



Smoke-Free Campus: Scripting

SITUATION: You see a person using tobacco products on St. Agnes property

ASSOCIATE: "Excuse me Sir (Ma'am). I just wanted to let you know that all of St. Agnes property grounds and parking areas, including inside cars, are smoke-free. While you are here, you can get a nicotine replacement lozenge from the Front Desk/ED Greeter Desk or other locations to help you. Thank you."

VISITOR: "Where am I (visitor) allowed to smoke?"

ASSOCIATE: "Nowhere on St. Agnes property – we have implemented a smoke-free campus as of January 1, so it is new policy. You must now leave the campus if you wish to smoke. We have nicotine lozenges available at the Front Desk/ ED Greeter Desk to help you with your urge to smoke while you're here"

VISITOR: "Why are you making me leave the hospital property?"

ASSOCIATE: "For your health and the health of others, St. Agnes Hospital is a smoke-free campus. Many of our patients who come to this hospital have cancer or respiratory problems and their health is affected by second-hand smoke. We feel we should be providing them an environment free from the impact of second-hand smoke."

VISITOR: "I have to have a cigarette! My loved one is very ill/has just passed away."

ASSOCIATE: "I am sorry about your loved one. Is there something I can do to help?" - I can offer you a nicotine lozenge to help you with your cravings."

VISITOR: "I'm afraid to leave the property at night and want to smoke."

ASSOCIATE: "You can go inside to the ED Greeter Desk and get a nicotine lozenge that will reduce your craving."

SITUATION: The patient has been in the hospital before Jan. 1 implementation of the policy.

PATIENT: "Someone from the hospital took me out to smoke when I was here last time, why can't I go outside now?"

ASSOCIATE: "We are a smoke-free environment, inside and outside, as of Jan. 1. In an effort to promote health and wellness and for your benefit and others around you, we have banned tobacco products on any St. Agnes property. While you are here, we have nicotine replacement patches available. They can help the cravings."

SITUATION: A patient refuses to comply with the policy, and insists on leaving the unit to smoke.

ASSOCIATE: "Smoking is prohibited throughout our campus, and you will likely be approached while smoking outside and asked to extinguish your cigarette. Also, I will need to leave a note for our physician that you left the unit to smoke against policy and medical advice."

SITUATION: Family member or visitor wants to go outside to smoke while waiting for person in surgery to go to recovery.

ASSOCIATE: "All of St. Agnes property, grounds, and parking areas are smoke-free. If you don't want to leave, we can provide nicotine lozenges to help with the cravings."

SITUATION: A coworker tells you they cannot refrain from smoking during the work day, and they are going to leave the campus to smoke.

ASSOCIATE: "When you choose to leave for an extended period of time to smoke, it impacts all of us, and has a negative effect on patient care. For yourself and your family, why don't you try getting one of the Quit Kits that are available through Employee Health."