Northwest Community EMS System
Procedure for using the electronic refusal of service form

Ideally, before you open the refusal form, enter the patient's name, address, DOB, phone number and other pertinent demographic information in the Field Bridge report. It will make the refusal procedure flow a little easier to at least have the patient's name entered prior to initiating the form.

There is a new tab on the template labeled **refusal of service**. You will note a check box towards the top of the screen that asks you to "click for refusal". Clicking on that box opens up the screen. Once opened, you will note the same things need to be addressed as we currently do with the paper refusal form.

First, review the "Medical Miranda" (disclosure of risk) with the patient, as in the past.
NEW: There is now a check box for the patient to agree that they understand the risks.

Next, have the patient/surrogate attest to what they are refusing. On paper we obtain initials next to the relevant statements. On the electronic form, they mark agree or disagree.

You will also note a "not applicable" option. This is a default setting. The patient or their surrogate should only be concerned with those statements that are pertinent to the situation and check the "I agree" or "I disagree". In most instances, the "I agree" is the item that will be checked. The patient is checking the "I agree" in lieu of writing their initials.

Each item to be marked as refused should have some mark next to the line (agree or disagree). If it is not appropriate to the situation, leave the item alone (i.e. transport to a distant hospital can be left blank unless the patient is refusing to be transported to the nearest hospital).

Once all of the check boxes are appropriately marked, review the form for its accuracy and completeness. Then the patient/surrogate should sign their name. Click on the button marked "Get Name" under the signature line. If you have already populated the demographic data in the Field Bridge PCR, it will automatically enter on the Refusal form and you will not have to retype the information. There is a clock icon to timestamp their signature.

At this point, do NOT click on the soft button marked "Lock Refusal of Service. That is the last step.

Next, the two crewmembers who are witnessing the patient's refusal need to sign. To do this, the first witness should click on the soft button with their name. This will open a dialogue box with the options that include an acknowledgement they have provided the patient with a notice of privacy; that the crew member is witnessing the signature; that the patient is refusing to sign the refusal form but is refusing care and/or transport; or that the patient is refusing care and refusing to sign the refusal form.

Once the crewmember signs the form, it is recommended that they time stamp it by clicking the clock picture below the signature line. Then the crewmember should click on "Save Signature".

Do the same for the second witness. When the patient/surrogate and two witness signatures are obtained, click the button marked **"Lock Refusal of Service"**. This secures the refusal. If a mistake has been made, unlock the form by clicking on that same button. Key strokes made after the form is unlocked are tracked.

Once the patient and the 2 witnesses have signed, the report can be completed as usual.

There is no legal need to immediately provide the patient with a printed copy of their refusal form. Providing printed copies of any EMS report to a patient is a local decision. The refusal can be provided to them in the same manner as any other patient care report.

If you have more than one person refusing care, you do have the ability to select "add another patient" within the template. This might be an option for a limited amount of patients at a scene. Each patient would have to have his or her own report. If you are dealing with the typical "multiple patient release", it might be better to use the printed form in order to save time. We do not yet have an electronic multiple patient release form.

Please review the refusal tab on the report template along with these instructions, and get back to me if you have any questions.

Rick Nosek, EMT-P
CARS Committee Chair