

PHYSICIAN-PATIENT RELATIONSHIP

CHECKLIST #3

MANAGING PATIENT NONCOMPLIANCE

Patient noncompliance is one of the most difficult challenges for healthcare providers. Noncompliance may include missed appointments and the failure to follow a plan of care, take medications as prescribed, or obtain recommended tests or consultations. The reasons given by patients for noncompliance vary from the denial that there is a health problem to the cost of treatment, the fear of the procedure or diagnosis, or not understanding the need for care. Physicians and other healthcare providers need to identify the reasons for noncompliance and document their efforts to resolve the underlying issues. Documentation of noncompliance helps to protect providers in the event of an untoward outcome and allegations of negligence in treating the patient.

	YES	NO
1. An office policy is in place to notify providers promptly of all missed and cancelled appointments. This is done on a daily basis.	<input type="checkbox"/>	<input type="checkbox"/>
2. A formal process is in place for follow up with patients who have missed or cancelled appointments, tests, or procedures. This process includes recognition of the nature and severity of the patient’s clinical condition to determine how vigorous follow up should be. <ul style="list-style-type: none"> • The physician makes a telephone call to the patient as a first step when the patient’s condition is serious. • If the patient’s clinical condition is stable or uncomplicated, staff call the patient to ascertain the reason for the missed or cancelled appointment. • All attempts to contact the patient are documented in the medical record. • If no response or compliance results, a letter is sent by certificate of mailing outlining the ramifications of continued noncompliance. 	<input type="checkbox"/>	<input type="checkbox"/>
3. During patient visits, the importance of following the plan of care, taking medications as prescribed, and obtaining tests or consultations are emphasized.	<input type="checkbox"/>	<input type="checkbox"/>
4. The patient’s input is sought when establishing a plan of care and medication regimen. Socioeconomic factors may contribute to the patient’s noncompliance.	<input type="checkbox"/>	<input type="checkbox"/>
5. To reinforce patient education, simple written instructions are provided regarding the plan of care. The teach-back method is used to confirm that patients understand the information and instructions provided.	<input type="checkbox"/>	<input type="checkbox"/>



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MANAGING PATIENT NONCOMPLIANCE (continued)

YES

NO

6. With the patient's permission, family members are included when discussing the plan of care and subsequent patient education in order to reinforce the importance of compliance.	<input type="checkbox"/>	<input type="checkbox"/>
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The attorneys at Fager Amsler Keller & Schoppmann, LLC are available to discuss continued patient noncompliance and the possible discharge of a patient. They can be reached at **(855) FAKS-LAW** (855-325-7529).