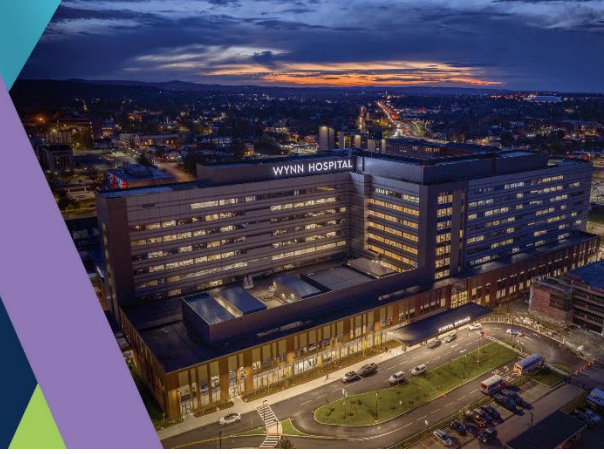


Just the Facts

WYNN HOSPITAL

Each week, "Just the Facts" provides information about a key aspect of the Wynn Hospital of the Mohawk Valley Health System (MVHS). It is designed to keep our medical staff, employees and volunteers updated and to share with family, friends and neighbors so we keep our community informed about how we're transforming healthcare in our region.



TOPIC FOR TUESDAY, DECEMBER 12, 2023:

Visiting the Wynn Hospital

The Wynn Hospital is a very busy place! Each day there are between 500 and 600 visitors coming through the front entrance, and another 200 to 300 visitors/support people in the ED.

Many of the visitor policies for the Wynn Hospital are the same from our legacy hospitals. For example:

- **Visiting hours for hospital inpatients are from 10 a.m. to 8 p.m.** every day, and the expectation is that all visitors treat the staff with respect, kindness and compassion.
- **Patients may have only two visitors at a time**, and quiet time is observed from 2 p.m. to 4 p.m. During this time, visitors are encouraged to give patients the opportunity to rest.
- **All visitors must be over the age of 12.**

But, there's some updates and differences when visiting the Wynn Hospital.

- **Valet parking is available for patients and visitors**, from 5:30 a.m. to 8 p.m. on weekdays, and from 10 a.m. to 8 p.m. on weekends. Each day, the valets are parking 300 or more cars! We have heard rave reviews about the valet service and staff.
- **Guest services and language services staff are available at the front desk** to escort you to your location, help with directions, provide interpretation, etc. And, a security officer is at the front doors of the Wynn Hospital 24/7/365.
- **All visitors must:**
 - Enter through the main entrance and go through the weapons detection system (there is also a weapons detection system in the ED).
 - Present identification to the Guest Services or Security staff, which will be used to develop a photo ID badge. If a visitor does not have identification, the staff will take a photo for use on the badge. *So, if you're coming to visit, please make sure to bring identification!*
 - Wear a name badge while in the facility.

Our goal is to make all visitors feel welcomed at the Wynn Hospital – from the moment you step out of your car, until the moment you leave our organization!