



TEAMMATE SCRIPTING TOOL – Moving to Masking Optional

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

- **Goal is to welcome patients and visitors and answer any masking questions they may have if they are unaware of the change.**
- **If a patient asks whether they have to mask you can share the following:**
"We are happy to share because of the reduced transmission rates for respiratory viruses, masking is now optional. If you have any respiratory symptoms we ask that you please wear a mask for your appointment."
- **If a patient shares that they prefer any teammate wear a mask during their time with the patient you can share the following:**
"Yes, of course. We are happy to wear a mask during your time with us to ensure you feel safe."

REMINDER ABOUT PATIENTS UNABLE TO MASK IN HIGH RISK SETTINGS

If a patient does have respiratory symptoms BUT 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