

Dear Patients,

Our primary goal at Arnot Health is to provide the very best quality of care in an environment that is safe for everyone. To protect our patients, their loved ones, and our caregivers, we must manage their exposure to any illnesses that are easily spread.

On March 17, given the extreme public health risks surrounding COVID-19 and in accordance with the Chemung County Department of Public Health, we took the difficult and unprecedented action of eliminating most hospital visitors to prevent potential spread of this virus, until further notice.

However, we greatly understand the desire to be with loved ones—particularly new moms and infants, sick newborns in our NICU and sick children in Pediatrics. The therapeutic benefits a loved one's presence brings during hospitalization is irreplaceable. **Therefore, we have issued specific visiting guidelines for each area of our Women's and Children's Service Line, effective March 30, 2020 at 5:00 p.m.**

Please read the detailed visiting guidelines below. If a support person does not follow these safety precautions, we will have them removed from the hospital premises because we have an obligation to ensure the safety of all of our patients, their family members, and our staff.

**For Labor and Delivery** - One support person is permitted to be present during your labor, and throughout the post-partum period until you are discharged.

**For Pediatrics** - One parent/guardian is permitted to be present with the child per day.

**For NICU (Neonatal Intensive Care Unit)** - One parent/guardian per day for one visit with the baby.

**Please note:**

- Once the support person/parent/guardian arrives on the unit, they will be screened again for symptoms, including temperature. Those with symptoms, including fever, will not be permitted to visit and will be asked to leave the hospital.
- The support person/parent/guardian **MUST** remain with their loved one continuously and cannot leave their room; there will be **NO** exceptions (this includes leaving to smoke or get food).
  - If you smoke, plan on bringing nicotine replacement with you
  - A guest meal for the support person will be delivered to the patient's room with the patient's tray, at no extra charge.

During your hospital stay, we recommend utilizing technology such as smart phones and tablets to keep in touch with other friends and family during this time. We will return to regular visiting practices as soon as it is deemed safe to do so.

We greatly appreciate your understanding and cooperation during this time.

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