



TEAMMATE SCRIPTING TOOL – Moving to Masking in High Risk Setting

Scripting for Patients/Visitors As They Enter the Acute Care Facility

- **Goal is to welcome patients and visitors and briefly inform them of our masking guidelines and offer them a mask to take with them.**
- *“Welcome to XXX. We do have masking requirements in place for our direct patient care areas due to an increase in spread of respiratory illnesses. Are you here for an appointment or to visit a patient?”*
- **If it is a patient for an appointment/procedure you can share the following:**
“If you have any respiratory symptoms we ask that you please wear a mask while in your appointment.”
- **If it is a visitor for an inpatient you can share the following:** *“We are asking all visitors to wear a mask when they enter the patient’s room. Here is a mask you can take with you. Thank you for helping to keep our patients safe!”*
- **If it is a visitor asks to wear their own bandana/gaiter style mask you can share the following:** *“We are asking visitors to wear these masks (hand visitor a mask) which are designed to provide the best protection that a gaiter/bandana does not provide. If you could please wear this mask instead that will best protect the patient you are visiting.”*

REMINDER ABOUT PATIENTS UNABLE TO MASK IN HIGH RISK SETTINGS

If a patient shares that they cannot mask due to medical reasons then they will not be asked to wear one.

Exceptions for patient masking will be made when the risk outweighs benefits and patient would experience harm if required to wear a mask, examples include health or behavioral health concerns such as but not limited to:

1. Sensory disorders
2. Communication barriers
3. Autism spectrum disorder
4. Anxiety disorders
5. Patients who are end of life

