
2024-25 Face Masking Requirement

Last Updated October 23, 2024

Q: Why are we resuming masking in direct patient care areas?

A: This is a precautionary measure during the respiratory viral season to protect patients, colleagues, and the community, following trends in respiratory illness and public health recommendations.

Q: Where exactly will I need to wear a mask?

A: Masks are required in all areas where direct patient care is provided, including hospital rooms, clinic rooms, hallway beds, infusion centers, and triage areas.

Q: What areas are exempt from the masking requirement?

A: Non-patient care areas such as registration desks, hallways, elevators, workrooms, and breakrooms will not require masks. However, masking is recommended in these areas.

Q: What should I do if I see a colleague not wearing a mask in a patient care area?

A: Kindly remind them to wear their mask, as it is part of our infection prevention strategy to keep everyone safe.

Q: How long will this masking policy be in effect?

A: The masking requirement will be in place from November 1, 2024, through April 30, 2025, to cover the respiratory viral season.

Q: Who can I contact if I have questions about this policy?

A: You can reach out to your supervisor or the infection prevention team for any questions or clarifications.

Q: How are we supporting patients or companions who may need an accommodation?

A: UCSF has a legal obligation to provide reasonable accommodations such that patients and visitors can access our care, programs, and services:

- As an organizational standard, we are committed to doing all we can to accommodate patients who request additional or different measures to help ensure their safety/feeling of safety in our environment.
 - These reasonable accommodations extend to patients who are immunocompromised. Examples of reasonable accommodations for immunocompromised patients (including, but not limited to):
 - Allowing a patient to wait outside, providing a private space for a patient to wait, rooming the patient early, etc.
 - Staff and/or providers wearing a surgical, or N95 mask, as requested by immunocompromised patients.
 - Please feel free to reach out to Patient Relations (patient.relations@ucsf.edu or 415-353-1936) with any questions regarding accommodation requests.
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