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PATIENT & CAREGIVER EDUCATION

# Visitor Policy Change

Ensuring the health and safety of our patients and staff is our top priority as we continue to meet the challenges presented by COVID-19. Limiting the number of people in our facilities is one of most important safeguards we've put in place, and in accordance with the New York Department of Health regulations, we are maintaining limited visitor policy.

To help make arrival as seamless as possible, visitors should register one day in advance using the [visitor registration form](#). All visitors must be at least 18 years old.

In-person visitors are only allowed in the following circumstances:

## Inpatients

- Patients admitted to our hospital will be allowed one visitor per day. No change of visitors is permitted during visiting hours.
- Inpatients at Memorial Hospital or the David H. Koch Center for Cancer Care will be allowed one visitor per day between the hours of **either** 8:00 AM and noon or 4:00 PM and 8:00 PM.

No change of visitors is permitted during visiting hours.

- Patients admitted to the Intensive Care Unit (ICU) at Memorial Hospital will be allowed one visitor per day between the hours of 2:00pm and 6:00pm. No change of visitors is permitted during visiting hours. Visitors of patients in the ICU should be prepared to complete a visitor registration form upon arrival.
- Visitors must go directly to a patient room – they are not permitted in any other parts of our facilities at this time. Visitors are required to wear the mask provided to them during their entire visit, including while inside patient rooms.
- All visitors should enter at the Main Entrance at 1275 York Avenue, where they must check in.
- Patients at the end-of-life will be permitted to have two visitors at the same time, with the ability to swap visitors throughout the day.
- Pediatric patients are permitted to have one parent or caregiver at the bedside during admission to the hospital. No additional family members, including siblings, or any other visitors are allowed in the hospital.
- Patients without a parent or caregiver at the bedside will be allowed one visitor from 2:00 pm to 6:00 pm daily.
- All patients and accompanying caregivers will undergo a COVID swab prior to admission and every Monday and

Thursday throughout the inpatient stay. Caregivers will have the opportunity to switch on days that surveillance swabs are completed in the Department of Pediatrics (Mondays and Thursdays).

## **Outpatients**

**At this time, we are not able to permit visitors for patients receiving infusion (including chemotherapy), radiation therapy, and all diagnostic services.**

- Patients undergoing endoscopic and interventional radiological procedures, as well as patients undergoing surgeries, will be able to have one person accompany them.
  - Approved visitors will be permitted to stay with the patient during the pre-procedure period and may rejoin the patient at the time of discharge. Visitors must exit the building while the patient is undergoing the procedure and during the recovery period.
- Patients with an appointment with their doctor, advanced practice provider (nurse practitioner or physician assistant), or clinic nurse will be allowed to have one person accompany them during their appointment.
  - If the patient has other appointments that day where visitors are not allowed, visitors must exit the building as directed by staff.
- Patients in one of our Symptom Care Clinics (SCC) and our

Urgent Care Center (UCC) will be allowed one visitor.

- Patients in our Clinical Decision Unit (CDU) will be allowed one visitor. Visitors may stay up to 4 hours per day.
- **Pediatric patients** are permitted to have one parent or primary caregiver with them for outpatient appointments or on admission to the hospital. No additional family members, including siblings, or any other visitors are allowed in the hospital.

## What to Know Before Coming to MSK

In keeping with New York State travel guidelines, MSK is not permitting visitors to visit or accompany patients at any of our facilities if they are arriving from or in the last 10 days have traveled to states other than those that border New York (Connecticut, New Jersey, Pennsylvania, Massachusetts, and Vermont), except in special circumstances.

All visitors will be screened for recent travel, exposure to COVID-19, and symptoms (a fever, cough, difficulty breathing, body aches, chills, or new loss of sense of taste or smell). If the visitor has any of these symptoms, they will not be allowed to visit.

All patients, staff, and visitors must wear masks at MSK clinical locations. An MSK staff member will give you a mask when you arrive. Please wear that mask at all times.

For patients with appointments at Memorial Hospital, please use the entrance at 1275 York Avenue between 67<sup>th</sup> and 68<sup>th</sup> Streets.

For patients who need help getting out of the car and into the building, an MSK staff member will be able to meet and assist them.

We appreciate your understanding as we continue to make adjustments to our policies and procedures to protect our patients and staff.

## Virtual Visitor Program

We understand how important it is for your loved ones to be together when facing cancer, and we're here to help. Whether your loved one is admitted to the hospital or coming in for an outpatient appointment, we have ways to keep you connected.

Caregivers and loved ones can use technology to stay in touch, and we will assist in facilitating those virtual connections. Please feel free to bring a personal device with you to connect with caregivers and loved ones during your appointment and while you are in our care. If you're new to using technology to keep in contact, we've put together some [information about how to use common apps](#) to get you started.

For patients at our MSK locations, we have tablets and phones available for use along with staff to help you use them. Patients

receiving treatment in our outpatient locations can use the technology in our treatment rooms to [video chat](#) with their loved ones during appointments.

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 PM, during the weekend, or on a holiday, 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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