical team to step out of room or limit visitation, and/or for infection control reasons (e.g. COVID-19 positive patient undergoing aerosolizing procedure or other treatment).
- 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 and/or provide a hospital-approved device in order to do so.
- 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.

Inpatient Locations

- Visitation hours for adult patients are 9:00 a.m. to 9:00 p.m. daily. One visitor may stay throughout the visitation period, and a second visitor may be allowed at the same time during this period if space and clinical needs permit; the second visitor is limited to a maximum stay of 4 hours. We ask that visitors remain at the bedside throughout the visit unless directed by the care team, and that visitors not convene in any waiting space or communal area inside the Hospital. **Visitors are welcome to purchase take-away food at Hospital cafeterias but are asked not to congregate there if the space does not allow for adequate social distancing.**
- Two caregivers/support persons per pediatric patient are allowed in the pediatric units and the Neonatal Intensive Care Unit (NICU). These visitors can only be parents, guardians, or family care partners.

Obstetrics

- Two support persons, including 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.
- Visitation may be limited at times in order to maintain adequate physical distancing and other appropriate COVID safety precautions.

Continued on the next page.

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Behavioral Health

- **Visitation hours for adult patients are 11:00 a.m.-8:00 p.m. daily. One adult visitor may stay throughout the visitation period, and a second visitor may be allowed at the same time during this period if space and clinical needs permit; the second visitor is limited to a maximum stay of 4 hours.** We ask that visitors remain at the bedside throughout the visit unless directed by the care team, and that visitors not convene in any waiting space or communal area inside the Hospital.
- For pediatric behavioral health patients at NYP-WBHC, general visitation hours are 11:00 a.m.-6:00 p.m. daily. Exceptions may be applied based on the clinical team's judgement.

Emergency Departments (ED)

- **One visitor is permitted per adult patient while they are in the ED.**
- **General visitation times in the Comprehensive Psychiatry Emergency Program (CPEP) may vary. Please check with the local CPEP for details.**
- **Two support persons are allowed per pediatric patient in the pediatric ED – parents or caregivers only.**
- **Visitation may also be limited when ED census does not allow for adequate physical distancing and appropriate COVID safety precautions to be followed. Please speak with the patient's clinical team if the patient requires additional assistance.**
- Exceptions are made by our clinical team when it is medically necessary for a patient's wellbeing, such as for patients who are imminently dying or have cognitive impairment, intellectual disability, or developmental delay.
- Hospital staff will remain in close contact with the visitor throughout this time.

Ambulatory Procedures or Ambulatory Surgery

- One visitor for adult patients, starting at patient arrival through the intake process and pre-op course until the patient is ready to go to the procedure space, and then the visitor may rejoin at the discharge process in the ambulatory recovery area.
- Pediatric patients may be accompanied by two adult caregivers.
- 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

- One support person will be permitted to accompany adult patients to their appointment.
- **Pediatric patients may be accompanied by two adult caregivers.**
- Note, if the patient prefers to have their support person only participate virtually, we support that option. During the appointment, patients may keep in contact with a loved one through virtual means, including Skype, FaceTime, and/or phone. Staff will assist patients if needed.
- 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.

For More Information on COVID-19

Visit the CDC website at www.cdc.gov or NewYork-Presbyterian website at nyp.org.