

# Maternity Services Visitor Guidelines



**We are honored that you chose NCH for your care. It is our goal to make this a four star experience for you and your family. If you have a question during your stay or a special request, please speak to your nurse or ask to speak to the person in charge.**

**General Information:** There are no set visiting hours for the Labor and Delivery and Women and Infants Units. Our focus is to provide care that is family centered. Anyone may visit you (with your permission) as long as they are healthy and feeling well. Please let your visitors know that they should not come to the hospital if they do not feel well (for example, illness such as a cold, fever, diarrhea, or sore throat). Visitors may be asked to step out of your room for your privacy while we are taking care of you. To protect our patient's confidentiality, no waiting is allowed in our hallways. A waiting room is provided outside our security doors. We ask that the rest of your family members wait in the waiting area until after you get settled in your room. Visitors must also wash their hands before and after holding the baby.

Please consider the noise level when visitors are in your room. The hospital is a healing environment and staff may respectfully limit the numbers of visitors if the noise level becomes unacceptable.

We are unable to release information regarding your condition to visitors and will ask that you speak to them directly. If your infant should need to be cared for in our exceptional Neonatal Intensive Care nursery, the NICU staff will support the best and safest environment for family bonding.

You may use your cell phone in our labor rooms as long as it is 3 feet away from your monitors. Cell phones may not be used in the cesarean section Operating Room. However, cell phones can be used anywhere on the Mother/Baby Unit. Videotaping is not allowed during the delivery of the baby. After delivery, once you and your baby are stable, your delivery team will let you know when you can start videotaping.

**Father or primary visitor:** You can choose one adult to be your primary visitor. Since the unit is accessed through our security doors only, please do not allow strangers to follow you through the security doors when you are buzzed in.

The primary adult visitor may visit at any time and may also spend the night. All overnight visitors must be appropriately clothed at all times. Please note that for the safety of your children and our other patients, children may not spend the night. Your significant other may use the patient's bathroom. A visitor bathroom is located in the family waiting area.

**Children:** Siblings and other children may visit as long as he or she is free from illness such as a runny nose, diarrhea, fever or cough. Children must be under the careful watch of an adult (not the patient) during the entire visit.

**For more information, visit [nchbaby.org](http://nchbaby.org).**