



What to say to Patients and Visitors for COVID-19 Situations

This is meant to offer ideas and guidance on how to respond to different scenarios one may face with patients and visitors regarding safety measures during COVID-19.

Key Messages

1

Safety is our highest priority.

2

Everything we're doing is to protect you and others from the virus.

3

We are following the guidelines of the CDC and the state of TN and they are the policy of VUMC.

Suggested Verbal Messages Based on Situation

Why do I have to wear a mask?

The two best ways to protect against the virus are to socially distance and wear a mask. For everyone's safety we all need to wear a mask.

Where do I have to wear a mask?

Everywhere in our facilities, including public spaces like garages and parking lots, plazas, cafeterias, elevators, and shuttles.

Does my child need to wear a mask?

The CDC recommends that children over the age of 2 wear a mask.

I can't tolerate wearing a mask, so I don't wear one.

When you get to your clinic, tell them that you have trouble wearing a mask for long periods.

I have been tested before my procedure and I do not have COVID; why do I have to wear a mask?

Glad to hear you are COVID negative; for your safety and others we need you to still wear a mask.

What to say to someone who is not wearing their mask:

Don't forget to put on your mask. It's one of the best things we can do to keep ourselves and others safe.

I see that you're not wearing your mask. Can you please put one on?

Because we are a hospital and there are a lot of sick people here, we ask you to wear a mask to protect our patients, families and staff.

If continue to refuse (get CSO officer involved) – I can understand your view of not wearing one, but this is for everyone's safety and our organization's policy. Unfortunately, I cannot allow you to enter our facility without wearing a mask.

Why am I being asked symptom questions?

People with COVID don't always have a fever, so we need to ask about other symptoms as well.

The CDC recommends that we screen for these symptoms to ensure everyone's safety.

I do not have a mask right now.

No problem. The screening locations at our entrances should have a temporary mask to provide you. Would you like me to show you the nearest one to get you a mask?

[Screening Locations: VCH 2nd floor, VUH lobby, MCE lobby, PRB Lobby, TVC 1st floor, Entrance by Au Bon Pain and TVC 2nd floor off plaza.]

Why is my temperature being checked?

The Tennessee Department of Health recommends that we do this to minimize the risk of exposure.