

Scripts for Clinics/ Community Health Centres re: new mask requirement

1. Phone script for clinics

Staff: Hello Ms. Jones, I'm just calling to confirm your appointment/attendance with us on Tuesday, October 12. I also wanted to let you know that our clinic/centre now requires all patients and visitors wear a non-medical mask or face covering when you attend our clinic.

You will be able to remove the mask for parts of your exam as necessary *If applicable* but you are expected to put on your mask before entering the building and to keep it on when you're in public areas of our clinic/centre for the safety of all patients and staff.

Do you have a mask or have a plan to get a mask before your appointment?

If no provide local resources or online options to purchase a mask (Walmart, 7-11, Canadian Tire). Do not volunteer a mask to patient unless equity concerns have been previously identified.

2. In-Person Script for Reception Staff

Staff: Have you brought your non-medical mask with you today? Masks are now required by everyone in our facility.

If no...

Staff: There is a *fill in the blank with local store* just down the street that sells them, you will not miss your appointment time if you leave now to grab one

OR

We could reschedule your appointment for *insert time* when you can attend with your mask

OR (if service is required that day/ time)

We can supply you with a mask for today but in future please remember to bring your own from home.

3. Script if client refuses mask

Staff: I'm sorry but all those attending our site are required, by public health, to wear a non-medical mask when on site. Could we reschedule your appointment for another day to allow you a chance to get your own mask?

OR

Suggest they wear it only in the waiting area and hallway and that it may be removed in the exam room.

OR

Offer virtual consultation if feasible.

OR

Place them in a separate waiting area apart from those individuals wearing masks to await appointment.