



# Erie County Medical Center Patient Visitation

**Updated: November 13, 2020**

## Arriving at 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.

1. You will be asked screening questions.
2. You will have your temperature taken.
3. All visitors to all units must be 18 years of age or older.
4. If you have traveled recently and are under quarantine, please do not enter our healthcare facility.

## During Your Visit

1. You must wear a mask. Please bring a mask with you. ECMC will supply you with one mask if you do not already have one. You can remove your mask to eat. If a provider or staff member enters the room, you must re-apply your mask.
2. Practice social distancing in the facility. You must stay in the patient's room and limit time in common areas. You cannot accompany patient to tests outside of their room. During this time, visitors can obtain to-go orders from cafeteria, use the restroom or spend time in the outdoor areas.
3. Practice proper hand hygiene.

## Inpatient Units

1. One designated inpatient visitor is permitted for non-COVID-19 units. **No Visitation Permitted for COVID-19 Inpatients or COVID-19 Patients Under Investigation ("PUI") with compassionate exceptions for end-of-life.**
2. **Visiting hours are from 3:00pm – 7:00pm.**
3. Only one designated visitor allowed for the duration of a patient's stay. Exceptions made for end-of-life visitation, where 2 visitors are allowed. The patient or their legal representative will determine the designated essential support person who can visit the hospital.
4. If you are not the patient's designated essential support person, you can contact your loved one over the phone or through a scheduled video call. The patient's care team can help set up the video call.
5. All visitors are required to comply with our screening checkpoint procedures. If you cannot comply with the screening measures, you cannot have an in-person visit in the hospital.

*continued*





# Erie County Medical Center Patient Visitation

## Page 2

### Critical Care Units

1. One designated inpatient is permitted. COVID-19 patient visitation remains prohibited for the safety of our patients and caregivers, with compassionate exceptions for end of life.
2. **Visiting hours are from 4:30pm – 6:00pm.**
3. Only one designated visitor allowed for the duration of a patient's stay. Exceptions made for end-of-life visitation, where 2 visitors are allowed. The patient or their legal representative will determine the designated essential support person who can visit the hospital.
4. If you are not the patient's designated essential support person, you can contact your loved one over the phone or through a scheduled video call. The patient's care team can help set up the video call.
5. All visitors are required to comply with our screening checkpoint procedures. If you cannot comply with the screening measures, you cannot have an in-person visit in the hospital.

### KeyBank Trauma and Emergency Department

1. Only one support person permitted for patient. The patient or their legal representative will determine the identified essential support person who can visit the hospital. One visitor will be able to accompany you in the Emergency Department, and your visitor must remain in the patient's treatment room for the entire visit.
2. All visitors must be screened for COVID-19 symptoms.
3. Each visitor must wear a mask at all times, and ensure social distancing with proper hand hygiene.
4. If your loved one is admitted to the hospital, you may accompany them to their room during inpatient visiting hours. If they are admitted outside of visiting hours, you must return during visiting hours.
5. Pediatric patients may have both parents as essential support persons.

### Behavioral Health & Acute Substance Abuse Unit

All visits are by appointment only.

### Surgery and Procedure Areas

1. For elective cases, information will be provided to the patient on limitation to one essential person to accompany them through the initial hospital intake process. That essential person can rejoin the patient at the time of discharge. Upon check-in, the patient will be asked to provide their essential support person's contact info.
2. If a patient has a surgery that requires admission outside of visitation hours, the essential person will be welcomed to return during visitation hours.

### Outpatient Clinics and Services

If a Support Person is needed for a patient they can assist with check-in and provide a phone number to be called when patient is discharged.

### Terrace View Long-Term Care Facility

For visitation information for Terrace View, please visit:

[https://www.ecmc.edu/wp-content/uploads/2020/09/Terrace-View-Visitation-Guidance-9\\_18\\_20.pdf](https://www.ecmc.edu/wp-content/uploads/2020/09/Terrace-View-Visitation-Guidance-9_18_20.pdf)