

Patient and Visitor Guidelines

Texas Health is committed to keeping patients, visitors, and care team members safe. Our visitation guidelines aim to protect our patients and staff, while providing a safe environment for all.

Visitors Must

- Be at least 16 years old
- Pass COVID-19 screening upon entry to the facility
- Keep a safe distance from others
- Follow all hospital staff instruction
- Practice good handwashing
- Wear the hospital-provided face mask and wristband at all times



Visiting Hours | 7 a.m. – 7 p.m.

Unless noted in the guidelines below.

Non-COVID-19 Patient Visitation Guidelines

Behavioral Health: No visitors.

Emergency Department: 1 support person may be allowed in the treatment area. Visitor must stay with patient and is not allowed to sit in waiting room. No restrictions on visiting hours.

Inpatients (includes ICU and Postpartum): 1 visitor or support person, who meets COVID-19 screening criteria.

Labor & Delivery: 1 support person per day and a doula who passes COVID-19 screening.

Neonatal ICU (NICU): 2 parent(s)/guardian(s) per patient may be allowed. If parent(s)/guardian(s) are not able to visit, they may designate 1 visitor per patient who passes COVID-19 screening. Exceptions may be considered for special circumstances.*

Check with nurse manager or nurse manager designee for visiting hours.

Outpatient Services: 1 visitor may be allowed dependent on facility space availability.

Patients with Disability or Impairment: 1 support person per patient may be allowed. No restrictions on visiting hours.

COVID-19 Patients (Positive or Suspected Positive) Visitation Guidelines

Visitors must meet the criteria below.



- Pass the COVID-19 screening.
- Limit personal items to 1 bag and cellphone.
- No food or drinks allowed in the patient's room.
- Stay in patient's room at all times.
- Wear hospital-provided PPE and face mask at all times.
- Follow all hospital staff instructions.
- **Inpatients (includes ICU and Postpartum):** 1 visitor may stay up to 2 hours during normal visiting hours once per day.
- **Labor & Delivery:** 1 support person or visitor may be allowed for delivery only or up to 2 hours (whichever is longer). No doula is allowed.
- **NICU:** 2 parent(s)/guardian(s) per patient may be allowed. If parent(s)/guardian(s) are not able to visit, they may designate 1 visitor who passes COVID-19 screening. Exceptions may be considered for special circumstances.* Check with nurse manager or nurse manager designee for visiting hours.
- **Emergency Department:** 1 visitor may be allowed dependent on facility space availability. No restrictions on visiting hours.
- **Outpatient Services:** 1 visitor may be allowed only if the patient has their own room where the visitor may remain at all times. No restrictions on visiting hours.
- If the patient's attending physician determined that it is unsafe for a patient to have visitors, we will continue to provide and support the use of virtual tools for visitation and daily patient updates for families.