

Visitor Guidance



Visitor Hour Guidelines

- Patients may designate two visitors throughout their stay.
 - » *Only one visitor is allowed at a time at the bedside for no more than four hours daily.*
- Visitors must be 12 years of age or older.
- Visiting hours for Rochester General Hospital are 9 am – 1 pm *and* 4 pm – 8 pm daily.



Social Distancing

- Visitors must practice the recommended physical distancing of at least six feet.



Visitor Screening

- All visitors will be screened upon arrival at any of our hospitals.
 - » *Visitors who answer yes to any of the screening questions will not be allowed to visit.*
- Visitors will need to check in upon arrival and check out when they leave the hospital.
 - » *Approved visitors must remain in the patient's room for the entirety of their visit.*



Masking

- Support persons and visitors **must wear a medical mask**—properly covering their nose and mouth completely—for the duration of the visit. *Cloth masks are not acceptable at this time.*
 - » *A medical mask will be provided to visitors who need one.*

Hand Hygiene

- Visitors must also follow proper hand hygiene: Wash hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

Visitors who fail to comply with any of these guidelines will be asked to leave the hospital. No visitors will be permitted in the ED, Cancer Infusion Center or for patients on Enhanced Isolation Precautions (for COVID-19).



Scan the QR code for further details, including additional restrictions and some exceptions.

By visiting a patient within the hospital, you may be putting yourself or the patient at risk if you have been exposed to COVID-19 and/or have not been adhering to social distancing and masking guidance.