

**G460****(Rev. 182, Issued: 09-28-18, Effective: 09-28-18, Implementation: 09-28-18)****§484.50(d)(4) The patient refuses services, or elects to be transferred or discharged;****Interpretive Guidelines §484.50(d)(4)**

A patient who occasionally declines a service is distinguished from a patient who refuses services altogether, or who habitually declines skilled care visits. It is the patient's right to refuse services. It is the agency's responsibility to educate the patient on the risks and potential adverse outcomes that can result from refusing services. In the case of patient refusals of skilled care, the HHA must document its communication with the physician who is responsible for the patient's home health plan of care, as well as the measures the HHA took to investigate the patient's refusal and the interventions the HHA attempted in order to obtain patient participation with the plan of care.

The HHA may consider discharge if the patient's decision to decline services compromises the agency's ability to safely and effectively deliver care to the extent that the agency can no longer meet the patient's needs.