April 24, 2020

Dear patients and families,

Thank you for choosing UCLA Health for your health care needs. We are committed to protecting the safety of patients, staff, faculty, students, trainees, and the general public while maintaining high-quality care at our hospitals in Westwood and Santa Monica and our clinics across the region.

In order to maintain a safe environment during these extraordinary times, we have implemented visitor restrictions due to the COVID-19 pandemic at UCLA Health Ronald Reagan and Santa Monica Medical Centers and Resnick Neuropsychiatric Hospital.

At UCLA Health, we practice universal masking. Upon arrival, visitors will be screened and given a face covering (if needed) when entering the hospital. It is expected that the visitor will keep their face covered during the duration of their visit.

In all cases:

- Visitors presenting with visible signs or screened for fever and cough will be turned away.

- All visitors allowed access to the hospital must wear a designated name tag that must remain visible at all times.

- Visitation must be for a short amount of time, as appropriate, and based on urgent health, legal or other issues that cannot wait until later.

- Access points to the hospital will be restricted to the main entrances of the Ronald Reagan UCLA Medical Center and UCLA Medical Center, Santa Monica.

Visitors will no longer be permitted except for the following:

- One family member of a patient who, in the judgment of the provider team, is nearing the end of life.

- One support person or supported decision-maker for patients with developmental disabilities, delirium and/or dementia who require assistance, or special circumstances as approved by Unit Director.
• One support person who must receive specialized training on how to care for a patient after discharge (i.e. suctioning on a home vent).

• One family member and/or legal advisor to update a patient’s will/other legal papers or for a scheduled meeting to discuss goals of care.

• One family member or visitor may accompany a patient reporting for surgery/procedure. The visitor will be directed to the surgical waiting room. Surgeons/surgical/procedure team member will provide updates via telephone. After the completion of the surgery/procedure, visitor will leave the facility unless meeting one of the exceptions above.

The unit or department director or administrative nursing supervisor will evaluate unique situations that may arise.

The visitor restrictions below apply to UCLA Mattel Children’s Hospital and Obstetrics’ Services:

Visitors in the Labor and Delivery Unit at UCLA Health locations are limited to one support person during the delivery and postpartum period.

• Please note that doulas are considered support persons, not health care workers.
• A support person with fever, cough or other flu-like symptoms will not be allowed to remain with the laboring mother.

Additional information on the visitor guidelines for UCLA Health Obstetrics and the UCLA Mattel Children’s Hospital can be located here.

Restrictions are also in place for emergency department visitors:

• One adult visitor will be allowed into the waiting room for adult emergency department patients who are frail, elderly, dependent or are unable to provide a medical history.
• Children under the age of 18 (with the exception of pediatric patients) will not be permitted in the emergency department.
  o Pediatric patient siblings are an exception (with the understanding the parent will need to make alternate childcare arrangements as soon as possible).
• One adult accompanying a minor will be allowed into the treatment areas of the emergency department.
We appreciate your understanding and cooperation.

We recommend using FaceTime, Skype or the phone in your room to connect with and update your loved ones who cannot visit during your stay.

If you have questions or need additional information, please call our Office of Patient Experience at (310) 267-9113.

For additional information, please visit uclahealth.org/coronavirus.

Sincerely,

**Johnese Spisso, MPA**  
President, UCLA Health  
CEO, UCLA Hospital System

**Robert Cherry, MD, MS, FACS, FACHE**  
Chief Medical and Quality Officer