

Masking Requirement in Direct Patient Care Areas

October 23, 2024

Know

- A systemwide **masking requirement will resume from November 1, 2024, through April 30, 2025**, for all staff in areas where direct patient care is provided.
- This decision **aligns with public health guidelines** due to heightened respiratory viral season risks.
- **Applies to areas of direct patient care:** hallway beds, infusion centers, hospital & clinic rooms, and triage areas.
- Masking is **not required in non-patient care areas** such as registration desks, elevators, and breakrooms, though it is strongly recommended.
- **Masks will continue to be provided at our sites.**

Do

- Ensure all staff understand where masking is required.
- Address any questions from team members about the policy or its implementation.
- Remind staff to wear masks in designated areas.
- Monitor compliance and offer guidance when needed.
- Support patient or companion disability-related accommodation requests wherever possible; refer patients/visitors to Patient Relations at (415) 353-1936 or patient.relations@ucsf.edu to request accommodations.

Share

Share this update with your team at huddles and in meetings, using the talking points below:

Talking Points for Managers

- Starting November 1, face masking will be required for all staff involved in direct patient care.
- This is a seasonal safety measure during the respiratory viral season, running through April 30, based on public health guidance.
- Masking will be required in all areas where direct patient care occurs, such as hospital rooms, clinic rooms, infusion centers, hallway beds, and triage areas.
- Registration desks, waiting rooms, elevators, and other non-patient care areas do not require masks.
- We're taking this clinically-informed step to protect patients, staff, and the community from respiratory illness spread during the winter months.