March 17, 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 are implementing new visitor restrictions at UCLA Health Ronald Reagan and Santa Monica Medical Centers and Resnick Neuropsychiatric Hospital.

**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.
- Anyone who is legally authorized to make a decision for a patient or a surrogate decision-maker.
- One support person for patients with developmental disabilities who require assistance.
- One support person for patients who have delirium and/or dementia.
- One support person who must be trained on how to care for a patient after discharge or who is necessary to help a patient return home (i.e. drivers).
- One family member and/or legal advisor to update a patient’s will or other legal papers.
- One family member or visitor may accompany a patient reporting for surgery. The visitor will be directed to the surgical waiting room.

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

**In all cases:**

- Visitors presenting with visible signs of fever and cough will be turned away.
- 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.
These restrictions also apply to UCLA Mattel Children’s Hospital and Obstetrics’ Services.

**In addition, visitors will no longer be permitted except for the following:**

- One parent/caregiver permitted at the bedside for admitted pediatric patients. The patient caregiver is permitted to stay overnight.

- One support person permitted at the bedside for women in labor.

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.

We appreciate your understanding and cooperation.

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