

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the frame, creating a modern, layered effect. The central area is a plain white space where the text is centered.

**MASKS**  
and your  
**PRACTICE**



Recommends that patients and visitors to a healthcare facility undertake “source control” measures (ie. wear cloth face coverings or facemasks) to cover a person’s mouth and nose to prevent the spread of respiratory secretions.

Interim Infection Prevention and Control Recommendations for Healthcare Personnel

During the Coronavirus Disease 2019 (COVID-19) Pandemic

Updated July 15, 2020

# MARYLAND

## GOVERNOR'S EXECUTIVE ORDER

“ALL PERSONS IN MARYLAND OVER THE AGE OF FIVE (5) YEARS OLD ARE REQUIRED TO WEAR A FACE COVERING WHEN THEY ARE...OBTAINING HEALTHCARE SERVICES, INCLUDING WITHOUT LIMITATION, IN OFFICES OF PHYSICIANS AND DENTISTS...” \*

Executive Order of Governor Larry Hogan

Order No. 20-09-01-01

Date: 9/1/2020

- ▶ \* Exceptions: Persons with certain medical conditions / disabilities and other exceptions. See Paragraph IV.c of the Order for exceptions to this face covering requirement

# MASK POLICY

- ▶ CREATE A MEDICAL OFFICE POLICY (“MASK POLICY”) REQUIRING ALL PERSONS OVER THE AGE OF 5 TO WEAR MASKS / FACE COVERINGS WHEN PRESENTING TO OR CONDUCTING ANY BUSINESS IN THE OFFICE.
- ▶ THE MASK POLICY SHOULD EXPLICITLY STATE THAT THIS IS A REQUIREMENT FOR SERVICES

# MASK POLICY

## (Posting and Notification)

- ▶ PROMINENTLY AND CLEARLY POST THE MASK POLICY INSIDE AND OUTSIDE THE MEDICAL OFFICE AND ON THE OFFICE WEBSITE AND PORTAL.
- ▶ THE NOTICE SHOULD SPECIFY THAT THE POLICY REQUIRES THAT MASKS / FACE COVERINGS MUST BE WORN AT ALL TIMES WHILE IN THE OFFICE UNLESS AN EXCEPTION APPLIES OR REMOVAL IS NECESSARY TO FACILITATE HEALTH CARE FOR THE PATIENT AND MUST COVER BOTH THE NOSE AND MOUTH OF THE INDIVIDUAL.

# MASK POLICY

## (Posting and Notification)

- ▶ WHEN OFFICE STAFF HAVE CONTACT OR COMMUNICATION WITH PATIENTS OR THEIR CAREGIVERS PRIOR TO THEIR PRESENTATION TO THE OFFICE, SUCH AS WHEN MAKING THE PATIENT'S APPOINTMENT, THEY SHOULD TAKE THE OPPORTUNITY TO NOTIFY THE INDIVIDUAL OF THE MASK POLICY INCLUDING THE FACT THAT IT IS A REQUIREMENT FOR SERVICE.

# MASK POLICY

## (Implementation)

- ▶ HAVE MASKS AVAILABLE IN THE OFFICE FOR THOSE INDIVIDUALS WHO DO NOT HAVE THEIR OWN MASK OR FORGET TO BRING A MASK TO THE APPOINTMENT.
- ▶ LEAD BY EXAMPLE. ALL STAFF AND HEALTH CARE PROVIDERS SHOULD WEAR MASKS
- ▶ UNIFORMLY ENFORCE THE MASK POLICY

# MASK POLICY

## (Implementation - Training Staff)

### ▶ TRAIN YOUR STAFF ON THE POLICY

- \* IT IS A REQUIREMENT TO RECEIVE SERVICE
- \* PROVIDING NOTICE TO PATIENTS / CAREGIVERS
- \* IDENTIFYING MEDICAL CONDITIONS / DISABILITIES THAT ARE EXEMPTIONS UNDER THE MASK POLICY
- \* HOW TO ADDRESS NON-COMPLIANT INDIVIDUALS



# MASK POLICY

## (Managing objections / non-compliance)

- ▶ Calmly and professionally explain that your medical office follows both the safety guidelines of the CDC and the Maryland Department of Health as well as the Executive Order of Maryland's governor which requires masks / face coverings to be worn.
- ▶ Do not engage in debate or arguments about your policy. Your mask policy is based on state and federal guidelines and compliance with the policy is required to receive services

# MASK POLICY

## (Managing objections / non-compliance)

- ▶ Do not allow staff, patients or guests in the office to engage in debate or arguments with non-compliant individuals.
- ▶ If you encounter a patient or guest who is unwilling to comply with the mask policy, even after a staff member has reviewed the policy with them, immediately refer the matter to an administrator or a designated staff member to deescalate the situation.
- ▶ Consider engaging in a dialogue to determine the concern of the patient or guest and to reach a potential accommodation, such as an after-hours visit.

# MASK POLICY

## (Managing objections / non-compliance)

- ▶ A patient or guest who is unwilling to comply with the mask policy or consider an accommodation should be asked to leave the office.
- ▶ If a patient or guest refuses to leave the office after being asked to do so or comply with the mask policy, it may be necessary to notify the authorities to prevent further escalation of the situation.
  - ▶ **Note:** The patient's identity is protected under HIPAA. Avoid sharing a depiction or description of the incident on social media or similar channels.