

# Why can't I visit?

**Erlanger has a new rule to limit the amount of people that can come into the hospital.**

These rules may change when there are not so many people with COVID-19 in the community. These rules help limit the number of people who can come in and out of the hospital. We all have to follow the new rules to help keep people in the hospital safe and to help protect you from catching germs while visiting. Erlanger recognizes the importance of caregivers and family in the healing environment, and we work hard to make sure those who need this assistance have it.

## **How can I talk to my loved one while they are in the hospital?**

While we follow this rule, here are some ways to stay in touch with your loved one while they are away:

1. Talk on the phone
2. Talk on FaceTime or another video chat
3. Write letters or cards
4. Decorate a sign for their room
5. Send a comfort package
6. Make a YouTube video/video recording on phone (reading a story, singing a song, sharing a favorite memory)



For more information or  
to reach a Child Life Specialist,  
please email [childlife@erlanger.org](mailto:childlife@erlanger.org)  
or call 423-778-5907.