Patient Noncompliance:

In the case of patient noncompliance with the Agency's Patient Responsibilities as provided in writing to the patient, or for noncompliance with the physician's plan of care, the Agency may do the following:

1. Assess further to determine the reason the patient is noncompliant. If due to financial or other measures that are reversible, options will be sought in an effort that the patient can become compliant. If the reason is due to lack of knowledge, the Agency will provide further education.

2. Bring information regarding the assessment to the weekly interdisciplinary patient care conference. Referrals will be made as appropriate.

If the reason for noncompliance is by the patient's informed choice, the Agency may do the following:

1. Provide further education of the consequences of the patient's noncompliance

2. Inform the physician

3. Inform the patient's family, as appropriate

4. Consider contracting with the patient for continued services as long as certain conditions are met

5. Provide a written notice of termination of service along with the patient's options for meeting any continuing needs with other community resources

6. Discuss the case at the weekly interdisciplinary care conference for further guidance and options

7. Contact other agencies, with a signed release of information, that are involved in the patient's care to work together toward improving the patient's understanding of the consequences of continued noncompliance

8. Provide the patient with another copy of the Patient Responsibility form, review orally and explain to patient what further action may be taken