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Policy on Patient Refusals

To: Director of Nursing, Assistant Director of Nursing, and Nursing Staff

Subject: Procedure for Managing Patient Refusals for Blood Work

Purpose:

This policy outlines the procedure for handling instances where a patient refuses blood work, ensuring proper documentation and communication are maintained.

Procedure:

1. Patient Refusal:

- **Phlebotomist's Role:** If a patient refuses to have their blood drawn, the phlebotomist will inform a member of the nursing staff about the refusal.
- **Signature Requirement:** The phlebotomist will request an electronic signature and full name from the nursing staff on their device to document the refusal in the order.
 - **Optional:** Nursing staff may choose to speak with the patient to address any concerns before providing their signature.

2. Documentation:

- **Signature for Proof:** The nursing staff's signature will be documented electronically in the order. This documentation can be found in the order log on the web portal by selecting the 'i' info icon on the order line.
- **Report Generation:** A report indicating the patient's refusal will be generated and sent to the facility. This report should be maintained in the patient's record for future reference.

3. Rescheduling:

- **New Orders:** If the nursing staff wishes to reschedule the blood work, a new lab order must be placed. The previously scheduled attempt will not be automatically rescheduled.

4. Contact Information:

- **Support:** For any questions or additional support, please contact our customer service team at customerservice@aculabs.com.

Thank you for your attention to this procedure.