

# SAFE. CARE. NOW.

Rochester Regional Health is committed to providing high quality, compassionate care to your loved one.

We understand the impact COVID-19 visitor restrictions may have on your loved one, and you, as a partner in their care.

## We are here for you.

- After a medical evaluation, a decision will be made regarding visitation.
- If the patient meets CDC, NYS DOH and hospital visitation guidelines, our team will notify the patient contact listed.
- Please ensure the patient provides your phone number, if you are the desired contact.
- Only one contact per patient.
- When applicable, patients will need to give permission for over-the-phone communications.
  - *Phone calls requesting updates on a patient's care will be returned to the best of our team's ability.*
- The best way to receive updates is by contacting the patient directly if applicable.
- In emergent or urgent cases, our team will reach out to the designated patient contact.

# **PROPERLY WEAR YOUR FACE MASK AT ALL TIMES**



**COVER MOUTH AND  
NOSE ENTIRELY**



**TIGHTEN MASK WITH EAR  
LOOPS OR TIES FOR SNUG FIT**



**WEAR MASK  
WHILE ONSITE**

**ROCHESTER REGIONAL HEALTH**