



Visitation During COVID-19

We recognize and understand the importance of the caring connections friends or loved ones can provide during a patient's hospitalization or when receiving health care services. 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 at times that may not be enough. The health and safety of the patients under our care and our employees is a priority. If it is necessary for you to visit, there are some things you need to know.

Important Things to Know When Visiting a Patient in the Hospital

Visitation is allowed from 12:00pm – 8:00pm (except where otherwise noted: Support persons, Birthing Center, Emergency Department, and Inpatient Psychiatry).

- Visitation is limited to two people a day, one person at a time, for the total time limit of four hours a day. This is set by the New York State Department of Health (NYSDOH).
- Visitors must remain in the patient's room for the duration of their visit (unless to use a restroom), and leave the facility immediately after the visit.
- Visitors and support persons will need to show photo identification (e.g. driver's license) when entering the hospital.
- When visiting a hospitalized patient, you may be asked to leave the room or the building during certain procedures.

For the Safety of our Patients, Staff, and Visitors

There is always a risk of exposure to COVID-19 and other communicable diseases when you enter any hospital. The following requirements are important for everyone.

- You must wear a mask and any other necessary personal protective equipment when visiting.
- Please do not visit a patient if you are ill.
- 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 NYSDOH 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.
- It is critical that EVERYONE practice thorough hand hygiene. Wash your hands or use hand sanitizer every time you enter and exit patient rooms and public areas.



Difference Between a Visitor and a Support Person

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

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 of visitation.

Support person – Support persons are assigned when the medical team determines that they are necessary to the medical care of the patient. These persons will be chosen by the patient and/or family and approved by the care team. Only one support person may be with the patient at any given time of the day or night.

Frequently Asked Questions

- How can I connect with my loved one virtually?
 - Seeing loved ones while they receive care is vital to their health and well-being. We have created a flier for our patients and encourage you to review [Tips for Virtually Connecting with Loved Ones Using your Personal Device](#) to learn more, or call 1-800-BASSETT (1-800-227-7388).

- If I visit my husband in person for three hours, can my daughter then visit him?
 - Yes, she could use the remaining hour of the four-hour limit set by the NYSDOH.

- As an approved support person, if my loved one's condition improves will I be removed from support person status?
 - Support persons are assigned when the medical team determines that they are necessary to the medical care of the patient. When a patient's condition improves, the care team will re-evaluate. Visitor guidelines would apply if the patient's condition no longer requires a support person.

- Can I view my family member's information through MyBassett as an adult proxy?
 - For information about MyBassett and proxy consent forms, visit <https://www.bassett.org/benefits-mybassett>

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, visit <https://www.bassett.org/covid-19>. To learn more about our safe care processes, visit <https://www.bassett.org/safe-care>.