



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

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EFFECTIVE DATE: 11/25/13
REVISION DATE:
REVISION NO:
DATE: 11/25/13

POLICY ON GUEST REFUSAL FOR MEDICAL CARE

In the event that a guest presents as ill which may include many different possible situations, staff must always defer to the nurse on duty if one is available.

In the event that they are not, staff and security have the responsibility to determine when emergency services are called. The following conditions apply:

- A guest may never be refused medical care if they ask for it. Staff can offer bus fare/taxi fare or allow them to find alternate travel (even after curfew). An ambulance should be called at the discretion of the nurse and/or staff available. Guests are not permitted to call 911 from the Center; this is a violation of Center policy.
- In the event that emergency medical treatment is called, the guests should follow all medical recommendation for further tests, treatment and/or evaluation.
- Guests have the legal right to refuse medical care (as determined by the police and EMT's). The guest should be informed that it is Center policy that refusal to follow through on these recommendations may result in discharge from the Center. For example, if a shelter guest collapses in the dining room, EMT's are called and they refuse transport, the guests should be told that in order to stay in the shelter and/or use Center services, they must be cleared by a medical doctor. They should also be informed that failure to do so may jeopardize their continued stay.
- Staff/security must make sure they get a copy from the EMTs of the Refusal for Treatment form that is signed by the guest in the event they refuse further treatment.
- The on call supervisor must be notified immediately whenever this occurs.
- All discharge papers must be given to the nurse by leaving them with the receptionist.