Hospital news release template and social media messages

**DRAFT – 7-13-21**

\_\_\_\_\_\_\_ Hospital is adjusting visitation and access guidelines to ensure the safety of patients, visitors and staff, encourage involvement of a patient’s family or support partners, and provide an atmosphere that enables healing and recovery.

[Spokesperson quote]

“The new policies are based on lessons learned during the pandemic, when we restricted visitation to reduce the risk of infection to patients, staff and the community. We saw clear benefits from having fewer people in the hospital, such as more restful, quiet hours for patients, improved security, and increased staff productivity. But we also know that patients benefit from the presence of loved ones.”

[Optional if such a distinction is made in the policy.]

The new policies distinguish between social visitors and designated family members or others who are more actively engaged with the care team. Social visitors may visit during open visitation hours. Family members or others who are involved in the patient’s admission, treatment, discharge and transition to home or another care site often need to be available to the patient and staff more often.

The following general visitation policies will be effective \_\_\_\_\_\_\_\_\_.

* Open visitation hours are \_\_\_\_\_\_\_\_\_\_\_\_.
* No more than \_\_\_\_ visitor(s) may be in a patient’s room at one time.
* Social visits should be limited to \_\_\_\_\_ minutes.
* Visitors must be at least \_\_\_\_\_ years old.
* Visitors should use designated parking and facility entrances, which have clear signage.

Different policies exist for some areas, such as intensive care, critical care and emergency departments, and for patients who are COVID-19 positive or require isolation. Please visit our website (LINK) for more detailed information.

“We will continue to monitor COVID-19 and guidance from health officials regarding hospital access during the duration of the pandemic,” said \_\_\_\_\_\_\_\_\_\_.

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Social media messages

* Welcome back! If you’re planning to visit our hospital, please review our new visitation guidelines. (link)
* Know before you go. \_\_\_\_\_ Hospital has updated patient visitation guidelines.
* We’re ready for a visit when you are. Check out our updated visitation guidelines at \_\_\_\_\_\_.