

Key messages for screeners for outpatients who cannot wear a mask

Patient presents and says they cannot wear a mask or shows a card that says they have a medical exemption:

- For the safety of our patients and employees, we currently have a policy requiring everyone in the hospital to wear a mask.
- If you are not able to wear a mask for health reasons we will need to call the clinic or unit where your appointment is scheduled to request further direction on accommodating you.
- Can you please provide your name and the name of the clinic, unit or doctor with whom you have an appointment?

Patient provides name and name of clinic or doctor:

- I will contact the clinic for further instruction.
- Due to the risk COVID-19 poses to our patients and everyone working at Sinai Health, we may not be able to accommodate your appointment today.
- In order to accommodate patients without masks or face coverings, the clinic may need to take extra precautions to ensure physical distancing and minimize risk to other patients and employees.
- For example, seating in the waiting room for physical distancing, may be an issue and the clinic may need to free up space in an exam room where you can wait.
- If the clinic is able to see you, you may be required to wait while preparations are made to receive you without a mask.

Screener calls the clinic:

| SCENARIO 1 Visit Is non-essential | SCENARIO 2 Visit can be accommodated by clinic |
|---|---|
| <ul style="list-style-type: none">• The clinic will not be able to accommodate your appointment without a mask today. They have requested that you phone them to schedule another appointment.• When you schedule any future appointments, please ensure that you inform clinic that you cannot wear a mask so they can arrange in advance to accommodate you. | <ul style="list-style-type: none">• The clinic is able to see you without a mask today. <p>Next Steps:</p> <p>If the clinic/provider determines that the visit can proceed, the expectation is that the clinic/provider will provide appropriate clinic-specific direction to the screener. This would include whether the clinic will send someone down to escort the patient, or depending on screening capacity, screener may be able to assist.</p> <p>With provider/clinic guidance, it may be acceptable for patient to get to clinic independently, without a mask – <i>it is understood that some patients will not be able to tolerate a mask and we will respectfully work to support these patients as best we can.</i></p> |

If patient is filming, taking photos or recording the interaction:

- In order to protect the privacy of our patients, visitors and the care team, photographing, taking video images or recording conversations of any patient, physician, volunteer or employee at Sinai Health is not permitted without express permission of the individuals.

If escalation is necessary:

If a screener lead is present, they would be the first point of escalation. If necessary, call Security.