



# Erie County Medical Center Patient Visitation

## Updated: June 13, 2023

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 **June 13, 2023**. 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 should regularly perform hand hygiene.
- Visitors should self-screen for contagious diseases before arriving at ECMC and before accessing patient care areas.

### Inpatient Visitation

1. Two 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. Visiting hours are from 1:00pm – 7:00pm.

### Critical Care Units

1. Two visitors at a time are permitted.
2. Visiting hours are from 12:00pm – 2:00pm and 5:00pm – 7:00pm.

### 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. 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.
4. Pediatric patients may have both parents as essential support persons.

### Behavioral Health & Acute Substance Use Unit

1. Visitation in Behavioral Health is by appointment only.
2. Please call your loved one's unit 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. 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.
2. If deemed medically necessary, one support person may accompany the patient for the entire clinic visit.

### **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:  
8:00 AM until 8:00 PM
2. Visitors under the age of 18 are encouraged to call and make an appointment to visit, in advance, at (716) 551-7217.