

Quick Reference Guide

Applies to:	Scheduling Clerks, Patient/Client Ambassadors and all front-facing Island Health staff.
Purpose:	To provide guidance to Scheduling Clerks and all front-facing Island Health staff on how to encourage medical-grade mask use and how to respond should patients and/or their essential support people decline to don a medical grade mask.

The information in this document applies to all patients/clients and essential support people entering Island Health facilities. As directed by the Ministry of Health, no patient/client will be denied care based on refusal to don a medical-grade mask.

When Scheduling an Outpatient or Community Appointment:

If you are able to speak to the patient/client to schedule their outpatient or community appointment, tell them that they (and their essential support person, if they have one) will be asked to don a medical-grade mask, which will be provided to them at no charge, upon entry to the facility.

- If patient/client says yes, thank patient/client.
- If patient/client says no or is unsure:
 - Offer a different appointment time when the clinic or appointment location is less busy, or investigate if telehealth or a virtual appointment is an option.
 - Inform patient/client that they will be asked again to don a mask when they come to the facility as per Island Health policy.

When Patient/Client Arrives at the Facility:

Patient/Client Ambassador:

- Ask patient/client (and their essential support person, if they have one) to don a medical-grade mask, explaining that: "Wearing a medical-grade mask protects not only you, but others around you - some of whom may be immunocompromised."
- If patient/client declines to don a medical grade mask, notify them and/or their essential support person that they will likely be asked again to don a medical grade mask at the location they are receiving care.

When Patient/Client Arrives at the Appointment Location:

Ask patient/client (and their essential support person if they have one) to don a medical-grade mask, explaining that: "Wearing a medical-grade mask protects not only you, but others around you - some of whom may be immunocompromised."

Patient Masking Response Guidelines for Outpatient Clinics

COVID-19

Quick Reference Guide

If the patient/client says this:	You say/do this:
Yes, I'll wear a mask.	"Thank you."
No, I won't wear a mask.	"Please sanitize your hands, and do what you can to maintain physical distance."
I can't wear a mask	Explore whether there is an option which allows for some protection (e.g., wearing a face shield or holding a mask in front of their nose and mouth).
Can I wear my own mask?	"Medical-grade masks are the standard for anyone entering Island Health facilities, as they offer the best protection." If they continue to decline to don a medical-grade mask, please encourage them to keep their mask in place, and sanitize their hands.
Do you have a face shield instead?	"Medical-grade masks offer the best protection, so that is what we are asking patients/clients to wear." If they continue to decline a medical-grade mask, offer them a face shield if that option is available in your area.
I'm exempt.	"Please sanitize your hands, and do what you can to maintain physical distance."
I've had the vaccine.	"For the time being, we are following the provincial requirement that anyone entering one of our facilities wears a medical-grade mask."

If at any time you see signs of aggression or escalating behaviour:

- i. **Engage department or site leadership for support if available. Call in the Code White Team, Protection Services or 911 depending on the services in your area.**
- ii. **Report acts of aggression or violence to Workplace Call Health Centre 1.866.922.9464. Talk to Incident Reporting Team.**

Questions or concerns about preventing COVID-19 transmission? Speak with your manager/leader and/or the designated Infection Control Practitioner in your area.

For greeting and engagement tips please see [Greeting and Engagement Tips: Patient Ambassadors](#).