

OREGON DEPARTMENT OF CORRECTIONS
Operations Division
Health Services Section Policy and Procedure #P-E-07

SUBJECT: NON-EMERGENCY HEALTH CARE REQUESTS AND SERVICES

POLICY: Inmates must have the ability to request health care attention for health complaints on a daily basis. Requests by inmates for health care attention, whether medical, dental, or mental are to be received, reviewed, documented, and acted upon by qualified health care personnel. The inmate's health complaint is to be triaged, treated, and referred based upon the health care professional's clinical evaluation. Non-health care staff are not to determine whether an inmate receives health care attention.

REFERENCE: OAR 291-124-040
NCCHC Standard P-E-07

PROCEDURE:

- A. All areas of inmate living, segregated and non-segregated, will have access to request health care on a daily basis. The process for this will vary from institution to institution. (see attachment)
- B. Verbal and/or written requests for medical, dental and mental health care will be received daily and triaged within 24 hours, 7 days a week. The process for this will vary from institution to institution. (see attachment)
- C. Following this triage, medical, dental, and mental health requests that involve a significant clinical symptom will be seen by a health care professional within 24 hours, 72 hours on weekends, for evaluation and treatment.
- D. As part of the evaluation and treatment process, the inmate may be provided with written or verbal patient education, treated as indicated by a nursing protocol, or scheduled for further evaluation with a health care professional.
- E. The disposition of the kyte, or triage assessment, is noted either on the sick call slip, log or appointment book or documented in the health care record.
- F. Sick call or nursing appointments for non-segregated populations are conducted in an area appropriate for the evaluation of the complaint. The schedule and method varies for each institution. (see attachment)
 1. Inmate health care records must be available to the health care staff at the time of the sick call contact.
 2. Each inmate will be seen on an individual basis in a designated area to ensure privacy and confidentiality.

Non-Emergency Health Care Requests and Services

3. The following supplies will be available for use during sick call:
 - a. Thermometers
 - b. Stethoscope
 - c. Blood Pressure Cuff
 - d. Light
 - e. Exam Gloves
 - f. Dressings
 - g. Germicidal Solution
 - h. Protocol Book
 - i. Any other supplies as deemed appropriate
 4. Each health complaint will be evaluated and documented in the inmate health care record utilizing SOAP charting format. Review of subjective and objective data results in an assessment of the health problem and a plan made, based on the protocols, for treatment or further evaluation. The inmate will be provided with an explanation of the assessment findings, any further recommended treatment or evaluation, and any patient education relevant to the health complaint. All encounters will be dated, timed, and signed.
 5. Inmates must be scheduled with primary care providers within a week of the nursing assessment at sick call when:
 - a. indicated by protocol.
 - b. the patient requires a higher level of evaluation and/or care.
 - c. nursing assessment is deferred.
 - d. two or more recent contacts are made for the same health complaint.
 6. When all the inmates requesting sick call attention have been evaluated, the nurse assigned to conduct sick call or designee will restock supplies, clean equipment as necessary, dispose of waste properly and process orders/appointments.
- G. Sick call or nursing appointments for segregated populations will occur as follows:
1. Sick call is conducted in disciplinary segregation on a daily basis. Sick call lists for disciplinary segregation will be generated during the health evaluation visits and/or from written and verbal requests.
 2. Sick call is routinely conducted in administrative segregation three (3) times a week. Sick call lists for administrative segregation will be generated from health evaluation visits and/or written and verbal requests.
 3. Sick call is routinely conducted in Intensive Management Units five (5) days a week. Sick call lists for Intensive Management Units will be generated from health evaluation visits and/or written and verbal requests.

Non-Emergency Health Care Requests and Services

4. Sick call is routinely conducted for death row inmates five (5) times a week. Sick call lists for death row will be generated from health evaluation visits and/or written and verbal requests.
5. Inmates housed in Special Management Units (SMU) have significant mental health issues and receive care from licensed nursing staff, similar to nursing rounds in an inpatient setting. Nursing treatment protocols will not be used in SMU settings. All treatment orders will be by direct practitioner orders.

H. Sick Call Review and Quality Assurance

1. The progress notes and treatment orders for legend drugs or diagnostic procedures which have been written according to standardized nursing protocols will be reviewed and treatment orders approved and signed or revised as clinically appropriate by the Chief Medical Officer, or designee, within 72 hours.
2. Observation of and continuous quality improvement activities relative to triage, sick call, and nursing appointments will occur on a regular basis by the Health Services Manager or Nurse Manager and institution Chief Medical Officer.

