



Visitation Guidelines

Your loved one may meet the
Department of Health Guidelines for
Compassionate Care Visits.

Please call 585-760-6160 between 10AM-4PM to request a visit. The following blocks of time are available, Monday-Friday:
11AM - 1PM, 12PM - 2PM, 1PM - 3PM, 2PM - 4PM.

- All visitors must have a rapid COVID test performed on-site. Outside results are not accepted for entry.
- Residents may have up to 2 visitors in their room at a time.
- Visits are not permitted on units and/or with residents who are under isolation following a potential exposure.

Visitors that do not follow these guidelines will be asked to leave, and jeopardize their opportunity for future visits.

We appreciate your patience and cooperation.

- Please arrive 45 minutes before your scheduled visit. It is important to allow enough time for your rapid COVID test - the standard is generally 15 minutes for results. Park in Lot #1, in front of the Friendship Building, and follow the visitor signs.
- After a negative test result, you will be escorted to the resident's room. To minimize potential exposures, visitors must stay in place. Access to other residents or areas within the facility are not permitted. Promptly return to the auditorium for sign-out when your visit is scheduled to end.
- Masks and face shields must be worn for the duration of your visit. If you do not have a mask or shield, they will be provided. We encourage you to save shields for use on future visits. Please use hand sanitizer throughout your visit and adhere to all posted infection control practices.
- Visitors who become COVID positive within 48 hours of their visit must call 585-760-6225.

Safety is our top priority. We have done our best to create a user-friendly process. If you have any feedback regarding visitation, please share:

VisitFeedback@monroehosp.org or 585-760-6225



Monroe Community Hospital
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