

# SHANTI HOSPICE

501 W. RAY ROAD, SUITE 6  
CHANDLER, AZ 85225

## Acceptance / Refusal of Medical Care: Emergency, DNR, CPR

### SECTION 2: PROGRAM / SERVICE OPERATIONS

#### POLICY #2.6

#### POLICY:

Upon admission and throughout the course of services, the patient and their family will be able to make informed decisions regarding the service being provided. The patient and family will be able to refuse all or part of their services to the extent permitted by law and the expected consequences of such actions must be explained.

#### PROCEDURE:

1. Patients have the right to accept or refuse medical care, resuscitation, surgical treatment and the right to formulate an Advance Directive (AD), including Do Not Resuscitate (DNR) instructions.
2. Patient care is not prohibited based on whether or not the individual has an AD.
3. Patients or the appropriate representative will be provided written information regarding their rights to:
  - Make medical decisions
  - Accept or refuse medical or surgical treatment and
  - Formulate an AD
4. The hospice's policies on ADs, on resuscitative practices, medical emergencies and when staff will utilize "911" services will be provided to all patients prior to the initiation of care. The existence of an AD will be determined during the initial visit and documented in the patient record. The patient or legal representative will be asked to provide the hospice with a copy of any current ADs that have been formulated, if applicable, to be filed in the medical record.
5. All personnel and contract staff will receive instruction on the Advance Directive/Resuscitation policy during orientation.

6. All personnel that are required to maintain Cardiopulmonary Resuscitation (CPR) certification will have a copy of the current certificate placed in their personnel record.
7. Only personnel that have a current CPR certification and have completed BLS will perform resuscitative measures per AD; all other staff will call "911" for medical emergencies.
8. Patients will have the right to refuse care/service after the consequences of refusal of services are explained to them.
9. Hospice personnel will assist patients with resources to obtain an AD upon request of the patient/ legal representative.
10. The hospice will provide education and assistance to the community on ADs.