

# COVID-19 - Masks with a Clear Window

With current PPE requirements, communication has become particularly challenging for individuals who lip read, such as some who are deaf or hard of hearing. Masks with a clear window can be a helpful resource for effective communication in approved areas. These masks enable patients to see the speaker's mouth and facial expressions as they talk.

## In what situations may masks with a clear window be beneficial?

- With patients and visitors who lip read (e.g., patients who are Deaf or hard of hearing).
- Patient encounters with speech-language pathologists and audiologists.

## Where have masks with a clear window been approved for use?

NM has procured ClearMasks™ that have been approved for use in most inpatient and outpatient areas. Please note that:

- ClearMasks™ are ***not*** approved in surgical areas, interventional areas and other areas with patients who are on airborne precautions.
- ClearMasks™ are single use only and should be disposed after removing.

## Who can use these masks?

- Masks can be used by patients, clinicians, interpreters and family members to facilitate communication.

## What is the process to obtain masks with a clear window?

- An initial bulk order for the ClearMask™ was placed for the system. Please contact your local Interpretation Services team to request the product. Please note that while NM is working to procure these specialized masks, they remain in short supply and should only be used for the limited situations noted above.
- Once product availability has been normalized, units and practices will be able to place an order for the masks directly, as needed. An updated tip sheet will be posted when this process is finalized. If you have a limited stocking request, managers should work with their Inventory team.

## How do I don/doff masks with a clear window?

- [Instructions on how to don/doff the ClearMask™.](#)

See the [Inclusion page](#) for additional tips on how to support patients with disabilities during this time.