

## Refusal Process:

It is vitally important that patients participate in therapy sessions to allow them to meet their highest functional potential. If a patient refuses a therapy session or **misses any scheduled minutes** the following actions need to occur **that day** (-this includes weekends):

- Explore with the patient what is the reason for refusal
- Discuss the concerns about missing therapy with the patient, especially how it can impact their progress.
- Consult with supervisor.
- Consult with other disciplines working with patient.
- Notify Administrator, or if administrator not available, notify assistant Administrator or House Manager.
- Attempt another visit at a different time of day.
  - Review advocacy strategies

**\*\*Other strategies to attempt if refusals or minimal participation remains a concern:**

- Ensure that you are addressing the patient's concerns and goals, utilizing empathic strategies and attempting to change thought process positively to increase likelihood of positive consequences.
- Discuss time preferences of sessions with patient and change based on preferences (including not interfering with preferred activities)
- Change therapist
- Permanently alter therapy treatment time / schedule.
- Change Therapy techniques / Alter techniques to include activities enjoyed by patient but are still related to a goal on the poc.
- Change Treatment location/attempt to make environment more familiar for patient
- Contact family to assist/attend therapy sessions
- Discuss patient with nursing staff to r/o new/exacerbated medical issues or for a medication review
- Conduct a motivational interviewing session with patient
- Consult with Social Services about handling barriers/obstacles brought on by any mood/behavioral changes

Complete Refusal notice and distribute to Social Services and Administrator