Effective Date: _____

Revision date: April 2007

Supersedes P&P dated: March 2006

SICK CALL / NURSING APPOINTMENTS

SICK CALL	TIME	DAYS/WEEK	LOCATION	PHYSICIAN CLINIC	NP / PA
CCCF Minimum	Nurse Triage 0600	Daily	Clinic	8 hours/week	40 hours/week
CCCF Medium	Nurse Triage 0600	Daily	JK 104/GH 104	26 hours/week	36 hours/week
CCCF Male Intake	Nurse Triage 0600	Daily	A/B C/D Clinics	4 hours/week	48 hours/week
CCCF SHU	SHU 0700	Daily	SHU Clinic	2 hours/week	----
CRCI General Population	By Appt 6am-7pm Outside Work Crew 5am	Monday – Friday	Clinic	8 hours/week	3 days/week 20 hours/week
CRCI Segregation	Verbal Request	Daily	Clinic	By Appointment	By Appointment
EOCI General Population	7:00 am	Monday - Friday	East D2S West D3W	5 days/week 5-8 hours/day	Tuesday-Friday 40 hours/week
EOCI Segregation	8:30 am	Daily	Segregation	Wednesday PM	----
MCCF	By Appointment 5-6:30 pm	Monday – Friday	Clinic	----	1 day/week 3 hours/day
OSCI General Population	By Appointment 8:00am-9:00am and 6:00pm-7:00pm	Monday – Friday	Clinic	4 days/week 6-8 hours/day	3 days/week 8 hours/day
OSCI Segregation	9:30 am	Daily	Segregation	5 days/week If scheduled	3 days/week If scheduled

SICK CALL / NURSING APPOINTMENTS

SICK CALL	TIME	DAYS/WEEK	LOCATION	PHYSICIAN CLINIC	NP / PA
OSP General Population	By Appointment 7:30am-9:00pm	Monday – Friday	Infirmary Sick Call Office	5 days/week 8 hours/day	2 days/week 11 hours/week
OSP IMU	9:00 am	Monday – Friday	Each Cell	Thursday AM	----
OSP Segregation	DSU – 9am-1pm	Daily	Each Cell	DSU Tues AM 8:30 – 10:30	DSU 3 hrs/week
OSP Minimum	M-W-F 5:00am-6:00am	Kytes Daily	Clinic	----	----
OSP Death Row	By Appointment	Mon., Wed., Fri.	Each Cell IMU Clinic	Thursday am	----
PRCF General Population	Call for Appointment	Daily	Clinic	3 hours/week	----
PRCF A&D	Call for Appointment	Daily	Clinic	3 hours/week	----
PRCF Segregation	Time Varies	Daily	Segregation	----	----
SCI General Population	By Appointment 6:30-8:00am & 7:00-8:30pm	Monday – Friday	Clinic	16 hours twice/week	8 hours/week

SICK CALL / NURSING APPOINTMENTS

SICK CALL	TIME	DAYS/WEEK	LOCATION	PHYSICIAN CLINIC	NP / PA
SCCI General Population	Write for Appointment 6:30am & 3pm	Daily	Clinic	1 day/week 4 hours/day	1 day/week 3 hours/day
SCCI Holding	Time Varies	Daily	Holding	----	----
SCCI Oregon Summit	Write for Appointment 6:45-7:30am and 3:00pm	Daily	Clinic	1 day/week 4 hours/day	1 day/week 3 hours/day
SRCI General Population	7:30 am	Monday – Friday	Complex 1, 2 & 3	5 days/week 4 hours/day	5 days/week 40 hours/week
SRCI Segregation	7:30 am	Daily	Segregation	----	1 day/week 8 hours/week Appt 6-10 pm
SRCI Minimum	2:00 pm	Monday – Friday	Minimum	----	4 hrs/week Thursday 2 – 6 pm
SFFC	5:30-9:30 am 6:00 am – 1:00 pm	Tuesday & Thursday	SFFC Clinic	Wed at CRCI By Appointment	Friday at SFFC By Appointment
TRCI General Population	7:00 am	M-W-F	Complexes	Monday – Friday	Monday - Friday
TRCI Minimum	6:00 pm	M-W-F	Unit 26	---	Thursday am
TRCI DSU	1:00 pm	Monday - Friday	DSU	Monday PM	Tuesday PM
WCCF	6:30 am Monday-Friday 10:30 am Weekends & Holidays	Daily	Clinic Segregation	Tuesday & Thursday 7:00 am to 12:00 pm	Tuesday AM

**Snake River Correctional Facility (SRCI)
Site Specific Attachment to P-E-07**

Each housing unit will have available "Health Care Request Forms." (See attached)

Inmates will complete this form and place it in the locked, white box with the red cross on it, located in each complex.

Kytes are picked up twice daily at approximately 0800 and 1900, by the housing nurses, and placed in the kyte nurse box located in the nursing office in central medical.

The kyte nurse reviews each request daily, answers and/or schedules patients with providers or sick call as appropriate.

The kyte is copied, the original returned to the inmate and the copy is filed in the filing cabinet in the nurses' office. At the end of each month, the copied kytes will be archived.

