

REOPENING VISITOR GUIDELINES

NMHM reopened to the public on Wednesday, July 7, with limited capacity and safety measures in place for the health and safety of our visitors and staff. The museum is open Wednesday through Sunday from 10 a.m.-5:30 p.m.

The health and safety of our visitors and staff are our top priorities. The National Museum of Health and Medicine (NMHM) is following guidelines issued by the Department of Defense, CDC, State of Maryland, and Montgomery County for increased health and safety procedures. Some of NMHM's safety guidance may be more conservative than these entities require.

We look forward to welcoming you back to NMHM. A review of our visitor guidelines and regulations below will help orient you before you arrive and ensure you get the most out of your visit. By visiting the museum, you agree to abide by these policies. To ensure that we are providing a safe environment for all, NMHM has the following additional protocols in place:

- **Occupancy:** NMHM will restrict occupancy to no more than 40 visitors at any given time. Since visitor capacity is controlled and reduced, access to the museum is not guaranteed.
- **Screening:** Visitors will be asked a series of access screening question before entry to include the following:
 - Have you experienced any of the following signs or symptoms in the past 48 hours: fever equal to or greater than 100 degrees, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea?
 - Within the past 14 days, have you been in close contact with anyone who has COVID-19 or any signs or symptoms consistent with COVID-19?
 - Have you traveled internationally, or to an area subject to DoD travel restrictions in the past 14 days?
 - Are you currently in quarantine or isolation because of any one or more of the following: you may have been exposed to a person with COVID-19; you may have been ordered or directed to do so; you are worried that you may be sick with COVID-19?
 - Have you been tested for COVID-19 and either of the following: test result was positive and you do not have clearance to discontinue isolation from medical authority; you are waiting for the results of a COVID-19 test?
- **Face Coverings Required:** Face masks are required to enter the museum by all guests and staff. The only exceptions will be made for children 2 years old and younger. If individuals refuse to wear a mask, entry will be denied. If you have concerns about wearing a mask, please contact us before your visit at (301) 319-3300
 - Masks should reach above the nose, below the chin, and completely cover the mouth and nose
 - Masks should fit snugly against the sides of the face

- **Temperature Checks Required:** Staff will conduct temperature checks before entry for all visitors. If an individual's temperature is equal to or greater than 100 degrees, entry will be denied.
- **Gallery Map:** A digital map can be viewed here on our website. Printed materials will be distributed in limited supply at the visitor reception desk.
- **Social Distancing:** New signage is placed throughout the museum to help people stay six feet apart and to direct flow of traffic. Entry and exit points will be through separate doors to encourage social distancing.
- **Cleaning:** The museum has increased the frequency of cleaning high-touch areas such as bathrooms, door and sink handles, and ADA buttons.
- **No Food and Drink:** Outside food and drink, except for water, are not permitted. Water fountains are off limits.
- **Hand Hygiene:** Hand sanitizer stations are located at museum's entrance and exit and by bathrooms. Visitors are encouraged to wash hands and use sanitizer regularly during your visit. Visitors will receive a no- or low-touch experience. Some touch exhibits may be off limits.
- **Cleaning:** The museum will conduct a full cleaning every morning and afternoon. The ventilation system has been inspected and high-grade filters have been installed.
- **Accessibility:** Wheelchairs and cane/stools, in limited numbers, are available for temporary use and will be cleaned before and after use; please call the Visitor Services Associates at (301) 319-3300 to reserve a wheelchair in advance or to request accessibility offerings.

Visitors and staff should stay home if they do not feel well.

An inherent risk of exposure to COVID-19 exists in any public space where people are present. We cannot guarantee that you will not be exposed to COVID-19 during your visit to NMHM. Those visiting NMHM do so at their own risk of exposure.

If you are unable to visit us in person please click [here](#) (hyperlink) for information about virtual resources, activities, and programs that you can enjoy from home. We will be here to welcome you when you are able to return.

Entering the Building:

- Visitors will be welcomed at a pre-screening station in the vestibule upon entry. Visitor Services Associates (VSAs) will ask a series of screening questions (see above). VSAs will conduct a temperature check on all visitors. Visitors who answer "yes" to the screening questions or who have a temperature at or above 100 degrees will not be allowed entry.
- Admission is free.
- Children twelve and under must be accompanied by an adult at all times during their visit.
- Follow directional signs for entry and exit and to promote social distancing.
- Coat check facilities are not available at this time.
- Strollers are permitted in galleries and front-facing baby carriers are welcome.

- A limited number of wheelchairs and cane/stools are available for use.
- We encourage visitors to bring water in plastic and secure bottles into the museum. Water fountains are not available at this time.
- Glass containers are not permitted in the museum.
- Smoking, including electronic cigarettes, are not permitted in the museum or near entrances.
- The museum operates closed-circuit video monitoring for the safety of the exhibits, staff, and public.
- Weapons and hazardous materials are not permitted in the museum.
- Visitors to NMHM may be photographed, videotaped, or otherwise recorded. By visiting, guests grant NMHM permission to use photographs and/or audiovisual recordings in which visitors appear for archival, documentary, publicity, advertising, or other purposes.

While in the Museum

We want everyone to enjoy their time in the galleries. In order for us to create the best possible environment, we need your cooperation with the following:

- Parties of fewer than ten people may remain together; children 12 and under must stay with adults at all times.
- Restrooms have occupancy limits; no more than two people may use the individual restrooms at a time.
- Visit the website for our digital map and other information to enhance your visit. Printed materials are in limited supply and are available at the visitor reception desk.
- Guided tours and public programs are not available in person. Check here to schedule a virtual experience or to learn about virtual events (hyperlink).
- You may take photographs for personal use. The use of flash is prohibited.

Staff at Your Service

NMHM's team of dedicated staff is here to help you if you have questions or concerns during your visit. So they can provide you with great service, remember:

- The principles of diversity, inclusion, and equal access apply to all aspects of NMHM's operations, across all categories of individuals.
- Verbally abusive, harassing, discriminatory, or threatening statements or behavior toward NMHM staff or other visitors is prohibited.
- Please follow the instructions of our security officers.