

Visitation Guidelines

Updated July 12, 2024

We realize that spending time with your loved one is important to the healing process. As a health care organization, the health and safety of our patients, physicians, staff and visitors are our top priority.

- We have a visitation check-in system at our main lobbies, Emergency Department, the Wingate building, and Fairmount entrance. To help ensure a smooth and quick process:
 - Please have your driver’s license. If you do not have a driver’s license available, please provide your first name, last name and date of birth, with another form of identification.
 - Your photo will be taken and an expiring badge will be printed for you. *Your photo will not be shared outside our system.*
 - If you have a cough, cold or any symptoms of flu, COVID-19 or any infectious disease, please do not visit.
 - For the safety of patients and staff, please stay in the patient’s room while visiting.

Nursing leadership may restrict visitation in certain circumstances.

Masking Recommended

- In all patient care locations – including inside patient rooms and in waiting rooms, well-fitted masks are strongly recommended but not required for patients and visitors.

Masks are available at lobby desks and nursing stations.

Thank you for supporting a safe place for care.

Patient Population	Visitors/Hours/Duration
Adult Inpatient	<ul style="list-style-type: none"> • Two visitors at a time, 6 a.m. to 10 p.m. • Visitors must be age 12 or older. • One overnight visitor allowed.*
Emergency Department (ED)	<ul style="list-style-type: none"> • One visitor per patient, 24 hours/day. • For minors, two parents (or a support person).
Critical Care Unit (CCU)	<ul style="list-style-type: none"> • Two visitors at a time, 6 a.m. to 10 p.m. • Visitors must be age 16 or older. • One overnight visitor allowed.*
Family Birth Center	<ul style="list-style-type: none"> • One birth partner and three support persons, 24 hours/day.

(Labor and Delivery)	<ul style="list-style-type: none"> Visitors must be age 12 or older.
Mother Baby Unit (Maternity)	<ul style="list-style-type: none"> Two visitors at a time, 6 a.m. to 10 p.m. Visitors must be age 12 or older. Siblings of any age may visit. One overnight visitor allowed.*
Perinatal High-Risk Unit (PHRU)	<ul style="list-style-type: none"> Two visitors at a time, 6 a.m. to 10 p.m. One overnight visitor allowed.*
Neonatal Intensive Care Unit (NICU)	<ul style="list-style-type: none"> Two parents/guardians, 24 hours/day. Plus, two additional visitors, 6 a.m. to 10 p.m. Only two at bedside.
Pediatric Inpatient	<ul style="list-style-type: none"> Two parents/guardians, 24 hours/day. Plus, two additional visitors, 6 a.m. to 10 p.m. Only two at bedside. Siblings age 3 or older may visit. Non-sibling visitors must be age 12 or older. One overnight parent allowed.*
Della Martin Center	<ul style="list-style-type: none"> Two visitors, age 18 or older. Monday-Friday: 3 to 4 p.m. and 6 to 6:45 p.m. Saturday and Sunday: 10 to 11 a.m. and 4 to 5 p.m. Enter via Pasadena Avenue into the front lobby and ring the bell upon arrival. Visitation will occur in the day rooms. No outside items may be brought in.
COVID-19 Positive	<ul style="list-style-type: none"> Two visitors at a time, 6 a.m. to 10 p.m. Visitors must be age 12 or older. Overnight visitation is not permitted.
End of Life	<ul style="list-style-type: none"> We will work with families to ensure that they are able to be with their loved one.
Same-Day Surgery (SDS)	<ul style="list-style-type: none"> Two visitors total, one at a time.
Outpatient	<ul style="list-style-type: none"> One visitor per patient in admit/recovery.

***Overnight stay**

- One visitor per patient.
- Visitor must be age 18 or older.
- Check in via the main lobby by 9:30 p.m.
- No in and out privileges after 10 p.m. Visitors who leave after 10 p.m. may return at 6 a.m.

Questions?

Please contact the patient relations department during regular business hours at (626) 397-5211.

For evenings, weekends and holidays, please call (626) 397-5000 and ask to speak to the house supervisor.