



Know Your Rights

Refuse Care

You have the right to say “no” to services and assistance.

You can at any time:

1. Refuse care
2. Change your mind
3. Modify your plan of care

Your family, friends, providers, and other important people can help you make health care decisions. They should support you in the choices you make.

If you do decide to refuse care, staff will likely note this in your chart. They may check with you to offer the care again.

You decide!

Be prepared to have a conversation with staff on the possible impact of your choices. They will want to discuss the risks and benefits of your choices with you.

Defining risk and benefit:

Risk- potential negative outcomes

Benefits- potential positive impact

The decisions you make today are just for today. You can change your mind.

Reminder! Learning to say "no" takes practice.

Things to Think About:

1. How comfortable do you feel saying “no”?
2. What are some reasons you may say “no”?
3. Have you ever wanted to say “no” but didn’t?

Contact the Office of Ombudsman for Long-Term Care

Phone: 651-431-2555 **Toll-free:** (800) 657-3591 **Website** mn.gov/ooltc

Practice the power of “no”

The best way to get good at something is to practice. Review the tips and then answer the questions below.

Ways to say “no”:

I don't want to do that today.
Can we do this another time?
Today I'm saying no.
I'm not feeling up to that today.
I don't think I need that medication right now.
I trust my body.
I am choosing to decline that today.
I am not comfortable, so I need to say no.
Let me think about it and get back to you.

1. An activity aide knocks at your door and reminds you that it's time for morning exercise. You did not sleep well last night and want to sleep in. The staff person states, “your daughter said you need to attend.” How would you respond?
2. You learn that you have a virtual visit scheduled during your favorite activity. How would you handle this?