

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



Safety is our highest priority.



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



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.