



Scripted Messages for Employees Denver Health Tobacco Free Policy

Outdoor Encounters:

An employee sees a visitor using tobacco products on DH property:

“Excuse me (Sir/Ma’am). All Denver Health properties, including parking areas, are tobacco free. Because of our non-smoking policy, you will need to leave the campus to smoke. The gift shop has quit kits that may help you get through your time here. Thank you for respecting this policy.”

Can I use tobacco in my vehicle?

“If your car is on Denver Health property, you’ll need to drive off property if you wish to use tobacco products.”

I have to have a cigarette! My loved one is very ill or just passed away.

“I am very sorry to hear about your loved one. How can I help you through this stressful time while still respecting the health policies of this facility?”

Why do I have to leave the property to use tobacco?

“All Denver hospitals have implemented tobacco free policies to act as examples to the community for healthy living. Many sick people, who are greatly affected by smoke, visit this facility each day. Tobacco use is not allowed in order to uphold the highest standard of health care.”

An employee sees a visitor using tobacco products in a DH parking lot or garage:

“I just wanted to let you know that this parking lot/garage is part of our Tobacco Free Campus area. If you wish to continue to smoke, we must ask you to please leave the campus to do so.”

Unit Situations:

Where am I (patient) allowed to smoke?

“Tobacco use is not permitted anywhere on hospital grounds. As of November 20th, we implemented a tobacco free policy for all of Denver Health. If you need help with nicotine withdrawal, we can contact your doctor to prescribe medical aids to reduce your nicotine cravings while you are here.”

Someone from the hospital took me out to use tobacco when I was here last time. Why can’t I go outside now?

“Since your last visit, we have become a tobacco free campus – like all Denver hospitals. This was done to promote the health and safety of all of our patients, visitors, and employees.”

If the person using tobacco becomes hostile:

Walk away and contact security.