

# Guidelines for Inpatient Visitors

Patient safety is our top priority. We understand the comfort that visitors provide for patients. Here are reminders to protect everyone's health.

**Visitors must wear a mask at all times, including in patient rooms. Visitors may not eat or drink in patient rooms. Visitors who do not follow the masking policy will be asked to leave.** This policy aligns with state of Illinois and Centers for Disease Control and Prevention guidelines.

To meet physical distancing requirements in our facilities, visitors may be restricted at specific locations or on certain units, or asked to wait in a public lobby or in their car. This will help reduce congestion in some areas and ensure the safety of our patients, visitors and staff.

## Visitor policies

- All visitors must be 18 or older. Exceptions will be made if a patient's parent is younger than 18.
- Inpatients may have **2 visitors** at a time during visiting hours.
  - Patients in semi-private rooms are allowed 1 visitor each.
  - Visiting hours are **10 am to 8 pm**.
  - After visiting hours, exceptions will be made based on compassionate care guidelines.
- Visitors must follow posted signage and staff instructions when visiting patients who are on isolation precautions.
- Inpatient waiting rooms are open. Visitors must follow physical distancing and masking requirements.
- We will screen visitors at the information desk and provide them with a visitor pass.

## Visiting in common areas

- Visiting in the cafeteria is not allowed due to physical distancing requirements.
- Visiting in the Enabling Garden is allowed with physical distancing.
- Visiting in the labyrinth is allowed with physical distancing.
- **No visiting is allowed in therapy gyms**, except for pre-arranged family education.

## Discharge and family education

- A family education visit will be scheduled before a patient is discharged from the hospital.
- Up to 2 family members and/or caregivers 18 or older may attend.
- The goal of the visit is to discuss the patient's home management plan and answer questions.

Our visitor policies are subject to change. Please visit [nm.org/visitors](https://www.northwesternmedicine.org/visitors) for current policies.