

Introduction

We had a patient who refused to wear a face mask. Scottish Government guidance is that patients should not be refused treatment if they present without a face covering. It is not mandatory (as it is in shops) but is 'strongly advised'.

Step 1 – Identify Hazards

Patient refusing to wear face covering.

Step 2 – Establish Risks

Risk of infection transmission between patient and staff and between patient and other patients.

Step 3 – Evaluate Risks

Higher risk if:

- Patients with respiratory symptoms/ fever.
- Staff with underlying health conditions.
- Cannot remain 2 meters away.
- Possible increased risk - small phlebotomy room

Step 4 – Control the Risks

All patients informed of expectation to wear face covering when booking appointment.

Inform loose scarf adequate

Signage at all entry points.

Offer face shield.

To wait outside/ in car until called

See in larger room and increase ventilation.

Decide most appropriate clinician

Clean room as per protocol

Step 5 – Document and Review

Ensure all staff aware of risk and actions and review response to situations.

Contact:

[Enter Email Address Here](#)