

## Ingersoll Support Services Inc.

### Policy: Refusal of Medical Services

**Policy # QAM 10**

Section: Quality Assurance

Approved by the Board of Directors: *Sept. 22 2011*

Procedure Revision: September 26 2016

Review Date: March 22 2019

Ministry requirement –

**QAM II.7**

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*ISSI respects the rights of persons supported to make informed choices about their personal Healthcare and Medical Services. ISSI will thoroughly investigate, document, and educate in the event that a supported person refuses medical treatment or intervention by legally qualified medical practitioner.*

#### **Procedure:**

1. This policy and procedure applies to persons where support plans and support agreements have identified that this support is provided to the person with respect to their medical services.
2. Refusal of medical support is documented in the Medical section of the Personal File and is reported to the Supervisor for follow-up.
3. The refusal of medical support is only shared with other members of the person's network as according to their specific informed consent.
4. ISSI and its staff members will thoroughly investigate, document and educate in the event that the supported person refuses medical treatment or intervention of a legally qualified medical practitioner.
5. In addition to ongoing health promotion education (as per policy QAM 5, Health Promotion), support will be provided in the event of refusal to investigate, and to educate regarding the situation. Documentation, investigation and education are intended for mutual understanding of all parties.