



Erie County Medical Center Enhanced Patient Visitation

Updated: November 19, 2020

In an effort to protect our patients, families, visitors and staff against the spread of infection, and in accordance with New York State Department of Health (NYSDOH) guidance, ECMC has implemented the following visitation policy, effective immediately. This does not apply to those seeking treatment.

INPATIENT VISITATION:

- In accordance with NYSDOH guidance, **no visitors are allowed at ECMC** except when deemed medically necessary or in end-of-life or palliative care cases.
 - In these circumstances, family or loved ones should contact the nursing unit to coordinate visitation.
- Loved ones can be contacted over the phone or through a scheduled video call. The patient's care team can help set up the video call.

EMERGENCY DEPARTMENT VISITATION:

- **No support persons are allowed in the Emergency Department**, except when deemed medically necessary. In these circumstances, the support person must remain in the patient's treatment room for their entire visit.
 - A support person may accompany the patient through the initial registration process, and unit staff will call the support person when the patient is ready for discharge.
 - For patients who are admitted to the hospital, the support person may accompany the patient to their room.

SAME DAY SURGERY/PROCEDURE VISITATION:

- Patients having a same-day procedure may have one (1) designated support person through the initial intake process and can rejoin the patient at discharge.

OUTPATIENT CLINIC VISITATION:

- **No support persons are allowed.** If a support person is needed with a patient, the support person can assist with check in and provide a phone number for clinic staff to call when the patient is ready for discharge.
 - If deemed medically necessary, one (1) support person may accompany the patient for the entire clinic visit.

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TERRACE VIEW LONG-TERM CARE VISITATION:

- **No visitors permitted at Terrace View**, in accordance with NYSDOH guidance, except in end-of-life or palliative care cases.
- In end-of-life or palliative care circumstances, families and loved ones are advised to contact the nursing unit directly to arrange for visitation.

GENERAL VISITATION GUIDELINES:

- Please do not visit if you are ill.
- All visitors must be 18 years of age or older.
- Visitors will be provided with a face mask upon entry to the facility and must wear the mask at all times while inside the facility.
 - Masks should only be removed to eat or drink.
 - If a visitor refuses to wear a mask, they will be asked to leave the facility.
- Approved visitors will receive a pass, which must be worn prominently at all times.
- Visitors should self-screen for contagious diseases before arriving at ECMC and before accessing patient care areas.
- If you have been in contact with someone with COVID-19 or have had symptoms of COVID-19 within the past 14 days, please do not visit the hospital.
- All visitors are required to comply with our screening checkpoint procedures. If you are unable to comply, you will not be permitted an in-person visit in the hospital.
- Visitors will be asked screening questions and have their temperature taken upon arrival.
- Visitors must stay in the patient's room, or designated area identified by staff, unless directed by staff to leave the room during a procedure.
- Visitors cannot accompany patients to tests outside of their room. During that time, visitors can obtain to go orders from the cafeteria, use the restroom or spend time in the outdoor areas.
- All visitors must practice physical distancing, staying at least six (6) feet away from others, while in the facility.
- Visitors should wash their hands frequently with soap and water or use alcohol-based hand sanitizer, especially before and after entering a patient's room.

WEAR A MASK AT ALL TIMES, PRACTICE PHYSICAL DISTANCING, AND WASH YOUR HANDS OR USE ALCOHOL-BASED HAND SANITIZER FREQUENTLY, ESPECIALLY BEFORE AND AFTER ENTERING A PATIENT'S ROOM.

