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.