

During Your Stay



What is the visitor policy?

To keep our patients, families and team safe, we have updated our visitor guidelines:

- Visiting hours are 9 a.m.– 9 p.m.
- Two caregivers per patient are allowed, including overnight as space allows. Overnight visitors must be rescreened DAILY at the unit level.
- Visitors under the age of 18 are not allowed.

What should I do to prevent the spread of COVID-19?

As we continue to work to prevent the spread of COVID-19, we ask that you:

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Cover your cough or sneeze with a tissue then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Follow all Centers for Disease Control and Prevention (CDC) guidelines for social distancing, and avoid group gatherings of more than 10 people.

Why are Arkansas Children's staff wearing personal protective equipment (PPE)?

Physicians, nurses and staff are wearing PPE (masks, gowns and gloves) to keep team members, patients and families as safe as possible. Arkansas Children's follows the guidelines published by the CDC.

Why do my child and I have to wear masks?

We are taking additional steps to protect children and their families from potential exposure. We require all patients and their caregiver to wear masks in our facilities. If you have cloth masks, please bring and wear them while you are here. If you do not have a mask, we will provide a new, unused mask at the door. If your child is under 2 years old, or cannot put on or remove a mask without help, they should not wear a mask.

What are my food options?

- Capitol Café: 6 a.m.– 8 p.m. daily (2nd Floor, Main Hospital)
- Riverbend: 8 p.m.– midnight daily (1st Floor, Sturgis Building)
- Daily Grind: 7 a.m.– 2 p.m. (1st Floor, Main Lobby)

How was my child's room cleaned?

We use a 10-step cleaning process with a disinfectant effective against COVID-19. We give extra attention to high-touch surface areas, including light switches, sink faucets, restroom door handles, toilets and flushers, bedrails, bedside tables, shower handles/rails, telephones and call buttons.

Important Request: A Word About Social Distancing

Social distancing (i.e. remaining 6-feet away from others, staying home) is key to preventing the spread of COVID-19. While you are in the hospital, we ask that you please remain in your room as much as possible. Do not wander the halls or visit other patients. Thank you for your patience and understanding.