

Welcome to Memorial! Memorial is committed to serving our patients, improving their health, and supporting the family and friends who come to provide comfort during their hospital stay. Please cooperate with hospital staff and the patient's designated Care Partner to make everyone's experience as pleasant as possible.

Adults and well-children of all ages are welcome subject to specific unit requirements and the care needs of patients. Children must be supervised by an adult other than the patient at all times.

The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, the care partner and your nurse subject to specific unit requirements.

### **Guidelines for a Safe Visit**

- Be involved in your family member's care. You are encouraged to ask questions, express concern, and interact with the health care team on behalf of your family member. We depend on you to help us provide the best care possible.
- Apply hand sanitizer to your hands before and after touching your relative, before you enter and when you leave the nursing unit.
- Expect and request everyone in the medical team to apply sanitizer before and after contact with your relative.
- Abide by all infection prevention precautions as instructed by your care team.
- You are welcome to bring flowers (except the ICU) and gifts to the patient. Flowers can be overly aromatic and may need to be removed if warranted. Bring flowers with the least fragrance possible.
- Do not bring food into the patient's room. Please utilize our public sitting areas or cafeteria to enjoy snacks and small meals. Covered drinks are allowed in patient rooms.
- Many of our patients and staff can be allergic or sensitive to fragrances. You may be asked to limit your visit if wearing excessively fragrant perfume or cologne.
- Avoid visiting if you are sick.
- Do not block hallways and please remain in the patient room or in the waiting area at all times to protect the privacy of all patients.
- Get some rest and eat. Because you're concerned about your family member, you may not remember to take care of yourself.
- Maintain an orderly and quiet environment for patients, staff and other visitors.
- Disruptive or disorderly behavior will not be tolerated. Hospital security staff and local law enforcement will be called upon if necessary.

### **Special Considerations for Child Visitors**

- Well-children supervised by an adult other than the patient are welcomed. Children are not restricted by age.
- Prepare children for the hospital environment and the family member's illness as appropriate.
- Monitor and correct children's behavior as needed to ensure a safe and restful environment for the patient(s) and a positive and developmentally appropriate experience for children.

## **Visiting Policy and Hours**

- Care Partners (including parents and guardians of patients under the age of 18) are welcome 24/7 according to patient preference or unless otherwise restricted.
- Your nurse may limit the number of visitors in the patient's room at any one time due to patient preference, patient condition, room capacity or other care needs.
- Additional visitors may use designated waiting areas on each unit and other public areas of the hospital.

## **Medical and Surgical Units (2E/2W/2NW/3E/3W/5E/5W)**

Visiting Hours: 7:00 am to 8:00pm. Adults and well-children of all ages are welcome.

## **Critical Care Unit (CCU)**

Visiting Hours: 7:00 am to 8:00pm. Adults and well-children of all ages are welcome.

No more than 2 visitors per patient room at any one time according to patient preference, condition or care needs.

## **Family Birthplace (4<sup>th</sup> Floor)**

Visiting Hours: 7:00 am to 8:00pm.

During labor and at least one hour after the baby is born, one support person plus 2 adults. (14+ and older).

After the baby is born, one support person and up to 5 visitors. Well siblings are welcome.

Please limit your visit to 1 hour for babies born after regular visiting hours.

## **Pediatrics (3NW)**

Visiting Hours: 7:00 a.m.-8:00 p.m.

Adults and siblings of all ages, in good health, are welcome according to unit requirements. Children must be supervised by an adult at all times.

## **Neonatal Intensive Care Unit (NICU)**

Visiting Hours: 7:00 a.m.-8:00 p.m.

Adults and siblings of patient(s) that are 14 years of age and older, whom are in good health, are welcome to visit in NICU at bedside, 3 at a time. For siblings under the age of 14 years old, please ask staff or see NICU policy/brochure for further details.

## **Psychiatric Unit (1N)**

Visiting Hours: 5:00pm-7:00pm. Additional hours from Noon to 2:00pm on weekends and national holidays.

Only visitors designated in the patient's treatment plan will be allowed to visit the patient.