

Mask Scripting Workflow for Hospitals

Visitor or patient is not wearing a mask.

“For everyone’s safety, the mask mandate still applies to healthcare facilities according to the Oregon Health Authority. We have them available at every entrance and throughout the hospital.”
(Stay friendly and pleasant. Assist patient or visitor in getting a mask whenever possible.)

“Please be sure to have your mask on in hallways, public areas and when you are around others.”

“If you’re needing a break from your mask, you are welcome to step outside or in a private area and call the nurses station or department for updates.”

“Thank you for trusting us with your care!”

If visitor or patient still does not wish to wear a mask, escalate up your chain of command.

RELATE Scripting for Wearing Masks in Hospitals

Reassure, Empathize

We care about you and your family members/friends.
There have been many changes and that can be unsettling.
Wearing masks is uncomfortable.
It can be frustrating to still wear a mask when other places don't
have to.

Listen

I can hear that you're frustrated.
I want to understand your perspective.

Answer/Take Action

Masks are worn to reduce the spread of diseases.
Although the mask mandate has been lifted elsewhere, they are
still required in all healthcare facilities.
It is important to wear a mask in places where the risk of disease is
still higher, such as in a healthcare setting.
If you need a break from wearing the mask, here are some options:
Step into a private space apart from others to take off your mask.
Step outside briefly to take off your mask.
Return to your personal vehicle to take off your mask.

Express Appreciation

Thank you for keeping everyone safe.
Thank you for trusting us with your care.
Thank you for sharing your concerns with me.
Thank you for navigating this ongoing journey with us.