

Family and Visitor Expectations

- One adult family member is welcome to visit a patient at any time, day or night. All other family members and visitors are welcome during the regular visiting hours of 9:00 AM – 9:00 PM. An adult must supervise any and all visiting children.
- All visitors should enter through main entrance. Our staff will give them a badge or sticker when they arrive.
- Visitors should not be under the influence of drugs or alcohol. They should not bring any medications or substances to patients.
- Visitors are expected to treat patients, visitors, and staff with respect. We will not tolerate violent, threatening, or disruptive behavior.
- Visitors must keep their noise level low to ensure a quiet healing environment.
- During cold and flu season, we recommend wearing masks when visiting patients and delaying visits if visitors feel sick or have symptoms (coughing, sneezing, etc.).
- Everyone is expected to clean their hands when entering and leaving patient rooms. This includes visitors and healthcare workers. If you did not see a member of your care team clean their hands, it's okay to ask.
- To keep the room as safe as possible and to prevent things from getting lost, please keep as few belongings as possible in the room.
- Visitors should not use patient restrooms.
- If patients need certain visitors restricted through security, they can fill out a form to give to the unit staff.
- Family members and visitors must follow all hospital policies and guidelines. Learn more at: UofMHealth.org/patient-visitor-guide/visitor-guidelines. We may limit visits or not allow visits for visitors who do not follow these policies.

Please scan this QR code and take a minute to answer some questions about your experience with communications about family and visitor expectations. Your feedback helps us understand what we're doing well and what we need to improve. Thank you for your time!

