**EMS PATIENT REFUSING TO COMPLY WITH CARE & TRANSPORT PROCESS FLOW FOR EMS PROVIDERS**

**Does the Individual Meet Health Decision-Making Capacity Standards to Refuse further Care & Transport?**

**No**

**Yes**

Suicidal/Homicidal Ideations

No

Yes

**Is Law Enforcement Involved?**

**No, withdraw to a safe distance, follow agency operating procedures and request law enforcement.**

**Is the Scene Safe for EMS Providers?**

**STOP! – Okay to Obtain Pt. Refusal of Care AMA**

**Request Law Enforcement (L.E.) Response**

**No Response from L.E. or L.E. Does Not Engage with Patient**

**When able to safely do so, EMS should attempt to establish rapport with individual, using clear, non-threatening communication techniques and active listening. If patient continues to be non-compliant, consider requesting Behavioral Health Response Unit (L.E. or Fire) if available within the jurisdiction**

**Offer and document alternative options for care (e.g., behavioral health, family, POV, etc.). Offer a final opportunity to receive care and transport from EMS. Complete a detailed patient care report per Spokane Co. Operating Procedures**

**No**

**Yes**

**Can EMS Safely Restrain on Their Own?**

**Transport in Accordance with Spokane County Operating Procedure “Restraint for Aggressive or Violent Patients”**

**Yes**

**No**

**Is Law Enforcement Willing to Restrain and Place on Involuntary Hold?**

**Yes**

**No**