

# A Patient Perspective Survey on Masking or De-Masking the Medical Staff amid COVID-19 Pandemic

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**Status** RECRUITING  
**Sponsor** Maroondah Hospital  
**Enrollment** 600 participants

## Plain Language Summary

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During the COVID-19 pandemic, medical staff across Australia began wearing face masks at work to reduce the spread of droplets that carry the virus. While this is an important infection control measure, there was concern that patients might find it unsettling or anxiety-provoking to see their doctors and nurses masked outside of operating theatres, where masks are not normally worn.

This study is a simple patient survey — not a treatment trial — aimed at understanding how hospital patients feel about medical staff wearing face masks. The questionnaire explores whether patients are comfortable, reassured, or anxious when their healthcare team is masked during the pandemic. There are no medications, procedures, or interventions involved — just a written questionnaire.

You may be eligible if you are a patient (aged 16 or over) admitted to Maroondah or Box Hill Hospital (Eastern Health) for any surgical or medical reason, and you do not have a suspected or confirmed COVID-19 infection. People with intellectual disability, dementia, significant language barriers, or hearing or visual impairments that would prevent them completing the survey are not eligible.

## Key Eligibility Criteria

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### Inclusion (1)

- Patients admitted to Maroondah and Box Hill Hospital of Eastern Health for surgical or medical reasons

### Exclusion (4)

- Younger than 16 years
- Intellectual disability or dementia
- Language barrier, visual or hearing impairment
- Suspected or confirmed COVID-19

## Locations (2 total)

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Maroondah Hospital - Ringwood East, VIC, Australia  
Box Hill Hospital - Box Hill, VIC, Australia