

REOPENING VISITOR GUIDELINES

NMHM will reopen to the public on Wednesday, March 23, 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.
- **Masks:** Face coverings are required.
- **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:** Signage is placed throughout the museum to encourage people to stay six feet apart and to direct flow of traffic.
- **Cleaning:** The museum has increased the frequency of cleaning high-touch areas such as bathrooms, door and sink handles, and ADA buttons. The museum will conduct a full cleaning every morning and afternoon. The ventilation system has been inspected and high-grade filters have been installed.
- **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.
- **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](#) 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:

- Admission is free.
- Outside food and drink, except for water, are not permitted. Glass containers are not permitted in the museum.
- 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.
- Strollers are permitted in galleries and front-facing baby carriers are welcome.
- 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:

- 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
- 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.
- Please sign our digital guestbook before you exit the museum to let us know about your experience.