



# Erie County Medical Center Patient Visitation

## Updated: March 28, 2022

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 updated visitation policy at all sites, effective **March 28, 2022**. This does not apply to those seeking treatment.

### 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.
- Visitors should maintain recommended social distancing and regularly perform hand hygiene.
- 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.

### Inpatient Visitation

1. Two designated inpatient visitors per day are permitted. The patient or their legal representative will determine the designated essential support persons who can visit the hospital.
2. No Visitation Permitted for COVID-19 Inpatients, COVID-19 Patients Under Investigation (“PUI”) or patients in quarantine with compassionate exceptions for end-of-life.
3. Visiting hours are from 1:00pm – 7:00pm.
4. If a visitor cannot visit, they can contact their 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 ECMC’s screening checkpoint procedures and must wear a mask at all times while in the hospital and ensure social distancing with proper hand hygiene.** If they cannot comply with the screening measures, they cannot have an in-person visit in the hospital. All visitors are required to wear a mask at all times and remain in the patient’s room during visitation.

### Critical Care Units

1. Two designated inpatient visitors per day are permitted for the duration of a patient’s stay. The patient or their legal representative will determine the designated essential support persons who can visit the hospital.
2. COVID-19 patient visitation remains prohibited for the safety of our patients and caregivers, with compassionate exceptions for end of life.
3. Visiting hours are from 12:00pm – 1:00pm and 5:00pm – 6:00pm.
4. If you are not able to visit, 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 ECMC’s screening checkpoint procedures and must be masked for the entire time they are in the hospital and ensure social distancing with proper hand hygiene.** If you cannot comply with the screening measures, you cannot have an in-person visit in the hospital. All visitors are required to wear a mask at all times and remain in the patient’s room during visitation.

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### KeyBank Trauma and Emergency Department

1. Two support persons are permitted per patient. The support persons will be able to accompany a patient in the Emergency Department; they must remain in the patient's treatment room for the entire visit.
2. At times we may need to restrict visitation to maintain an appropriate care environment for our patients.
3. COVID-19 patient visitation remains prohibited for the safety of our patients and caregivers, with compassionate exceptions for end of life.
4. **All visitors must be screened for COVID-19 symptoms and must be masked for the entire time they are in the hospital and ensure social distancing with proper hand hygiene.**
5. If a patient is admitted to the hospital, their support persons may accompany them to their room during inpatient visiting hours. If they are admitted outside of visiting hours, the support persons must return during visiting hours.
6. Pediatric patients may have both parents as essential support persons.

### Behavioral Health & Acute Substance Abuse Unit

1. Visitation in Behavioral Health is by appointment only.
2. Please call 716-898-5293 Monday-Friday between 9:00am-2:00pm to schedule a visitation appointment

### Surgery and Procedure Areas

1. For outpatient elective surgery cases, patients may be accompanied by a companion and that companion may remain in ECMC's designated waiting area until the patient is discharged, unless otherwise disallowed by ECMC according to the patient's status, condition, circumstances, or hospital policy.
2. **All visitors must be screened for COVID-19 symptoms and must be masked for the entire time they are in the hospital and ensure social distancing with proper hand hygiene.**
3. 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

1. 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.
2. If deemed medically necessary, one support person may accompany the patient for the entire clinic visit.
3. **All patients or support persons must be screened for COVID-19 symptoms and must be masked for the entire time they are in the facility and ensure social distancing with proper hand hygiene.**

### Terrace View Long-Term Care Facility

1. Appointments for visitation are no longer required. You can come in to visit anytime during updated visiting hours: 1:00 PM until 7:00 PM
2. All visitors are required to provide proof of a negative COVID-19 test to visit. The negative test result must be within 24 hours for an antigen/rapid test or 48 hours for a PCR test.
3. **Each visitor must complete the screening process upon arrival and information will be provided on COVID-19 signs and symptoms, use of PPE, masking, social distancing, hand hygiene, and general rules of visitation.**
4. Visitors under the age of 18 are encouraged to call and make an appointment to visit, in advance, at (716) 551-7217.