

MANAGEMENT OF A PATIENT REFUSING TREATMENT OR ADVICE POLICY (CRITERION 2.1.1B)

POLICY

This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice.

Our practice endeavours to help our patients understand the importance of medicines and treatment advice to help them make informed decisions about their health care. (*Refer Book 1, Informed Consent to Medical Treatment Criterion 1.3*)

Our clinical team can demonstrate how we provide care for patients who refuse a specific treatment, advice or procedure.

PROCEDURE

Staff and doctors are to respect the right of all patients to make investigation and treatment choices or to seek a further clinical opinion.

Patients should be advised to notify the doctor or nurse if they want to refuse a specific advice or procedure.

An appropriate risk management strategy to be followed includes ensuring that:

- The patient has been provided with the full range of options available, including the risks and benefits of each to enable them to make an informed choice.
- The consequences of the choices made are explained including those of non-investigation and treatment. Patient will be asked to sign Refusal of treatment
- The patient is offered continued monitoring, support or timely referral appropriate to their choices. This may be to another GP within our practice or to another practice.
- Full documentation of the actions taken above and any referrals (including dates) to other care providers in the medical record is essential

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