

Visitation Guidelines

Updated April 15, 2026

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.

Visitation Guidelines

- **Check-In Locations:** We have a visitation check-in system located at our main lobbies, Emergency Department, Wingate Building, and Fairmount entrance. To ensure a smooth and quick process:
- **Identification:** Please have your driver's license ready. If you do not have a driver's license, provide your first name, last name, date of birth, and another form of identification.
- **Visitor Badge Process:** Your photo will be taken, and an expiring badge will be printed for you. Your photo will not be shared outside our system.
- **Health Precautions:** If you have a cough, cold, or any symptoms of the flu, COVID-19, or any infectious disease, please refrain from visiting.
- **Minor Supervision:** All minors must be accompanied by an adult and supervised at all times.

There may be instances where visitation may be limited due to space, safety, privacy and clinical needs.

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. • One overnight visitor allowed.*
Emergency Department (ED)	<ul style="list-style-type: none"> • Two visitors per patient, 24 hours/day. • For minors, two parents (or a support person).
Critical Care Services (CCU, DOU)	<ul style="list-style-type: none"> • Two visitors at a time, 6 a.m. to 10 p.m. • Visitors must be age 13 or older. • One overnight visitor allowed.*
Family Birth Center	<ul style="list-style-type: none"> • One birth partner and two support persons, 24 hours/day.

Mother Baby Unit (Maternity)	<ul style="list-style-type: none"> • Two visitors at a time, 6 a.m. to 10 p.m. • 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. • Only two at bedside.
Pediatric Inpatient	<ul style="list-style-type: none"> • Two parents/guardians, 24 hours/day. • Only two at bedside. • 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 5:45 to 6:30 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.
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. • Visitors must be age 13 or older.
Outpatient	<ul style="list-style-type: none"> • Two visitors total, one at a time.

***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.