

# Service Excellence During the Pandemic

## ADDRESSING

### Missing COVID Screening Sticker & Improper Masking

Visitor/Patient  
not wearing a COVID screening sticker

1. Have patient/visitor go to entry to be screened
2. Offer to escort them

#### Helpful Statements Regarding Masks Visitor/Patient without a Screening sticker:

“Hi, it looks like you might have lost your COVID screening sticker. Let me walk you to the front so you can get a new one.”

Visitor/Patient’s  
mask is not being worn properly or is ill fitting

1. Have patient/visitor adjust mask
2. Offer a new medical mask

#### Helpful Statements Regarding Masks Visitor/Patient not wearing a mask properly:

“Hello, could you replace/pull up your mask?”

“I’m sorry this is uncomfortable, but it is the institution’s policy that all staff and visitors wear masks and we want to make sure everyone is safe. We will try to get you in and out as quickly as possible.”

#### Helpful Statements Regarding Masks Please avoid initiating the discussion with statements like:

“You cannot be seen without a mask.”

“You have to leave without a mask on.”

“I’m calling security if you don’t put on your mask.”

# Service Excellence During the Pandemic

## ADDRESSING THE REASONS FOR NOT WEARING A MASK Breathing & Respiratory/Medical Condition

Visitor/Patient expresses their  
**cloth mask is difficult to breathe in**

Patient states they cannot wear a mask due to  
their **respiratory/medical condition**

### Helpful Statements Regarding Masks

**Patient states they cannot wear a mask  
due to medical issue or disability:**

“I understand you are having  
difficulty wearing your mask. Can  
I offer you a medical mask that  
might be easier for you to wear?”

“I’ve been informed that wearing a  
mask is challenging for you. If you can  
wear your mask while we’re talking,  
I’d like to see how I can help.”

“This is the accommodation I can offer  
you today. Are you agreeable to this  
plan?”

If **no**, “We want to find a way for you  
to safely access your care; however,  
we are unable to provide you a mask  
exception today. There may be an  
opportunity for us to provide an  
accommodation for a future  
appointment. Let me give you the  
ADA Coordinator’s number to discuss  
your needs with them prior to your  
next appointment. You can call 303-  
398-1076. I also encourage you to  
contact your doctor to discuss these  
concerns.”

1. Offer a new medical mask

1. Validate patient’s concerns
2. Inform it is institutional policy for masks to be worn to ensure everyone’s safety and needs to be worn properly unless arrangements have been made prior to the visit.



**If patient will wear mask for the visit:**

3. Encourage patient to discuss concerns with their Pulmonologist or primary provider to determine needs &
4. Work with the ADA Coordinator or Clinic Manager prior to next visit



**If patient cannot wear mask:**

3. Inform their appointment will need to be rescheduled and patient will need to discuss concerns with their Pulmonologist or primary provider to determine needs &
4. Work with the ADA Coordinator or Clinic Manager prior to next visit



**If patient refuses to wear mask or leave:**

3. Contact security to escort them out

# Service Excellence During the Pandemic

## ADDRESSING THE REASONS FOR NOT WEARING A MASK

### Disability

Patient states they **cannot wear a mask due to a disability**

#### Helpful Statements Regarding Masks Patient states they cannot wear a mask due to medical issue or disability:

"I understand you are having difficulty wearing your mask. Can I offer you a medical mask that might be easier for you to wear?"

"I've been informed that wearing a mask is challenging for you. If you can wear your mask while we're talking, I'd like to see how I can help."

"This is the accommodation I can offer you today. Are you agreeable to this plan?"

If **no**, "We want to find a way for you to safely access your care; however, we are unable to provide you a mask exception today. There may be an opportunity for us to provide an accommodation for a future appointment. Let me give you the ADA Coordinator's number to discuss your needs with them prior to your next appointment. You can call 303-398-1076. I also encourage you to contact your doctor to discuss these concerns."

1. Inquire if patient has set up an accommodation prior to arriving
2. If **yes**, contact clinic, clinic manager, and/or ADA Coordinator to assist patient
3. If **no**, inform it is institutional policy for masks to be worn to ensure everyone's safety unless arrangements have been made prior to the visit



#### If patient will wear mask for the visit:

1. Encourage patient to discuss concerns with their primary provider to determine needs and
2. Work with the ADA Coordinator or Clinic Manager prior to next visit



#### If patient cannot wear mask:

4. Inform their appointment will need to be rescheduled & patient will need to discuss concerns with their primary provider to determine needs &
5. Work with the ADA Coordinator or Clinic Manager prior to next visit



#### If patient refuses to wear mask or leave:

4. Contact security to escort them out

# Service Excellence During the Pandemic

## ADDRESSING THE REASONS FOR NOT WEARING A MASK

### Personal Beliefs

Visitor/Patient  
states they will not wear a mask due to  
personal beliefs

#### Helpful Statements Regarding Masks Visitor/Patient states that they cannot wear a mask due to personal beliefs:

“I’m sorry it is the institution’s policy that all staff and visitors wear masks. You may be able to schedule a Telehealth appointment instead. You can inquire with Scheduling if that is an option.”

“I’m sorry you will not be able to accompany the patient if you do not wear a mask. If the patient is needing assistance, we can provide that for them, but you will need to step out of the facility.”

1. Inform it is institutional policy and state mandate to wear a mask to ensure everyone’s safety
2. If patient is unwilling to wear mask inform a Telehealth appointment may be an option if they are an established patient



#### If patient is agreeable to reschedule:

3. Have them call scheduling and/or the clinic to arrange new appointment
4. Work with the ADA Coordinator or Clinic Manager prior to next visit



#### If patient refuses to wear mask or leave:

5. Contact security to escort them out

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## WHEN TO CALL FOR ASSISTANCE

### PCA, ADA Coordinator, Nursing Supervisor & Security

When to call the **Patient Care Advocate** and/or  
**ADA Coordinator**  
x1076

When to call the **Nursing Supervisor**  
720-240-1477

When to call **Security**  
x1776

#### Helpful Statements Regarding Masks Escalated Visitor/Patient with refusal to work with staff:

“Because we have to ensure everyone’s safety, I need to ask you to leave.”

“I understand your frustration, but I will need to have Security come assist us if you are unwilling to step outside of the building.”

#### Please avoid initiating the discussion with statements like:

“You cannot be seen without a mask.”

“You have to leave without a mask on.”

“I’m calling security if you don’t put on your mask.”

- If patient is agreeable to wear a mask and wants to discuss concerns or accommodation needs
- If PCA is unavailable contact Department Manager to assist
- Patient appears to be in medical distress or states they are in medical distress
- If visitor/patient escalates and efforts to deescalate have been unsuccessful
- If efforts have been made to enforce mask policy and visitor/patient refuses to wear mask and will not leave
- If visitor/patient makes any kind of threat to anyone’s safety