

	COUNTY OF SACRAMENTO EMERGENCY MEDICAL SERVICES AGENCY	Document #	2101.16
	<u>PROGRAM DOCUMENT:</u> Patient Initiated Refusal of Service and/or Transport	Draft Date:	07/29/14
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 EMS Medical Director

 EMS Administrator

Intent:

- A. To provide direction and guidelines of Patient Initiated Refusal of Service and / or Transport for Sacramento County Emergency Medical Services Paramedics and Emergency Medical Technician (EMT) at the scene of a medical emergency.

Authority:

- A. California Health and Safety Code, Division 2.5
- B. California Code of Regulations, Title 22, Division 9

Definitions:

- A. Person: Any person encounter by emergency medical personnel shall meet ALL the following conditions:
 - 1. Does not manifest any evidence of illness or injury by witnessed history or personal complaint
 - 2. Exhibits no signs of impaired capacity to understand the urgent nature of their medical condition
 - 3. Refuses any assessment by out of hospital personnel.
- B. Patient: any person encountered by emergency medical personnel who meets ANY of the following conditions:
 - 1. manifest any evidence of illness or injury
 - 2. Exhibits signs of impaired capacity to understand the urgent nature of their medical condition
 - 3. Any person who request an assessment **or has an assessment done by emergency medical personnel on scene.**

Policy:

- A. It is the responsibility of the provider agency to accurately record and document the identifying information of all involved persons encounter during the course of emergency request for assistance.
- B. A Patient Care Report (PCR) shall be completed on all patient contacts. The PCR shall document all assessment and care rendered to the patient by all out of hospital providers and all refusals of assessment, care and /or transport.
- C. It is the provider's responsibility to review all PCRs where refusal of assessment, care and /or transport occurred for appropriate care and compliance with this policy.
- D. The patient must sign an appropriate release developed by the provider stating that emergency evaluation has been rendered, transportation offered, and that the patient chooses an alternative evaluation plan.

Patient Refusal of Assessment, Care and/or Transportation:

- A. Certain members of the public, while suffering from an illness or injury, may decline all or part of the indicated assessment, emergency treatment and /or transportation. These members have a right to refuse emergency treatment and/or transportation if the following factors are not present:
 - 1. Impaired capacity to understand the emergent nature of their medical condition due to, but not limited to, alcohol, drugs or medications, mental illness, traumatic injury or grave disability
 - 2. Legal minority (minority legal age status that which full personal rights may not be exercised)
- B. It is the responsibility of the provider agency and prehospital providers to render all indicated assessments, emergency treatment and transportation under the following conditions:
 - 1. When it is medically indicated
 - 2. When requested by the patient to render treatment and/or transportation;
 - 3. When evidence for impaired capacity exists, and
 - 4. When not legal majority (majority-legal age status at which full personal right may be exercised)
- C. For the members of the public that are refusing part of all indicated assessments, emergency treatment and or transportation and who in the provider's judgment, requires treatment and/or transportation, the following steps may be taken:
 - 1. Have your partner offer treatment and/or transport
 - 2. Consider involvement of law enforcement early if there is a threat to self, others or grave disability
 - 3. Have your agency's supervisor or management assist you in offering transportation
 - 4. Contact a designated base hospital for the physician/MICN to assist in offering treatment and/or transportation. Communication with the base hospital shall be in close proximity to the patient, so that direct communication between the physician and patient may occur. This is considered Direct Medical Control
 - 5. For patients meeting Trauma Triage Criteria, a designated Trauma Center will be contacted in all cases of patient refusal or assessment, care and /or transportation. If pediatric patient, contact UC Davis Medical Center.
- D. A Paramedic under this policy will NOT release the following classes of patients at scene.
 - 1. Patients requesting ambulance transport shall not be denied transport under this policy.
 - 2. Patients with ANY new onset medical complaints such as seizures, headaches, hypoglycemia, respiratory distress, chest pain, etc. regardless of the duration of the complaint.
 - 3. Paramedic may not knowingly release a patient under this policy more than once in a 24-hour period.
 - 4. Children under one (1) year of age
 - 5. Elderly patients who are difficult to assess OR whose baseline mental status is chronically altered due to a pre-existing condition such as Alzheimer's disease, dementia, or previous stroke.
 - 6. Minors under eighteen (18) years of age shall not be released under this policy except at the request of parent or guardian.

Base Contact Requirements:

A. Base Contact is required:

1. When, in the prehospital personnel's opinion, the patient's decision to decline care/transportation poses a threat to his/her health and well-being.
2. If the patient's capacity is unclear and treatment or transport is felt to be appropriate.
3. Any patient under the age of 1 year
4. Any other situation in which, in the prehospital personnel's opinion, base contact would be beneficial in resolving treatment or transport issues.
5. Patients in law enforcement custody or under 5150 hold do not require consent for transport. However, patients in law enforcement custody or under 5150 hold may decline treatment unless, in the prehospital provider's discretion, withholding treatment could potentially cause harm to either the patient or providers.

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