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## PATIENT & CAREGIVER EDUCATION

# Visitor Policy Change

At MSK, we make every effort to provide a safe and welcoming environment for our patients and visitors. Please treat everyone with kindness, dignity, and respect.

Our Code of Conduct explains what we expect from patients and visitors at all MSK locations:

- Follow hospital health and safety rules. This includes rules for the entire hospital and rules for specific areas, such as in the Intensive Care Unit.
- Firearms and other weapons are not allowed. If you're legally allowed to carry a firearm, you must store your firearm with our security team.
- E-bikes and e-bike batteries are not allowed inside.
- Alcohol, illegal drugs, vaping, and smoking are not allowed.
- Taking photos and recording video are not allowed.
- Asking for money, selling tickets or merchandise, or handing out literature on behalf of any organization is not allowed.

## Visiting Patients at MSK

For adult patients, visitors must be at least 12 years old. For pediatric patients, visitors can be as young as 8 years old. **Any visitor under the age of 18 must be accompanied by an adult who can actively supervise them throughout their visit.**

Visitors will not be allowed to enter MSK if they are experiencing any of the following symptoms:

- Fever

- Cough
- Sore throat
- Stuffy (congested) or runny nose
- Breathing problems (such as shortness of breath or chest tightness)
- Muscle or body aches
- Nausea (feeling like you're going to throw up) or vomiting (throwing up)
- Diarrhea (loose or watery bowel movements)

Read more detailed information below for visitors to [Memorial Hospital](#), [inpatients](#), [patients in Symptom Care Clinics \(SCCs\)](#), [Urgent Care Center \(UCC\)](#), [and Clinical Decision Unit \(CDU\)](#), [surgery and procedure patients](#), and [pediatric patients](#).

## Mask Policy

Our patients are at high risk for infection. Visitors must wear masks:

- In inpatient (hospital) rooms at Memorial Hospital and the David H. Koch Center for Cancer Care (5<sup>th</sup> floor)
- In Urgent Care Center, Clinical Decision Unit, and Symptom Care Clinics
- In all clinic and infusion rooms
- In the recreation and waiting areas of the Pediatric Ambulatory Care Center
- In surgery and nonsurgical procedure areas, as well as imaging and radiation oncology areas
- If you were instructed by your healthcare provider or other MSK staff member to wear a mask based on your symptoms.

You may choose to wear a mask in the following areas:

- Hallways
- Elevators
- Pantries

- Gift shops
- Cafeterias

You can ask your provider to wear a mask at any time. Masks are available at our building entrances. You must wear the mask we give you.

## **Visitors to Memorial Hospital (Inpatient and Outpatient)**

- Visitors to Memorial Hospital should enter and check in at the main entrance at 1275 York Avenue.
- All visitors must show photo identification to register for a visitor pass.

## **Visitors to Inpatients**

- Visiting hours for adult inpatient hospital units, including the inpatient unit at the David H. Koch Center for Cancer Care, are from 8 a.m. to 8 p.m.
- Visiting hours for the Intensive Care Unit (ICU) at Memorial Hospital are from 11 a.m. to 6 p.m.
- During your hospital stay (including the ICU), you can have no more than 2 visitors at the bedside at a time. This important rule is a way to keep our patients and staff safe. If we see more than 2 visitors with you, they will be asked to leave and MSK may limit how many visitors you can have each day.

## **Visitors to Patients in Symptom Care Clinics (SCCs), Urgent Care Center (UCC), and Clinical Decision Unit (CDU)**

- Patients at the Symptom Care Clinics (SCCs), Urgent Care Center (UCC), and Clinical Decision Unit (CDU) can have 1 visitor.

# Visitors to Surgery and Procedure Patients

- Patients having a surgical, interventional radiology, or endoscopy procedure can have up to 2 visitors per day, but only 1 visitor can be with the patient at a time in the presurgical and recovery room areas. Visitors can wait in the lobby or cafeteria during the procedure and while 1 visitor is with the patient in the presurgical or recovery room area.
- Patients staying overnight as part of the Ambulatory Extended Recovery Program at Josie Robertson Surgery Center can have 1 visitor stay overnight with them.
- Visiting hours for the Intensive Care Unit (ICU) at Memorial Hospital are from 11 a.m. to 6 p.m. A patient in the ICU can have up to 4 registered visitors per day. Up to 2 visitors can be with the patient at a time.

# Visitors to Pediatric Patients

- Pediatric inpatients can have 1 caregiver with them around the clock. Up to 3 additional visitors, age 8 or older, are permitted during visiting hours (for a total of up to 3 visitors at the bedside a time). Visiting hours are 8 a.m. to 8 p.m.
- Pediatric inpatient caregivers can switch during visiting hours. Please talk to your care team before switching caregivers to ensure a smooth transition.
- Two caregivers are permitted to attend Pediatric Ambulatory Care Center (PACC) appointments.

*Updated November 1, 2025*

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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