



## VISITOR INFORMATION GUIDELINES

At the UVa Health System, we recognize that visits by family members, friends and clergy are an important part of the healing process for our patients. To ensure patient well being and safety, we ask our visitors to follow these guidelines. For more information please see the Patient and Family Handbook, provided to each patient and available at the Information Desk or in the Visitor's Lounges.

**All visitors** must obtain a pass from the Information Desk in the hospital's first-floor lobby before going to a patient floor. This pass must be worn at all times while in the hospital.

### VISITING HOURS

- Regular visiting hours are 9:00a.m.-9:00p.m. Only two (2) visitors per patient at a time.
- Before entering an Intensive Care Unit use phone at entrance to check if visitors are allowed.
- Children under twelve years of age are not permitted to visit unless there are extenuating circumstances. There are safety and security issues for young children in the hospital.
- When children are patients, there are special guidelines available in the Children's Hospital.

### PLANNING AHEAD FOR YOUR VISIT

- If possible, try to schedule your visit with the patient and coordinate with other visitors so that there are no more than two visitors at a time at the bedside.
- Visits should be brief. Patients need time to rest and heal.
- Check on any limits the patient may have about food or flowers before sending or bringing a gift.
- If you are coming from a distance and stay overnight, plan for a place to stay outside the hospital.
- Cell phone use is discouraged and is not allowed where posted.
- The hospital is a smoke, drug and alcohol-free environment.
- You may send an e-mail card to the patient from the UVa Website.
- If you are not feeling well today, please visit another time.

### WHILE YOU ARE HERE

- Always be respectful and considerate of patients, staff and other visitors.
- If the patient's door is closed, please knock before entering. **Read and follow** any posted signs.
- Visitors may be asked to leave the room during procedures, tests and other care.
- If patients have special needs, visitation guidelines may be modified by the health care team.
- If a doctor or nurse comes in while you are visiting, ask the patient if you should leave for privacy.
- Please wash your hands before and after visiting the patient.
- The bathroom in the patient's room is for patients **ONLY**. Public bathrooms are located in the main lobby and in hallways behind patient units.

### VISITOR LOUNGES AND SUPPORT SERVICES

- Lounges are available near our patient units on floors 3-8 for visitors' comfort and are open from 9am-9pm. A telephone and computer are available in each lounge.
- If you are with a large group, please limit visitors in the lounge to two at a time to ensure there is room for all patients' visitors.
- The hospital operator can page the Chaplain on call for pastoral care.
- If you are from out of town, we can direct you to convenient and affordable overnight lodging.
- Between 8am and 5 pm, call 924-1299 for help with lodging and transportation. For assistance with transportation and lodging after 7pm, please ask to have the Patient and Guest Services Supervisor paged at PIC 9229.
- Remember, you need rest in order to fully support your loved ones.