

In-Patient Visitation Information

We believe that visitors can play a vital role in the healing process and enhance the well-being of our patients. Patients may choose who will and will not be permitted to visit them in the Hospital and may also communicate to Hospital staff any restrictions they would like to place on visitation. Patients may designate others to make visitation decisions on their behalf. The Hospital welcomes visitors without regard to age, race, color, ethnicity, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, or socioeconomic status. In order to promote a serene and healing environment for our patients, we ask that all visitors observe the following guidelines:

VISITING HOURS

24 hour visitation is allowed in all inpatient units, including the 5th floor Orthopedic Special Care Unit (OSCU) and Step Down Unit (SDU). Hospital policy permits each patient to receive **two visitors (14 years and older) at a time.** For our pediatric patients, the Hospital permits 24 hour visitation by parents, legal guardians or other appropriate adult companions. Upon request, sleeping accommodations are provided for one parent or designated adult companion to remain overnight with the pediatric patient.

Visiting hours for the recovery areas (Post Anesthesia Care Unit or PACU) on the 1st, 4th and 9th floors vary by location. Please refer to the reverse side of this guide for additional information. You can also ask your healthcare professional or a representative on each surgical floor for details.

VISITOR CODE OF CONDUCT

When visiting our patient care units, we ask that you follow the visitor code of conduct for the safety and well-being of our patients.

- 1.** Limit the number of visitors to two at a time for each patient.
- 2.** Plan on spending just a short time visiting. Although the visit is almost always welcome, it can be very tiring for the patient.
- 3.** Carry on a cheerful conversation in a soft voice.
- 4.** Please turn off your mobile phone while visiting.
- 5.** If the patient you are visiting is sharing a room, please be mindful of the other patient's privacy and need for quiet. Please note, semi-private rooms are not equipped to accommodate visitors wishing to spend the night.
- 6.** Do not visit if you are unwell, particularly if you have cold or flu-like symptoms, or if you have had a stomach upset in the last 48 hours.
- 7.** For the patient's safety, please do not assist patients out of bed. Contact a nearby clinical staff member and he/she will be available to attend to the patient's needs.

The Hospital may restrict visitation for a patient based on clinical or other reasons that might interfere with patient care.

Thank you for helping us maintain a healing environment for our patients at Hospital for Special Surgery.

Recovery Area Visitation Information

We respectfully request that only one visitor accompany you on the day of surgery. We will ask additional visitors to wait in our main lobby.

To ensure the safety, comfort and privacy of all the patients in the Recovery Area, we ask that everyone follow these guidelines:

- Patient/Nurse Liaisons must accompany you to the Recovery Area (PACU) during all visits.
- One visitor is permitted at the patient's bedside for each scheduled time. For pediatric patients, both parents/guardians are permitted.
- Food, drinks, flowers and gifts are NOT permitted in the Recovery Area (PACU).
- Cell phones must be OFF while in the Recovery Area (PACU) to prevent any interference with medical equipment.
- For our pediatric patients, the Hospital permits one parent or other designated adult companion to stay overnight with the patient.
- Children under 14 are not permitted in the Recovery Areas.

4th Floor Recovery Area (PACU) Visiting Hours:

Visits are 15 minutes in length and take place at 11:30AM, 2:00PM, 4:00PM, 6:00PM, 8:00PM
There is also a 9:00AM visiting time for patients staying overnight in the 4th Floor Recovery Area/
PACU.

1st and 9th Floor Recovery Area Visiting Times:

Please ask the Patient Liaison on each surgical floor for details.

24-hour Patient Information: 212.606.1377

Patient & Family Atrium Phone Numbers:

- 1st Floor: 646.797.8301
- 4th Floor: 212.774.2201
- 9th Floor: 212.774.2179