UCLA Health

June 12, 2020

Dear patients and families,

Thank you for choosing UCLA Health for your health care needs. As we continue to navigate the COVID-19 pandemic, we are committed to maintaining the safety of our patients, their families and our health care professionals and staff.

We are pleased to announce that with our universal masking policy and temperature and symptom screening protocol in place for everyone who enters our hospitals and clinics, we can safely remove some of our previous visitation restrictions. While we recognize that all of us must remain vigilant with face covering, physical distancing and hand washing, we value the importance of our patients' families and friends in the healing process. New guidelines have been put in place so that ***all patients can now begin receiving one visitor a day between the hours of 8 am and 9 pm****.

Please remember:

- Any visitor presenting with visible signs and symptoms, including fever or cough, will be not be permitted to enter the facility.
- Visitors must present to the hospital information desk to receive a UCLA Health supplied identification badge that must remain visible at all times.
- Guests **must** wear face masks, practice hand hygiene when entering and exiting the building, and physical distancing in all areas especially the patient's room.
- Please know that there may be times when you will be asked to adjust your visit based on the individual patient care needs.
- Tablets are available in each patient room and can be used for virtual visits. Our staff are available to assist you.
- All clinic patients and visitors may have access to the dining commons.

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
Associate Vice Chancellor, UCLA Health Sciences

*With the exception of COVID-positive patients and the cancer and chemotherapy units.