The guidelines below apply to City and County of SF, UCSF, and first responder and emergency personnel, volunteers and students.

The guidelines below may change and apply to personnel of the City and County of SF, UCSF, first responders, volunteers and students.

**Inpatient Visitation**
- Visiting hours: **Monday-Sunday 10:00AM-8:00PM**
- No overnight visits.
- **General & ICU:** Four (4) healthy visitors at a time.
- **Psychiatry:** Visitation may be arranged with treatment team.

**Outpatient Visitation**
- Visitors are not permitted.
- Compassionate exceptions apply.

**Emergency Department Visitation**
- Adults may have one (1) healthy visitor
- Pediatrics may have two (2) healthy visitors

**Skilled Nursing Visitation – 4A**
- Visitation is permitted **7 days a week 12PM-5PM.**
- Maximum of two (2) healthy adults and one (1) healthy child per resident per day.
- Visits are limited to one (1) hour.

### Compassionate Exceptions

<table>
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<tr>
<th>Category</th>
<th>ED/Outpatient Details</th>
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| Pediatrics                | **ED:** Two (2) parents/guardians  
|                           | **Outpatient:** One (1) parent/guardian to accompany patient to their appointment.  |
| End of Life               | Four (4) visitors at a time.                                                        |
| Labor                     | Up to four (4) visitors at a time (includes antepartum and postpartum)              |
| Mobility Support          | Outpatient only: One (1) visitor to accompany patient to their appointment.          |
| Dependent Patient Support | Patients with psychosocial, intellectual, developmental, or cognitive disabilities who rely on in-person support at home for medically necessary care.  
|                           | **ED:** One (1) in-person support  
|                           | **Outpatient:** Two (2) in-person support to accompany patient to their appointment.  |
| Same Day Surgeries        | Adults: One (1) visitor; Pediatrics Two (2) visitors.                                 |
| Communication and Cognitive Assistance | The presence of a support person is to facilitate communication and/or provide additional information regarding the patient’s condition and/or history. The support person may accompany the patient until adequate information and support is obtained. The presence of this support person does not replace a qualified interpreter.  
|                           | **ED:** One (1) support person is allowed access in the Emergency Department.  
|                           | **Outpatient:** Two (2) support persons can accompany patient to their appointment.  |
We understand the importance of social connections and healing. To stay connected with your loved one, we have support programs in place. For questions, call The Office of Patient Experience (628) 206-5176.

**Video Visits**

We encourage you to use Face Time, Skype or other video platforms to visit with your loved one. If the patient doesn’t have a device, tablets are available in the hospital. Just ask the patients’ nurse.

**Spiritual Care**

We are here for you and your loved one in these times of emotional stress. Please let a member of the healthcare team know if you and/or the patient would like a phone call from our spiritual care team.

**Meet My Loved One**

Although you may be unable to be with your loved one, we want to provide personalized, supportive, and compassionate care for them as if you were at the bedside. You can complete the “Meet My Loved One” questionnaire to share what you want us to know about the patient and their needs. For a copy, ask the Patient Experience team in the main lobby.

**Healing and Encouragement Notes for Patients**

If you wish to send the patient a note or a photo that can be posted in their room, we will make sure it gets to your loved one. Please send the photo or note as an email to dph-patientexperience@sfdph.org and include your contact information along with the patient’s name.