

## Update to the Modified Visitor Policy at United Regional (includes the Hospital, Emergency Department, URPG Clinics and CarePlus Walk-in Clinic)

United Regional will continue to modify its visitor policy as needed, adapting accordingly to protect the health of our patients, visitors, staff, and community - and to prevent the potential spread of Coronavirus Disease 2019 (COVID-19). Effective **Monday, November 15, 2021...**

### Visiting Schedule

- **Hospital visitation hours:** 7 a.m. to 9 p.m., 7 days per week
- **URPG Clinic hours:** Monday – Friday, 7:30 a.m. to 5 p.m.
- **CarePlus Walk-in Clinic hours:**
  - Barnett Road Medical Building: 7:30 a.m. to 7 p.m., 7 days per week
  - Burkburnett: Temporarily closed, effective August 27, 2021.

### What You Need to Know Before Visiting

- Designated entry points to the Hospital will be at United Regional's Bridwell Tower and Emergency Department. There are two designated entry points at the Barnett Road Medical Building: Entrance A (near CarePlus Walk-in Clinic) and Entrance C (at Family Medicine). There is one entry point at other URPG Clinic locations.
- All visitors (including outpatients, vendors and contractors) will go through a brief screening process to include a temperature check and questions re: symptoms and potential exposure.
- Those cleared through the screening process will receive a color-coded wristband, which must be worn and visible throughout the hospital and clinics.
- System-wide, visitation will be limited to two visitors per non-COVID patient, of which one visitor may be under the age of 18. The minor must be accompanied by an adult (18 years or older) visitor, and all visitors two years of age or older must wear a properly fitting mask. Staff may not have visitors at this time.
- Patients in isolation who are under investigation or positive for COVID-19 are allowed up to two adult visitors (18 years or older) per day. Visitors must arrive together. **Visitation hours are from 1 - 3 p.m., 7 days a week.** Once a visitor leaves the patient's room, he or she must exit the hospital immediately and cannot return that day. If the patient is a minor, the minor will be allowed to have two parents/guardians with them. These visitors will be required to wear personal protective equipment in the patient's room. Personal belongings may be dropped off at screening locations, however no outside food is allowed.
- For patients who are in isolation for other reasons, visitation will be limited to two adult (18 years or older) visitors per patient. These visitors will be required to wear personal protective equipment in the patient's room.
- Any visitors (unless seeking medical attention) who are sick or do not meet screening criteria will be asked to leave the facility and instructed on how to seek medical attention (i.e., by conducting a virtual visit through [MyChart](#); visiting the CarePlus Walk-in Clinic at 4327 Barnett Road, Entry A; or calling their health care provider).
- Age restrictions do not apply to visitors 18 and under who present in the Emergency Department or CarePlus (as the patient or with a patient).

There will be very limited case-by-case exceptions to this policy (regarding number of visitors) for areas such as Pediatrics and Labor & Delivery and for such situations as end-of-life care. Please know, United Regional is committed to our patients, visitors, staff and community. We are working diligently to ensure the highest level of health, and health care, for all. Thank you for your cooperation during this time, and thank you for entrusting us with the care of your loved ones.