Patient Refusal of Care

POLICY

THE RULE

1. On calls where patient contact is made and the patient is not transported, complete a Patient Refusal of Care (PRC)
2. Using a laptop: the patient or responsible party reads the Patient Refusal Form on screen and signs it (unless precluded by standard precautions)
3. No laptop: the patient or responsible party signs a hard copy, attached using the trailing documents process
4. Each hard copy Patient Refusal Form must have its own eHR
5. If the patient refuses to sign (electronic or paper), document that and obtain the signature of a witness

WHY IT EXISTS

- So every non-transport after patient contact has a completed, signed refusal record

APPLIES WHEN

- Any call with patient contact where the patient is not transported

EXCEPTIONS & EDGE CASES

- Patient refuses to sign: document the refusal and get a witness signature instead
- Non-EMS personnel are preferred as witnesses, if available

DOCUMENT IT

- The signed PRC — on the laptop, or the hard copy attached via the trailing documents process, one eHR per form

Take Home Message:

Every non-transport after patient contact gets a completed PRC — and if the patient won't sign, document it and get a witness.