Frequently Asked Questions
About the Nemours Visitor Policy

Updated 6/19/2020

For Inpatient Admissions and Emergency Department Visits at Nemours/Alfred I. duPont Hospital for Children

We are asking families of children who have been admitted to our hospital to name up to two healthy parents/caregivers to be the patient’s approved visitors for the full hospital stay. Only these people may visit. All others, including siblings, may not come into the hospital. In rare circumstances, exceptions to these guidelines are possible. While two designated caregivers are allowed at the bedside, only one caregiver is permitted in the procedure and surgery waiting areas due to physical space limitations. During your time at the hospital, please maintain proper social distancing (stay at least 6 feet away from other people). Limiting visits to the Café and Einsteins/Jazzmans coffee kiosks will help to support this important safety measure.

For Outpatient Visits to Urgent Care, Specialty Care and Primary Care Offices and for Procedure or Surgery Waiting Areas

To ensure proper social distancing in these compact spaces, we will continue to allow only one healthy parent or caregiver to accompany a patient. Siblings and other family or friends may not be at these visits.

Q. Why are these visitor restrictions necessary?
A. The safety of our patients, their families and our associates is Nemours’ top priority. To prevent the spread of COVID-19 and to protect the health of everyone in our facilities we have instituted these temporary visitor restrictions. Social distancing (maintaining a distance of at least 6 feet between people), masking and good hand hygiene are the best ways to prevent the virus from spreading.

Q. Can the designated caregivers alternate with another designated caregiver?
A. No, the designated caregivers must be the same two people throughout the child’s stay in the hospital. The only exception would be if one of the designated caregivers becomes ill or is unable to be at the bedside with the child.
Q. How can other family members and friends stay in touch with the child?
A. The designated caregivers may use their own mobile phone or other smart device to help family members and friends stay in touch with the child through virtual visits using phone calls or video chat. Nemours welcomes the use of technology to help patients and families stay connected. We ask families to respect the privacy of other patients and families by not photographing them. We also ask families to not photograph staff without their consent.

Q. If I am not one of the designated caregivers, can I still participate in medical rounds?
A. As a patient-centered hospital, we know how important family members are to the care of our patients. Family members who are not at the bedside are welcome to join patient rounds (where their child’s care will be discussed by the medical team) by phone.

Q. How can I stay in touch with my child’s medical team?
A. Nemours doctors and nurses are available to speak with family 24/7. You may contact your child’s care team by calling your child’s unit. To allow our medical staff to focus on the care of your child, we ask that families designate a person or two to communicate with the medical team on behalf of the rest of the family, then send updates to other family members.

Q. May caregivers leave their child’s room to visit other parts of the hospital on their own?
A. No, we ask that you remain in your child’s room unless you are leaving the building.

Q. How can parents/caregivers get meals for themselves?
A. Nemours’ Nutrition Services will provide Guest Trays for each designated caregiver between the hours of 7 a.m. and 7 p.m. You may request up to three meals per day, per person (breakfast, lunch and dinner) at no cost to the caregiver. Please place your meal order the same way you do for your child, at the same time, if possible, by calling Dining Services at (302) 651-6325 or dialing 53-6325 on the phone in your child’s room. We encourage you to use the hospital food service rather than order food through outside vendors. Additional Guest Trays and à la carte add-ons are available upon request and are charged as follows:

   Entrée: $3 | Sides or Desserts: $2 | Beverages: $1

Q. How can I get laundry done if I am here for a long time?
A. Many Nemours units have a laundry room available to patient families by appointment. Please talk with your child’s nurse or the Charge Nurse on your child’s unit to schedule a time to do your laundry. For those whose child is on a unit with no laundry facility, please use the Family Resource Center laundry facility. The Family Resource Center laundry facility is available 9 a.m. to 3 p.m., with the last laundry start time being 1:30 p.m.
Please call the Family Resource Center at (302) 651-4206 before leaving your child’s room so we can make sure there are washers and dryers available for you to use.

Q. What if I need to leave the hospital and return?
A. That is not a problem. When you return, you will be screened at the entrance. To help ensure you remain healthy while outside the hospital we encourage you to maintain appropriate social distancing, wear a mask and wash your hands frequently with soap, for at least 20 seconds each time.

Q. What if my child has to leave his or her room for a test or procedure?
A. One parent or caregiver may accompany your child. Please wear a mask when you accompany your child outside their room and stay with your child throughout the test or procedure.

Q. Who can I turn to for emotional support during my child’s inpatient stay?
A. We encourage you to reach out to your social worker or a member of our Pastoral Care team for support. Your child’s nurse will gladly connect you with a social worker or spiritual care provider at any time. Our Child Life and Creative Arts Therapy teams can help you and your child cope with hospitalization by creating fun and engaging play and therapeutic experiences. We are all here to help you through your child’s hospitalization.

Q. Can the designated caregiver be someone who is not a legal guardian?
A. Yes, as long as all legal guardians agree to that person being the designated caregiver. Legal guardians need to remain available by phone in case the medical team needs important information or additional consents for treatment.

Q. Do these guidelines apply to visits at Nemours outpatient clinics and in the surgery area?
A. No, the guidelines for other Nemours areas are different. Due to the physical layout of our outpatient areas and surgery waiting rooms, there is less room to accommodate appropriate social distancing. For this reason, Nemours limits visitation to these areas to one healthy parent or caregiver per patient. Other family, including siblings, are not permitted.

Q. What options are available to allow an additional parent or caregiver to participate in discussions with a child’s doctor?
A. We are happy to include the second parent or another caregiver in discussions. The parent or caregiver who is physically present may use their phone to include others via a phone call, video chat or through Nemours CareConnect, our telehealth app that allows a live video visit.