

Important Things to Know When Visiting During COVID-19

Visiting Hospitalized Patients

We understand that having a friend or loved one in the hospital is an emotional and challenging time under 'normal' circumstances. It is especially hard given the current COVID-19 pandemic.

While we encourage you to maintain contact with your loved one virtually, we understand that at times that may not be enough. If it is necessary for you to visit, there are some things you need to know.

Visitation is allowed from 12:00pm – 8:00pm for hospitalized patients, except where otherwise noted (e.g. support persons, Emergency Department, Inpatient Psychiatry at Bassett Medical Center).

Support Person versus Visitor

There is a difference between a visitor and a support person.

Support person – Someone considered essential to the care of a patient. While a patient may identify two for the entirety of a hospital stay, typically only one support person may be with the patient at any given time of the day or night. Photo identification is required.

Visitor – Family, friends, and others who care about the patient, but are not essential to the medical care of a patient. Visitation is limited to two people a day, one person at a time, for a combined total of four hours between 12:00pm – 8:00pm. Photo identification is required. Visitor must stay in the patient's room for the entirety of the visit. If a visitor leaves the patient's room, except to use a restroom, they cannot reenter, and their portion of visitation is over.

Scheduled Outpatient or Same-Day Surgeries

Patients undergoing same day procedures may be accompanied to the facility by a companion regardless of the time of the procedure. They may remain with them through the registration process only.

Once the patient has completed registration, the companion will either return to their car or report to the appropriate approved designated waiting area.

A family/caregiver may designate up to two support people for the entirety of their visit; but only one support person may be present at a time. For more information regarding support persons, please [click here to read full visitation policy](#).

Outpatient Specialty Care or Primary Care Appointments

Patients with a primary care or specialty care appointment in a Bassett Healthcare Network outpatient setting may have one designated support person accompany them to registration, the waiting area, and in the physician office appointment to participate in exam room questions and care.

Other Important Things to Know

- There is always a risk of exposure to COVID-19 and other communicable diseases when you enter any hospital.
- Please do not visit a patient if you are ill.
- Visitors and support persons will need to show government issued photo identification (e.g. driver's license) when entering the hospital.
- You must be able and willing to wear a mask and any other necessary personal protective equipment when visiting.
- If you have traveled from a restricted state, you must have self-quarantined for 14 days or you will not be able to visit.
- Please see the NYS Department of Health COVID-19 Travel Advisory page for an updated list of restricted states: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>
- You will be screened for travel and symptoms of illness, including fever, when entering a Bassett Healthcare Network facility.
- Meticulous hand hygiene is a must when on campus.
- When visiting a hospitalized patient, you may be asked to leave the room or the building during certain procedures.

Since the COVID-19 pandemic began, we have redesigned our processes to assure the safest care possible. This includes the current visitor restrictions. For a more detailed look at our visitation policy by area of service, [click here](#). To learn more about our safe care processes, [click here](#).