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PATIENT & CAREGIVER EDUCATION

# Visitor Policy Change

At MSK, we make every effort to provide a safe and welcoming environment for our patients and visitors. Please treat everyone with kindness, dignity, and respect.

Our Code of Conduct explains what we expect from patients and visitors at all MSK locations:

- Follow hospital health and safety rules. This includes rules for the entire hospital and rules for specific areas, such as in the Intensive Care Unit.
- Guns and other weapons are not allowed. If you're legally allowed to carry a gun, you must store your gun with our security team.
- Alcohol, illegal drugs, vaping, and smoking are not allowed.
- Taking photos and recording video are not allowed.
- Asking for money, selling tickets or merchandise, or handing out literature on behalf of any organization is not allowed.

## Visiting Patients at MSK

For adult patients, visitors must be at least 12 years old. [For pediatric patients](#), visitors can be as young as 8 years old.

## Mask Policy

Our patients are at high risk for infection. Visitors must wear masks:

- In all inpatient rooms, including Koch 5.
- In all areas of the Urgent Care Center, Clinical Decision Unit, and Symptom Care Clinics.

- In designated areas of the Pediatric Ambulatory Care Center.
- In all surgery and nonsurgical procedure areas, as well as imaging and radiation oncology locations at Memorial Hospital.
- If you were instructed by your healthcare provider to wear a mask.
- If you are directed by staff based on your symptoms.

You may choose to wear a mask in all outpatient areas, including:

- Hallways
- Lobbies (that do not have patient waiting areas)
- Elevators
- Pantries
- Gift shops
- Cafeterias

You can ask your provider to wear a mask at any time. Masks are available at our building entrances. You must wear the mask we give you.

## **Screening for COVID-19**

When visitors arrive at MSK, they will be screened for symptoms of COVID-19. Visitors will not be allowed to enter MSK if they are experiencing any of the following symptoms:

- Cough
- Breathing problems (such as shortness of breath or chest tightness)
- Muscle or body aches
- Fever above 100.4 °F (38 °C) or chills
- New loss of your sense of taste or smell

Additionally, people who have tested positive for COVID-19 are not allowed to visit MSK until they are symptom-free and it has been at least 10 days

since their initial positive test.

Read more detailed information below for visitors to [Memorial Hospital, inpatients, outpatients, surgery and procedure patients](#), and [pediatric patients](#).

## **Visitors to Memorial Hospital (Inpatient and Outpatient)**

- Visitors to Memorial Hospital should enter and check in at the main entrance at 1275 York Avenue.
- All visitors must show photo identification to register for a visitor pass.

## **Visitors to Inpatients**

- Visiting hours for adult inpatient hospital units, including the inpatient unit at the David H. Koch Center for Cancer Care, are from 8 a.m. to 8 p.m.
- Visiting hours for the Intensive Care Unit (ICU) at Memorial Hospital are from 11 a.m. to 6 p.m.
- During your hospital stay (including the ICU), you can have no more than 2 visitors at the bedside at a time. This important rule is a way to keep our patients and staff safe. If we see more than 2 visitors with you, they will be asked to leave and MSK may limit how many visitors you can have each day.

## **Visitors to Outpatients**

- Patients who have a healthcare provider appointment, bloodwork, infusion such as chemotherapy, radiation therapy, or radiology tests such as MRI, CT, PET scans, X-Rays, and nuclear medicine can have up to 2 visitors with them.
- Patients at the Symptom Care Clinics (SCCs), Urgent Care Center (UCC), and Clinical Decision Unit (CDU) can have 1 visitor.

# Visitors to Surgery and Procedure Patients

- Patients having a surgical, interventional radiology, or endoscopy procedure can have up to 2 visitors per day, but only 1 visitor can be with the patient at a time in the presurgical and recovery room areas. Visitors can wait in the lobby or cafeteria during the procedure and while 1 visitor is with the patient in the presurgical or recovery room area.
- Patients staying overnight as part of the Ambulatory Extended Recovery Program at Josie Robertson Surgery Center can have 1 visitor stay overnight with them.
- Visiting hours for the Intensive Care Unit (ICU) at Memorial Hospital are from 11 a.m. to 6 p.m. A patient in the ICU can have up to 4 registered visitors per day. Up to 2 visitors can be with the patient at a time.

# Visitors to Pediatric Patients

- Pediatric inpatients can have 1 caregiver with them around the clock. Up to 3 additional visitors, age 8 or older, are permitted during visiting hours (for a total of up to 3 visitors at the bedside a time). Visiting hours are 8 a.m. to 8 p.m.
- Pediatric inpatient caregivers can switch during visiting hours. Please talk to your care team before switching caregivers to ensure a smooth transition.
- Two caregivers are permitted to attend Pediatric Ambulatory Care Center (PACC) appointments.

*Updated March 28, 2024*

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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