

March 25, 2020

Dear Huntsman Cancer Institute patients and visitors,

In order to keep our patients, visitors, providers, and staff safe, Huntsman Cancer Institute (HCI) is taking protective measures against the spread of COVID-19 (coronavirus). These measures follow guidelines from the Centers for Disease Control (CDC) and Utah Department of Health.

At this time, **no visitors (i.e. family, companion) will be allowed** in the HCI cancer hospital.

The decision outlined in this letter was extremely difficult to make, but one we felt was necessary as part of our commitment to keep our patients, staff, and providers safe during the extraordinary circumstances presented by COVID-19.

Visitors may be in HCI's outpatient clinics, inpatient rooms, and other areas **only under the following circumstances:**

**End of Life Treatment or Care:**

- 2 visitors only at a time; visitors will have a one-hour time limit, with the exception that 1 partner/support person can remain for the duration of the individual passing.
- No entry is allowed for any person who is suspected of having COVID-19 or has received a positive COVID-19 test.

**1 Visitor Will Be Allowed Under the Following Circumstances:**

- Patients with **disruptive behavior**, in which a family member is key to their care.
- Patients who have **altered mental status or developmental delays** (where caregiver provides safety/information).
- All patients who are **minors** (under age 18)
- No entry is allowed for any individual suspected of COVID-19 or has received a positive COVID-19 test.

We understand this is a significant adjustment, and we stand ready with staff available to assist; for example, by transporting patients within the building, and connecting patients with family during appointments using smart devices.

**We understand many of our patients need to be driven to their appointments.** We are asking that drivers wait in the car during the patient's appointment or return later to pick them up.

If you have COVID-19 symptoms such as a high fever or cough, University of Utah (U of U) Health asks you to please call *before* coming to any U of U Health facility, including HCI. Call **801-587-0712** or **toll free 1-844-745-9325**. Experts at U of U Health can discuss your symptoms with you and determine if a visit or further testing is necessary.



Please visit [healthcare.utah.edu/coronavirus](https://healthcare.utah.edu/coronavirus) for more information about COVID-19, including FAQs, hotline numbers, and how to protect yourself.

HCI will regularly review and update this visitor policy as needed. We are deeply grateful for your patience and support in keeping our patients, providers, and other staff safe.

Sincerely,

A handwritten signature in black ink that reads "Don Milligan". The signature is fluid and cursive.

Don Milligan, MBA  
HCI Hospital Executive Director  
University of Utah Health