

Staying connected with caregivers during COVID-19

For your safety, we are not allowing caregivers or visitors to join patients for appointments with limited exceptions. This is one way we can prevent the spread of COVID-19 to our patients, many of whom have weakened immune systems.

We appreciate your understanding and recognize how important it is to have support when talking about your health.

You are encouraged to use your personal mobile device to include family and friends in your visit. Before the visit begins, call them and put them on speaker phone or use a video app, such as FaceTime or Zoom.

Learn more about our safety precautions and find maps for pick-up and drop-off locations at mdanderson.org/coronavirus.

Options for caregivers while they wait



Our Houston-area campuses have free parking and our Texas Medical Center (TMC) campus has free cell phone lots. This allows your caregivers to remain nearby while they wait for you.



If you wait at a nearby coffee shop or restaurant, remember to wear a face mask, practice social distancing and wash your hands frequently.



At the TMC campus, caregivers can use respite areas for up to 2 hours. These areas are located in the Main Building's Pavilion and Aquarium screening areas, as well as the Mays Clinic screening area. They are open Monday through Friday, 6 a.m. to 6 p.m. Vending machines and restrooms are available. Space is limited.



For waits that are longer than 2 hours, there are nearby hotels that offer day rates or reduced room rates to caregivers so they can comfortably wait while their patient receives care. Loved ones should ask for the MD Anderson Caregiver rate. You can review a list of hotels at mdanderson.org/coronavirus.

We appreciate your understanding of these safety precautions.

Questions? Contact Patient Advocacy at 713-792-7776, Monday through Friday, 8 a.m. to 5 p.m. After hours and weekends, call 713-792-7090.

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