

March 25, 2020

Dear NICU Parents,

During this time of concern for COVID-19, we want you to know we're doing our best to keep your baby safe while in the Neonatal Intensive Care Unit (NICU).

In addition to our careful handwashing and cleaning, our caregivers are taking extra care to limit contacts when not at work; stay home if not feeling well in any way; and use a face mask at all times while in the hospital.

We'll keep you informed of changes to visiting as soon as possible. For now, we're asking you to help by doing the following:

1. Limit visits to one time a day for up to two hours per banded adult. Only one adult may be at a bedside at a time. We ask that you do not leave and return during this time period. For mothers whose infants are feeding at the breast and for special circumstances, exceptions may be made on a case-by-case basis.
2. Plan your visit during the hours of 6 am to 7 pm, and enter through the hospital's main entrance.
3. If both banded adults plan to arrive at the hospital at the same time, please call the front desk to reserve a seat in our waiting area. If all seats have been reserved, the second banded patient will be asked to wait outside the hospital.
4. When entering the hospital, answer the screening questions.
5. Have your temperature taken before entering to see your baby. Temperature must be less than 99.9 F or 37.8 C.
6. While in the hospital, always wear a face mask.
7. Clean hands regularly as instructed.

Our team will maximize NICVIEW camera use and work to increase phone usage. We're exploring apps and other options for improved communications during this difficult time.