Alert: Patients or Visitors Who Can’t Tolerate a Mask

June 9, 2020

If a patient* or visitor indicates that they are unable to wear a mask for medical or psychological reasons, provide them with tissues and ask them to cover any coughs or sneezes, and advise them to perform frequent hand hygiene while in the facility.

Process for patients who are unable to tolerate mask after entry:

- Place in a private room in the receiving area as soon as possible.
- If they cannot be roomed immediately, social distancing protocols must be observed in the waiting room.

Visitors:

- If unable to tolerate a mask they should not be permitted to enter the ministry.
  - Exceptions to this would be for the following compassionate care situations:
    - Persons visiting children (minor) admitted to the hospital or accompanying children for medical care, e.g. ambulatory care setting.
    - Maternity units
    - NICU
    - Patients receiving end-of-life (EOL) care
    - Developmentally/Cognitively Impaired

*Patients include any consumer presenting for either inpatient or outpatient care. Refer to MercyOne policies for additional detail regarding colleague and vendor masking.