



Erie County Medical Center Patient Visitation

Updated: February 4, 2021

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.

Inpatient Visitation

1. One designated inpatient visitor per day is permitted. Exceptions made for end-of-life visitation, where two (2) visitors are allowed. The patient or their legal representative will determine the designated essential support person 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 3:00pm – 7:00pm.
4. If you cannot visit or outside of visitation hours, 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.

Critical Care Units

1. One designated inpatient visitor per day is permitted for the duration of a patient’s stay. Exceptions made for end-of-life visitation, where two (2) visitors are allowed. The patient or their legal representative will determine the designated essential support person 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 4:30pm – 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 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 per patient. 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.

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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 (1) 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

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 (1) support person may accompany the patient for the entire clinic visit.

Terrace View Long-Term Care Facility

1. No visitors permitted at Terrace View, in accordance with NYSDOH guidance, except in end-of-life or palliative care cases.
2. 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.
- 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.
- 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.