

# CORONAVIRUS UPDATE

## NEW PATIENT AND VISITOR POLICY

MARCH 13, 2020

To ensure a safe environment for NYC Health + Hospitals patients and visitors amid the outbreak of novel coronavirus (COVID-19) in New York, we have updated the patient and visitor policies for all of our patient care locations.

While we understand the important role that family members and visitors play in a patient's healing process, the new policies aim to balance the needs of patients while maintaining a safe environment for all.

### For Upcoming Appointments

- + If you have cold or flu-like symptoms, please consult your doctor by phone.
- + If you are symptom-free, your appointments will continue as planned, and we look forward to seeing you at NYC Health + Hospitals.

### For Visitors and Caregivers

- + Visitors must be 12+ years old or older
- + Visitors will be screened prior to entering patient areas. Sick visitors will be asked to leave.
- + The number of visitors per patient will be limited; additional restrictions may be imposed based on the patient's clinical status. See below for details.

### Hospitals/Inpatient Locations

- + One visitor per adult patient.
- + Two visitors per pediatric patient are allowed in the pediatric units. Only parents, guardians, or family care partners will be allowed.
- + Two visitors per patient are allowed in the Neonatal Intensive Care Unit (NICU). Only parents or support persons will be allowed.
- + Two visitors are permitted for obstetric patients. Only partners and grandparents will be allowed.

### Emergency Departments (ED)

- + Visitors are prohibited in adult ED patient areas. For patients requiring assistance, one visitor may be permitted.
- + Only one visitor per pediatric patient is allowed in the pediatric ED. Only a parent or caregiver will be allowed.

### Hospital-based Outpatient Care Clinics and Gotham Health Centers

- + One person is allowed to accompany each patient to an appointment, unless an aide or assistant is required.
- + Any visitor who is coughing or shows other signs of illness will be asked to leave.

### Nursing Homes

- + Visitors will not be allowed in our nursing homes at this time.
- + The only exception will be end-of-life circumstances.

Exceptions may be made for special circumstances.