



Change in Visitor Policy During the COVID-19 Outbreak

New restrictions regarding visitors, beginning Monday, March 16, 2020

Your health and well-being while visiting Thorek Memorial and Methodist Hospital our top priority. In an effort to protect patients and the community, we have updated our visitor policy.

Effective immediately and until further notice, we are not allowing visitors in most of our inpatient and outpatient areas

We understand this change will represent a significant hardship for both patients and families. This was a difficult decision, but one we feel is critically important to protect the patients who have entrusted us with their care, their families, our staff and the communities we serve. We want to assure you that it is safe to visit us for your scheduled appointments and procedures.

We know the importance of loved ones being a part of the healing process. We will support and encourage inpatients to connect with family and friends by phone and through other technology, such as FaceTime or Skype. The following changes have been implemented across the hospitals:

- No one under the age of 12 may visit.
- No visitors will be allowed in adult inpatient units Please note these exceptions:
 - Critically ill/end of life patients – the numbers visitors will be managed by the care team
 - Hospice
- Adult patients undergoing surgery may have one visitor for the duration of the procedure.
- All visitors will be screened at the information desk nearest to their point of entry to the medical center. Visitors who have flu-like symptoms should not visit patients.

Changes to the visitor policy at our outpatient clinics are as follows:

- Patients in our outpatient clinics may have one support person.

- Patients having outpatient surgery may have one support person.
- Emergency Department patients may have one support person.
- No one under the age of 12 will be allowed as a support person.
- All visitors will be screened at the information desk nearest to their point of entry to the medical center. Visitors who have flu-like symptoms should not visit patients.

Thank you for understanding and cooperating with these changes. If you have any questions or contact us at 773-975-6722. For additional information, please visit us at www.thorek.org, or www.methodistchicago.org.