

	DOCUMENT NAME	DOCUMENT NUMBER
	USER INVOLVEMENT IN CARE DECISIONS	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
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To demonstrate that **users are involved in decision-making** regarding their care—an essential component of person-centred healthcare and a key compliance requirement—your practice can implement and document the following:

Key Practices to Ensure User Involvement in Care Decisions

1. Informed Consent

- Users are given clear, understandable information about:
 - Diagnosis
 - Treatment options (including risks and benefits)
 - Alternatives and potential outcomes
- Consent is documented in writing, especially for procedures or treatment plans.
- A signed **Informed Consent Form** or a detailed note in the user’s health record is required.

2. Shared Decision-Making

- Healthcare providers engage users in dialogue, listening to their values, concerns, and preferences.
- Users are encouraged to ask questions and participate actively in decisions.
- The **discussion and agreed-upon management plan** are recorded in the user’s file.

3. Health Record Documentation

- Include notes such as:
 - “Discussed treatment options with user, including benefits and risks.”
 - “User agreed to plan of care.”
 - “User opted for conservative treatment after discussing surgical options.”

4. Educational Materials

- Provide brochures or digital materials to help users understand their condition and choices.

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- Document in the record when materials were provided.

5. Interpreter/Assistance Services

- Offer translation services or communication aids if needed.
- Record when these services were used.



Evidence for Compliance

For audits or assessments, ensure that:

- The user health records **show notes of the discussions** with users.
- Signed consent forms are **stored in patient files** (electronic or manual).
- Staff can **explain the process** of involving users in decision-making.
- Educational leaflets or digital tools used are **available for review**.