

Duke Primary and Urgent Care: Patient Masking Refusal Standard Work

Team Member	Recommended Actions	Supplies
PSA/Screeener	<ul style="list-style-type: none"> - Screening staff will complete ask screening questions per DUHS patient and visitor screening standard work. - All patients and visitors 2 years of age and older will be asked to wear a mask throughout the visit at any Duke facility. - If a patient or visitor removes their mask during the visit, share a reminder that masking is required throughout the visit at any Duke facility. - Clinic leaders should confirm the communication plan for masking refusals with screening staff member prior to the start of the shift (walkie, Jabber, Microsoft teams, phone call, etc). - If a patient is unable or unwilling to wear a facemask, the screener should immediately put on a face shield for infection prevention. - Screeners may use the following statements to engage patients during masking refusals: <ul style="list-style-type: none"> o “Did you forget your mask at home? I have a one here for you.” o “Would you prefer wearing your own mask? Duke has approved the use of masks from home, as long as they adequately cover the mouth and nose and have ties or earloops. Patients and visitors may not wear neck gaiters or bandanas. Patients and visitors may not wear any mask with an exhalation valve.” o “We understand that certain personal matters may limit your ability to wear a mask. I will inform my clinic leader, who will help us determine the next steps.” - Maintain 6 feet of distance during care of an unmasked patient as often as possible. - Screener will alert a clinic leader (RN, NM, HCA, PMD, and/or provider) regarding a need for assistance due to masking refusal. 	<ul style="list-style-type: none"> - Communication device (walkie, laptop, phone) - Face shield - Panic button

	<ul style="list-style-type: none"> ○ May communicate masking refusal by using the plan outlined by clinic leadership prior to start of shift (walkie, Jabber, Microsoft teams, phone call, etc). ○ Clinic leader or other delegated team member will escort unmasked patient to an exam room or isolation room. ○ Provider and clinic leadership team will determine the patient’s final disposition (proceed with office visit, virtual visit, or RCC referral). <p>- Screener may activate panic button immediately with any security threats (see Duke Primary Care Security Threat policy).</p> <p><u>There are several scenarios in which patients can be excluded from our masking policy, including:</u></p> <ul style="list-style-type: none"> ○ Young age (e.g., pediatric patients ≤ 2 years) ○ Visible respiratory distress and/or using supplemental oxygen ○ Intellectual disability. ○ Situations in which wearing a mask is not in the best interest of the patient (e.g., psychiatric patients for whom masking may cause emotional or physical distress). 	
<p>RN/NM/HCA* (*if onsite)</p>	<ul style="list-style-type: none"> - Use PPE for that is appropriate for the patient’s symptoms during visit (per DUHS PPE guidance document). - Complete triage and vital signs in dedicated isolation room or any available exam room. <ul style="list-style-type: none"> ○ RN or NM may delegate intake and vitals to CMA if after determining clinical stability via triage. ○ Clinic leaders should coordinate de-escalation efforts, if needed. - May use a phone call to complete triage and intake during office visit to reduce contact time with unmasked patient. <ul style="list-style-type: none"> ○ Consider the use of portable clinic phones to facilitate call with patient (if patient does not have a cell phone or has poor reception in the building). 	<ul style="list-style-type: none"> - Face shield - Surgical mask (worn by HCW) - Portable phone

<p>Provider</p>	<ul style="list-style-type: none"> - Review details of masking refusal with clinic team. - Decide on the most appropriate option for completing visit, including virtual visit or RCC referral if appropriate. - Use PPE for that is appropriate for the patient’s symptoms during visit (per DUHS PPE guidance document). - May use a phone call to complete triage and intake during office visit to reduce contact time with unmasked patient. <ul style="list-style-type: none"> o Consider the use of portable clinic phones to facilitate call with patient (if patient does not have a cell phone or has poor reception in the building). 	<ul style="list-style-type: none"> - Face shield - Surgical mask (worn by HCW) - Portable phone
<p>Clinic/DPC Interventions</p>	<ul style="list-style-type: none"> - Give reminders about masking requirements during pre-visit calls made by clinical team members. - Currently exploring the use of MyChart automated messages for masking reminders. - Continue marketing campaigns to give clarity about masking requirements at Duke Practices. 	