DSU/IMU inmates will be given an opportunity each morning to verbally request sick call when the nurse conducts wellness rounds. The nurse will then schedule those inmates with the appropriate provider for sick call or clinic.

**Coffee Creek Correctional Facility (CCCF)
Non-emergency Health Care Requests and Services
Site Specific Attachment to P-E-07**

CCCF operates Nurse Triage (NT) seven days a week for Men's Intake, Women's Medium, and Women's Minimum unit. The purpose of NT is to triage the patient's health care concern by taking immediate care of minor health care needs, answering questions, scheduling the patient's for more extended nursing assessment, and/or referral to a provider.

To access health care, patients will sign up the night before for NT. The Correctional Officers of each unit will be responsible to post a sign-up sheet for the patient's to sign and request to be seen at NT. The patients will be called to the Triage room on the various units. The following times for each are as follows:

Men's Intake:

	Held at:
0600 Unit A	Unit A/B Clinic
0615 Unit B	Unit A/B Clinic
0630 Unit C	Unit C/D Clinic
0645 Unit D	Unit C/D Clinic

Women's Medium

	Held at:
0600 Unit K	Unit J/K exam room
0615 Unit J	Unit J/K exam room
0630 Unit H	Unit G/H exam room
0645 Unit G	Unit G/H exam room
0700 Culinary	Unit G/H exam room
0700 SHU	SHU

Women's Minimum

	Held at
0600 Outside crew	Health Services
0605 Dorm F1	
0615 Dorm F2	
0625 Dorm F3	
0630 Dorm F3	
0640 Housing E1	
0650 Housing E2	
0655 Culinary	



TWO RIVERS CORRECTIONAL INSTITUTION
Institutions Division



Title:	Inmate Medical Request Handling Procedure	Procedure Number: 47
Supersedes:		
Directives Cross-Reference:		

I. PURPOSE:

The purpose of this procedure is to outline the process for handling Inmate Medical requests (Kites) from housing units to Health Services.

II. DEFINITIONS:

- A. Inmate Medical Requests: The confidential inmate communications requesting medical examination, treatment or care.
- B. Medical Request Box: The secure receptacles on all general housing units, where inmates may place their requests for health care.
- C. Medical Request Pouch: The inner pouch inside the Medical Request Boxes that have the ability to be zipped and padlocked for transport to Health Services.
- E. Health Service Inmate Orderly: The inmate assigned to work in Health Services who is responsible for delivering the locked Medical Request Pouch between Health Services and the Units.
- F. Housing Unit Staff: Any custody (security) staff assigned to the General Housing Units

III. PROCEDURE:

- A. When inmates have an inmate communication requesting medical examination, treatment or care, they will place the request in the Medical Request Box, located at the Control Point of each General Population Housing Unit.
- B. Everyday, around 8:15am, it will be announced from Master Control that a Health Services orderly will be picking up the Medical Pouches. The inmate Orderly will bring with him a Medical Request Pouch and an unsecured pad lock to give to the housing unit staff. The Housing Unit Staff will open the padlock on the outside of the Medical Request Box, remove the Medical Request Pouch, zip it closed and secure it with the unsecured padlock. The padlock should be secured through the zipper loop and through the bag preventing it from being opened. The Medical Request Pouch is now secured for the identified Health Service Inmate Orderly to deliver back to health services. The Health Service Inmate Orderly will go no further than the Housing Unit sally ports. Any pouch, which arrives inappropriately or without an open padlock, will be reported immediately to the Officer in Charge by the

Housing Unit Staff. Health Services will also be contacted, and the Health Service Inmate Orderly will be isolated for interview and appropriate action.

C. Instructions to secure the kites:

1. Zip up the zipper and run the shank of the lock through the tab connected to the zipper. (See Attachment 1).
2. Run the shank of the lock through the two button holes nearest the zipper. (See Attachment 2).
3. Pull the other two button holes up to the zipper and run the shank of the lock through them. (See Attachment 3).

D. The Health Service Inmate Orderly will take the secured Medical Request Pouches to Health Services and deliver to a designated Health Services Staff.

E. In the process outlined above, the intent will be to provide direct and daily inmate medical requests to Health Services in a timely, secure, confidential manner. In an identified institutional emergency, when inmates are placed in lockdown status, it will be the Health Services responsibility to report to general housing units to collect all inmate health services requests.

F. Inmate Medical Requests will be answered daily by health services staff and will be returned in a sealed envelope stamped medical confidential. These sealed envelopes will be distributed to the housing units via institution mail Monday-Friday. Weekends and Holidays the sealed envelopes will be delivered to unit security staff at the 4:10 pm roll call to be returned to the inmates during the evening mail pass.

G. These sealed envelopes contain medical confidential information and are not to be opened by security staff.

Approved: Gregory Hall

Certified: Carolyn Johnson

Approved: Stan W. Gennick





