



Updated Visitation Policy
Effective: May 5, 2022

UHealth is pleased to welcome our patients and visitors at all inpatient and ambulatory clinic locations including our comprehensive treatment units (CTU).

Our visitation program is managed by the Office of Patient Experience. They may be reached at 305-243-help or HereToHelp@miami.edu.

All UHealth staff are responsible for ensuring that patients and visitors follow the proper mask guidelines and infection control protocols.

Screening Process
All patients and their visitors are required to answer screening questions either by text prior to arrival at the facility or in-person upon arrival.
All patients and their visitors are required to wear a mask upon entering the facility. Masks will be available at the entry points at each facility.
Masks must be worn over the mouth and nose.
All patients and visitors are encouraged to perform hand hygiene.

Ambulatory Clinic Sites Include CTU's
One healthy visitor may accompany each patient.
Patient and visitor must follow screening process and wear mask to enter facility.

Emergency Department and Oncology Urgent Care
One healthy visitor may accompany each patient.
Patient and visitor must follow screening process and wear mask to enter facility.

Inpatient Visitation at UHealth Tower, Bascom Palmer Eye Institute and Sylvester Comprehensive Cancer
Daily visitation for two healthy visitors from 11:00 a.m. – 6:00 p.m.
Video conferencing (FaceTime, etc.) is encouraged to all other members of the family to visit virtually.
Visitation ends promptly at 6:00 p.m. and overnight visitation is not permitted unless approved by leadership.
Patients who have a surgical procedure that day and are transferred to their room after 6:00 p.m. will be allowed two visitors for 30-minute visitation.

COVID Positive Patients
Two visitors will be permitted between 11:00 a.m. and 6:00 p.m.
Visitors will check-in with screeners at the East lobby.
The visitor will be made aware of the risks associated with visiting COVID + patients.
The nurse for the patient will assist the visitors with the proper PPE instructions and escort them to the room.
Visitors must adhere to the infection control guidelines.
Visitors must wear personal protective equipment, including mask, eye protection, gown and gloves at all times.
Visitors must stay in the patient's room. When the visitor exits the patient's room, that will constitute the end of visitation for that day.
Visitor may not consume food or beverages while in the patient room.

Additional Accommodations will be Provided to Patients under the Florida Senate Bill 988, No Patient Left Alone Act (2022) if In-person Visitation is Suspended or Restricted
End-of-life situations.
A patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
A patient is making one or more major medical decisions.
A patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
A patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
A patient who used to talk and interact with others and is seldom speaking.
Pediatric patients.
Designated caregiver – Patient can designate one person who is a family member, friend, or guardian or another individual as an essential caregiver. The hospital must allow in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the provider.

UHealth has the right to restrict visitation for any reason related to infection prevention and control or if a visitor cannot follow the outlined policy. ALL patients, visitors and staff are required to wear a mask. If patient and/or visitor cannot comply with mask policy, they will be asked to leave.