

Response to concerns	Approved Duke Messaging	Adding Connect, *Care, Close and RELATE. Examples:
<p><b>Slowing the Spread</b></p>	<p>You play an important role in protecting yourself, your family and our community. We are grateful to the community for their understanding and making key changes to significantly slow the spread of infection.</p>	<p><b>Identify Patient Feelings:</b> Patients are frustrated or worried.</p> <p><b>Acknowledge Feelings:</b> “This is a tough situation for patients and for you.</p> <p><b>Connect:</b> “Let me explain a bit and then I’d like to answer your questions.”</p> <p><b>Share Appreciation:</b> *‘We are grateful...’ We are glad you are protecting yourself and your family. We are working to do the same.”</p> <p><b>Scripting guidelines to request patient uses a mask</b></p> <p>“We are glad you came here for care today. Given the severity of the spread of COVID, we would like to protect you and all patients from additional risk. We are providing masks to all of our patients as protection.”</p> <p>When patient refuses. “We definitely understand it may seem excessive but we care about all of our patients’ safety. We are doing our best to keep you safe and expect the same. Thank you so much for understanding.”</p> <p>Patient escalates refusal. “I am so sorry this is not what you expected but it is a part of our Duke Safety protocol in order to keep everyone safe. We want to take care of you and for you to be taken care of today and that will require the use of a mask for all patients.”</p> <p>Patient still refuses. “As I mentioned, we want to take care of you and have you seen today. If you refuse a mask, we will have to cancel your appointment. We cannot see patients if they are not masked. Would you like to speak to a manager understand our protocols? We would be glad to explain further so that you can be comfortable.”</p>