

Scripting - Outdoor Encounters with Visitors and Patients:

- *If you see a person using tobacco products on UAMS property:*
- Excuse me Sir (Ma'am). All of UAMS property, grounds and parking areas are tobacco-free. Here is some information on where you can purchase nicotine gum while you are here as well as information on the free smoking cessation classes available. Would you please extinguish your cigarette now? Thank you.

Outdoor Encounters with Visitors and Patients:

- ***“Where am I (visitor) allowed to smoke?”***
- “Nowhere on UAMS property- we have implemented a smoke-free campus July 4 so it is a new policy. You must now leave the campus if you wish to smoke. If you are here with someone waiting for Admission or the Emergency Room Department we can provide you with a pager. This will allow you to leave the grounds and go someplace within a one mile radius. Someone will page you as soon as we have a room available or you can visit with the individual you are with.

Outdoor Encounters with Visitors and Patients:

- ***“Why are you making me leave hospital property?”***
- For your health and the health of others UAMS 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.

Outdoor Encounters with Visitors and Patients:

- ***“I have to have a cigarette! My loved one is very ill or just passed away.”***
- I’m sorry about your loved one. Is there something I can do to help?” (Provide assistance if requested) Walk away if no help is requested.
- ***“I’m afraid to leave the property at night and want to smoke.”***
- “You can go inside to Emergency Room Admissions and get some nicotine gum that will take away your craving.”

Scripting - Unit Situations with Patients, Families and Visitors:

- *The patient has been in the hospital before July 4, 2004, 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?
- **Staff Member:** “We are an entirely smoke-free environment as of July 4th. In an effort to promote health and wellness and for your benefit and others around you we have banned tobacco products on any UAMS property.
- Would you like me to contact your physician for an order for nicotine replacement therapy while you are in the hospital? They may help the cravings. We have information about smoking cessation classes available for you as well.

Unit Situations with Patients, Families and Visitors:

- **Schedulers, Registration and Physician Office Staff:**
- I'd like to let you know in advance that UAMS property is entirely smoke-free as of July 4, 2004. Smoking is not permitted on any property, grounds, or parking areas. Nicotine Replacement Therapy will be available to hospitalized patients. Patients will not be allowed to leave the hospital to smoke.

Unit Situations with Patients, Families and Visitors:

- **Surgery Waiting Room Staff:**
- Family member/visitor wants to go outside to smoke while waiting for person in surgery to go to recovery.
- All of UAMS property, grounds, and parking areas are smoke-free. If you decide to leave the campus to smoke we will notify you on your cell phone or pager when they are out of surgery. If you don't want to leave we can provide some nicotine gum to help with the cravings.