March 12, 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.

We ask that you please follow these policies:

- Patients are only allowed one (1) visitor or companion in the building at a time. This extends to all areas at HCI, including outpatient clinics, infusion, inpatient floors, and surgical or procedure visits. **Exceptions may be made for visitors of patients receiving end-of-life care.**
- No visitors or companions are allowed for patients with confirmed or possible COVID-19.
- Visitors who are sick or under the age of 18 should not visit.
- Visitors or companions **must** wash their hands or use sanitizer with 60% alcohol or more **before entering and upon leaving** a patient room, exam room, or HCI facilities. Hand sanitizer is stationed at the entrances to HCI buildings and community clinics.

**Please plan extra time for appointments and visits.**

Beginning Monday, March 16, 2020, valet services will be suspended. Instead, parking staff will direct patients and caregivers to self-park in terrace stalls. We will make accommodations for patients who need special assistance such as a wheelchair.

HCI will regularly review and update this visitor policy as needed. Updates may include the addition of more restrictive guidelines. We appreciate your patience and understanding during these unique circumstances.

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

We are deeply grateful for your support in keeping our patients, providers, and other staff safe.

Sincerely,

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