

OREGON DEPARTMENT OF CORRECTIONS
Operations Division
Health Services Section Policy and Procedure #P-C-08

SUBJECT: HEALTH CARE LIAISON

POLICY: Inmates must be afforded access to essential health services when qualified health care professionals are not onsite and therefore, a designated health care liaison shall be identified and trained regarding the coordination of triaging non-emergent health care complaints.

REFERENCE: NCCHC Standard P-C-08

PROCEDURE:

- A. The Officer in Charge (OIC) will function as the health care liaison at those facilities that do not have a qualified health care professional onsite 24 hours daily.
- B. The health care liaison will be trained by, and under the joint supervision of, the responsible physician and facility administrator or their designee. Training will include but is not limited to:
 - 1. Medic First Aid Basic (CPR)
 - 2. Medic Basic First Aid (Recognition of Emergent and Urgent Conditions)
 - 3. Recognition of Mental Health Emergencies
 - 4. Recognition of Patients with Increased Suicide Risks
 - 5. Documentation and Follow-up of Health Care Needs
 - 6. Confidentiality of Health Care Information
- C. The health care liaison duties include identification and immediate attention for those inmates in need of emergent and urgent health care services that cannot wait for care during established health services hours of operation, assisting within their capacity to carry out the orders from health care providers in emergent situations, and documentation and review with the medical and/or mental health staff of those in need of follow-up attention during the next regular shift. They also assist in carrying out provider orders regarding such matters as diet, housing and work assignments. In addition, the OIC may determine that the inmate's condition warrants a "lay in" or "no work" status in which case, the information will be documented and provided to health services staff for appropriate follow-up.
- D. Upon notification, the OIC will determine if the inmate's need or condition is emergent, urgent or non-emergent in nature. The OIC may notify either the Health Services "on-call" staff member or the "Contact Facility" (see table below) to assist with this determination. In the event that the condition is determined to be emergent, the OIC

Health Care Liaison

may arrange for the inmate to be transported to the local community hospital for evaluation. If the condition is determined to be non-emergent, the incident will be documented and the documentation will be provided to the medical and/or mental health staff at their next regularly scheduled shift.

- E. If the inmate demonstrates a mental health condition that is beyond the resources of the facility, the OIC may contact the facility's "on-call mental health provider." The listing for this person is located in the public folders through the ODOC outlook e-mail program under "CTS on-call."

Effective Date: _____

Revision date: February 2007

Supersedes P&P dated: January 2006

Powder River Correctional Facility
Site Specific Attachment to P-C-08, Health Care Liaison

The Health Care Liaison's duties at PRCF will be the responsibility of the Officer of the Day. The duties include review of those needing follow-up attention by Health Care staff at the next regular business day. Triaging non-emergent sick call requests and assisting with carrying out the orders of Health Care Providers regarding diet, housing and work assignments. Training will consist of documentation, communication and confidentiality of inmate's medical information. The Health Care Physician or designee will complete this training.

1. Upon notification by the Shift Commander, the OD will determine if the inmate need or condition is emergent or non-emergent in nature. EOCI Health Care staff may be contacted to assist the OD with that determination; for emergency needs, the OD will contact the on-call PRCF Health Services person for disposition. If the on-call PRCF staff cannot be reached, the inmate will be transported to St. Elizabeth's for follow-up assessment. In the case of non-emergent needs, these will be documented and given to PRCF Health Care staff at the next regular business day for follow-up.
2. The OD may determine that the inmate needs to be placed on "lay in" or "no work" status until reviewed by PRCF Health Services. This will be given to the Health Services staff the following business day. The inmate is responsible to seek health care for follow-up.
3. If Health Services staff determines that an inmate may benefit from a diet change, i.e., clear liquids, the OD will forward this information to Food Services. Health Services will review documentation to determine follow-up needs. Due to a possible injury, it may be necessary to assign an inmate to a lower bunk. The OD can assign this and pass the information on to the shift Commander and Health Services staff.

Shutter Creek Correctional Institution

Site Specific Attachment to P-C-08, Health Care Liaison

The Health Care Liaison's duties at SCCI will be the responsibility of the Officer of the Day. The duties include review of those needing follow-up attention by Health Care staff at the next regular business day. Triageing non-emergent sick call requests and assisting with carrying out the orders of Health Care Providers regarding diet, housing and work assignments. Training will consist of documentation, communication and confidentiality of inmate's medical information. The Health Care Physician or designee will complete this training,

1. Upon notification to the shift Lieutenant, the Lieutenant will determine if the inmate need or condition is emergent or non-emergent in nature. The Lieutenant will contact the on-call SCCI Health Services person for disposition. If the on-call SCCI staff cannot be reached, the inmate will be transported to Lower Umpqua Hospital for follow-up assessment. In the case of non-emergent needs, these will be documented and given to SCCI Health Care staff at the regular business day for follow up.
2. The Lieutenant may determine that the inmate needs to be paced on "lay in" or "No work" status until reviewed by SCCI Health Services. This will be given to the health services staff the following business day. The inmate is responsible to seek health care follow-up.
3. If Health Services staff determines that an inmate may benefit from a diet change, i.e., clear liquids, the Lieutenant will forward this information to Food Services. Heath Services will review documentation to determine follow-up needs. Due to possible injury, it may be necessary to assign an inmate to a lower bunk. The Lieutenant can assign this and pass the information on to the Health Service staff.

Oregon State Penitentiary Minimum Institution
Site Specific Attachment to P-C-08, Health Care Liaison

Inmate communications (kyles) are picked up daily and triaged by OSP Health Services staff. A nurse visits OSPM three times per week.

The Health Care Liaison's duties at OSPM will be the responsibility of the Officer of the Day. The duties include review of those needing follow-up attention by Health Care staff at the next regular business day, triaging non-emergency sick call requests and assisting with carrying out the orders of Health Care Providers regarding diet, housing and work assignments. Training will consist of documentation, communication and confidentiality of inmate's medical information. The Health Care Physician or designee will complete this training.

1. Upon notification of the shift Lieutenant, the Lieutenant will determine if the inmate need or condition is emergent or non-emergent in nature. The Lieutenant will contact OSP Health Services nursing staff for disposition. If Health Services staff cannot be reached, and it has been determined by the shift Lieutenant that an emergency exists, 911 will be contacted for transport to Salem Memorial Hospital for follow-up assessment. In the case of non-emergent needs, these will be documented and given to OSP Health Care staff on the next regular business day for follow-up.
2. The Lieutenant may determine that the inmate needs to be placed in "lay in" or "No work" status until reviewed by OSP Health Services. This will be given to the health services staff the following business day. The inmate is responsible to seek health care follow-up.
3. If Health Services staff determines that an inmate may benefit from a diet change, i.e., clear liquids, the Lieutenant will forward this information to Food Services. Health Services will review documentation to determine if follow-up is needed. Due to possible injury, it may be necessary to assign an inmate to a lower bunk. The Lieutenant can assign this and pass the information on to the Health Service staff.