

## **Informed Refusal Policy**

### **Effective July 2022**

#### **What steps should you take if a client is referred for or has recommended follow-up?**

- Contact the client about the needed follow-up and include which diagnostic test(s) should be completed.
  - Inform the client that she needs to contact you after she has made an appointment.
  - If the client does not make an appointment within one week, contact the client via phone. If no answer, leave a voice message to contact you.
  - If the client does not contact you within a week of the phone call or voice message, send an adherence letter encouraging the client to make an appointment.
  - Document two attempts to contact the client within one month – by letter and phone call.
  - If these two attempts are unsuccessful, send a certified letter requesting a return receipt. Include a self-addressed envelope for the client's convenience. The letter should include an Informed Refusal form. The certified letter should state that if the Local Coordinator does not hear from the client within 14 calendar days, her non-response will be interpreted as a refusal to adhere to referral/recommended diagnostic follow-up.
  - Document in CaST baseline comments and Progress Notes that Informed Refusal form and certified letter were sent to client and date sent.

#### **When should an Informed Refusal form be sent to a *Women's Way* client?**

- If a client does not adhere to referral/recommended diagnostic follow-up or treatment recommendations for an abnormal breast or cervical cancer screening or diagnostic result.

#### **What areas on the form need to be completed prior to sending the Informed Refusal form?**

- Date
- Agency (Name of the Local Coordinating Unit)
- Name of Client
- Date of Birth
- Address (address of client)
- City
- State
- Zip Code
- Reason for Referral/Recommended Diagnostic Follow-Up or Treatment
- Name of Individual that Referred/Recommended Diagnostic Follow-up or Treatment (health care provider)
- Organization (Name of health care facility for health care provider)

**What areas on the form need to be completed after the Informed Refusal form is returned?**

- Areas under For Office Use Only.

**What do I do if the client returns the Informed Refusal form indicating the reason for her refusal?**

- The signed Informed Refusal form should be put in the client's chart.
- Document in the Progress Notes that the Informed Refusal form has been received and the date.
- In CaST, the cycle would become irreconcilable or refused and complete the date of the final diagnosis.

**What do I do if the client does not return the Informed Refusal form?**

- If you receive the return receipt verifying that the client has received the Informed Refusal form, but the client does not return the Informed Refusal form, mark "refused" on her Diagnostic form. Put the Diagnostic form and the return receipt in the client's chart.
- Document in the Progress Notes that the Informed Refusal form was not returned.
- The date noted on the return receipt should be the date to close out the cycle. In CaST the cycle would become refused and complete the date of the final diagnosis using the date noted on the return receipt.

**What do I do if the return receipt indicates that the forms were not claimed?**

- If the client does not receive the certified letter and Informed Refusal form, the *Women's Way* client should be considered "lost to follow-up." The date the certified letter and Refusal form returns to the Local Coordinator should be used to close out the cycle. Put the certified letter and Informed Refusal form in the client's chart.
- Document in the Progress Notes that the Informed Refusal form had not been claimed.
- In CaST, the cycle would become lost to follow-up and complete the date of the final diagnosis using the date the certified letter and Informed Refusal form were returned.

Last Review Date	
August 22, 2022	smm