

VISITING RULES

ICU & 2AB



Updated 5/17/2023

VISITING HOURS

Monday–Friday: 10AM to 8PM | **Saturday–Sunday:** 10AM to 4PM

TO SPEAK TO A PATIENT BY PHONE: **ICU:** (650) 573-2360 | **2A:** (650) 573-2455 | **2AB:** (650) 573-2375

IMPORTANT INFORMATION FOR ALL VISITORS

- **Do not visit if you are sick**—please come back when you no longer have symptoms.
- **Visitors (including children over age 2) must follow all rules at all times** when inside the hospital. Masks are strongly recommended even if you are fully vaccinated.
- Visitors who do not follow these Visiting Rules will be asked to leave and/or may not be permitted to visit in the future.

WHEN YOU ARRIVE AT THE HOSPITAL

- Please check-in with a greeter at the entrance when you walk in. They will direct you to the nursing unit.
» *Greeters will be wearing a white collared shirt and gray vest.*
- Masks are available upon request at the entrances. If you are asked to wear a mask for any reason, please keep it on during your visit.
- Wash your hands using alcohol-based hand rub.

WHILE YOU'RE VISITING

- Masks are recommended and visitors should stay 3 feet apart from each other.
» *If social distancing isn't possible, you may be asked to take turns visiting in the patient room.*
- **ICU:** No children under the age of 12.
- **2AB:** children must follow all infection control rules and stay at their guardian's side.
- **Patients in isolation:** before entering the patient's room, visitors must wear all required PPE (personal protective equipment) provided by staff and wash hands using alcohol-based hand rub.
» *No children under age 2 may visit droplet/airborne/novel isolation rooms.*

Exceptions to these rules will be made for end-of-life or compassionate care situations. This will be decided by San Mateo Medical Center staff when needed.