

# Visiting Someone Who is Hospitalized?

## Here's What to Expect

During the COVID-19 era, health care will be delivered in new and innovative ways to ensure the health and safety of our patients, family members and staff. Cooley Dickinson Hospital's clinical leaders and infection prevention experts have analyzed every aspect of our operations and changed the process by which we deliver care to keep everyone safe. As a result, your experience will feel different in some ways – but it will still be the exceptional experience our hospital is known for.

Here's what you can expect when you visit us:

### COOLEY DICKINSON HOSPITAL VISITOR POLICY

- Upon entry to the hospital, you will be asked screening questions. You must successfully pass the screening before being allowed to visit.
- Visitors are required to go directly to their loved one's room; do not walk anywhere else in the hospital or wait in waiting areas or lobbies.
- One visitor is allowed per patient at a time. If you are visiting a patient in the Childbirth Center, the laboring patient and partner are considered one, so one additional person is allowed to visit the Childbirth Center patient couplet.
- Visitors are required to wear a hospital-issued mask at all times while in the hospital; they must clean their hands at a hand hygiene station upon entering the facility.
- Cooley Dickinson Hospital is limiting visitation for those people who are on COVID-19-related precautions or for those who are suspected of having COVID-19.
- Observe social distancing – 6' apart from others – whenever possible.
- Visitor hours are daily from 12 noon to 8 pm for all areas except inpatient Behavioral Health, where visiting hours are Mon. through Fri., 5:15 to 6:45 pm; Sat., Sun., holidays, 2 to 5 pm.
- No visitors under age 18.
- Visitors will not be permitted if the visit poses a significant infection control risk to the patients, visitor or staff. Anyone who is observed not following these rules will be asked to leave the hospital.
- **Symptom Screening:** Upon arrival, you will be asked several questions about any COVID-19 symptoms you may be experiencing
- **Waiting Room:** Our waiting rooms are closed at this time.
- **Staff Interaction:** Hospital staff are all wearing hospital-issued masks to help prevent the spread of infection.

Please know that you can feel confident that your care will be of the same high quality and safety you've come to know and expect from Cooley Dickinson Hospital. For more information on the steps we are taking across our organization, please see our Safe Care Commitment.

Thank you for your patience and understanding.  
As always, it is a pleasure and a privilege to care for you.