Visitor Guidelines
Important information when visiting patients

Our goal is to ensure our hospitals continue to be a safe place to receive care. We are following new guidelines and want you to be aware of those important changes.

NEW VISITOR HOURS
While our emergency department is open 24 hours, visitors will now be guided to enter our hospitals' main entrances during the following hours:

- The Children’s Hospital of San Antonio 10:00 a.m. to 8:00 p.m.
- CHRISTUS Santa Rosa Hospital – Alamo Heights 5:00 a.m. to 7:00 p.m.
- CHRISTUS Santa Rosa Hospital – Medical Center 5:00 a.m. to 7:00 p.m.
- CHRISTUS Santa Rosa Hospital – New Braunfels 5:00 a.m. to 7:00 p.m.
- CHRISTUS Santa Rosa Hospital – Westover Hills 5:00 a.m. to 7:00 p.m.

VISITOR LIMITATIONS
To limit the risk of exposure to our patients, visitors, Associates, physicians and volunteers, there are limitations in the number of visitors per patients.

- Isolation Patients: 1 Visitor
- Medical-Surgery Patients: 1 Visitor
- Same Day Procedure: 1 Visitor
- Critical Care: 1 Visitor
- Labor and Delivery: 1 Support + 1 Visitor
- Pediatrics: 1 Support + 1 Visitor
- NICU: Parents Only

VISITOR SCREENINGS
For the safety and health of the community and our ministry, CHRISTUS Santa Rosa is currently screening all visitors at our hospitals to help reduce the risk of infectious disease transmission among our patients, Associates and guests.

This approach is in line with current precautions regarding the spread of these types of diseases, and not meant to alarm anyone, but to protect all of us. We will ask visitors the following questions about their travel and health:

1. Have you traveled to any of the identified risk areas in the last two weeks?
2. Are you experiencing any of the following symptoms?
   a. Fever
   b. Cough
   c. Sore Throat
d. Shortness of breath
e. Runny Nose