Froedtert South's current visiting policy includes the following guidelines, with the understanding that all visitors wear masks and fulfill other expectations mentioned later in this message:

- For **hospitalized patients**: Up to two adult visitors per day with the exception of COVID-19 confirmed or suspected patients for which visitation is addressed on a case-by-case basis.
- For **Emergency Department patients**: One adult visitor for adult patients and up to two parents/guardians for pediatric patients.
- For **The Birthing Inn (i.e. obstetrical) patients**: One designated adult support person for the duration of the patient’s stay.
- For **Surgery, GI Lab, and other procedural patients**: One support person for the adult patient and up to two parents/guardians for pediatric patients.
- For **Clinic and Dialysis patients**: One adult visitor as needed to assist the patient.
- For **Cancer Center patients**: One adult visitor as approved on a case-by-case basis.
- For **Lab and Radiology patients**: One adult visitor as needed to assist the patient or to accompany a patient having an obstetrical-related (OB) ultrasound.

Like most facilities, we require that masks be worn while inside the hospital or clinic and that visitors follow hand sanitation/hand washing guidelines based on CDC recommendations. Though it is expected that visitors go directly to the patient’s location and remain there throughout the visit, if a visitor must eat while on-site, social distancing of at least six feet is expected when the mask is not being worn.

We continue to verbally screen and perform a temperature check on all visitors and, as we have done this since the beginning of the pandemic, we ask that people not attempt to visit if they have any of the following symptoms:

- Elevated body temperature/fever
- Shortness of breath
- Loss of taste
- Nausea
- Sore throat
- Chills
- Loss of smell
- Diarrhea
- Cough, congestion, runny nose
- Body aches
- Fatigue
- Vomiting

In general, our goal is to provide a safe environment from every perspective for our patients, visitors, and staff. Even though a variety of restrictions must be in place to do so, particularly at this time to help prevent the spread of COVID-19, we also understand the important role that remaining connected and supported plays in promoting the healing and general wellbeing of our patients and their loved ones. Besides the actual visiting, we strongly encourage and facilitate, to the degree that we can, patients connecting with family and friends by phone and through other means of technology. In spite of our best intentions, however, because of the potential change in any variable that impacts the visiting practices in our facilities, including compliance with the guidelines and the state of health of our community, these guidelines are subject to change at any time.

As with most if not all guidelines, exceptions are made on a case-by-case basis dependent upon circumstances. The balancing of priorities with any patient’s care, including the portion of that care that involves the family/loved ones, creates the need for such exceptions. Though it is difficult and at times not reasonably possible to fulfill the requests of everyone who would like an exception made, we do our best to do what we can as we keep the patient and his/her health at the center of the decision-making.