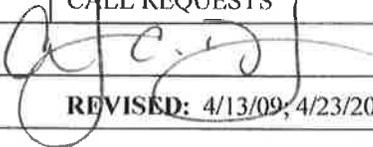


<p style="text-align: center;">POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</p>	<p style="text-align: center;">POLICY NUMBER E-07</p>	<p style="text-align: center;">PAGE NUMBER 1 of 3</p>
	<p>RELATED NCCHC/ACA STANDARDS: P-E-07, J-E-07/4-4346 (ESSENTIAL)</p>	
<p>CHAPTER: 11 BUREAU OF CORRECTIONAL HEALTHCARE SERVICES</p>	<p>SUBJECT: NON-EMERGENT HEALTHCARE SICK CALL REQUESTS</p>	
<p>APPROVED BY THE COMMISSIONER:</p>		
<p>EFFECTIVE DATE: 11/14/07</p>	<p>REVISED: 4/13/09; 4/23/2010</p>	
<p>APPROVED FOR PUBLIC RELEASE</p>		

- I. AUTHORITY: Bureau of Correctional Healthcare Services
- II. PURPOSE: Access to healthcare is provided by qualified healthcare providers for non-emergency healthcare needs.
- III. APPLICABILITY: All Department of Correction (DOC) employees and vendor staff, offenders, and any outside healthcare provider servicing DOC offenders.
- IV. DEFINITIONS: See glossary.
- V. POLICY:
 1. Access to non-emergency healthcare is obtained by submitting a written request, which is placed in a locked sick call box or handed to a health care professional. Requests are picked up seven (7) days a week. A monthly log is kept in each locked sick call box.
 2. Requests are time and date stamped upon receipt into the medical unit.
 3. The request is triaged by registered nurse (RN) or a licensed practical nurse (LPN) within 24 hours of receipt. If an LPN triages the sick call request an RN reviews the request and co-signs it within 24 hours or triage.
 4. Any request related to dental, mental health or medication issues will be forwarded on the same day the request is received to the appropriate discipline.
 5. Offenders whose requests include symptoms are scheduled to be seen by health care staff (either an RN or a provider) within 24 hours of the triage of the request or 72 hours if over a weekend. If triage determines that the problem is urgent

SUBJECT: SICK CALL REQUESTS

the patient will be seen immediately. Disposition, as it relates to the written request, will be documented on the request.

6. Administrative sick call requests for such things as shoes, visits, phone calls, etc., will be triaged within the 24 hours and a written response provided within four (4) business days.
7. The sick call request system will provide confidentiality of the offender request. Only health care staff will have access to written sick call requests describing specifics of healthcare issues.
8. Qualified nursing professionals will utilize physician approved nursing protocols for daily nurse sick call visits. Offenders requiring care beyond the scope of the protocols will be referred to physician (or mid-level) sick call schedule based on nursing assessment. The Physician or mid level will see the offender within five (5) business days. Offenders seen by nursing for the same complaint two (2) times will automatically be referred to the next level provider at the third request.
9. A RN will perform the sick call assessment. LPNs may obtain data from which an RN will perform the assessment.
10. Nursing personnel will make rounds in segregation areas to solicit healthcare requests from segregated offenders on a daily basis. These rounds will be documented on Segregation Logs. Offenders' requests will be triaged daily and scheduled for sick call visits.
11. Any offender with a request suggesting a problem of an emergent nature (e.g., chest pain) will receive immediate attention.
12. All sick call requests will be entered at the time of triage into DACS or a sick call log containing the following fields: name, SBI number, location, date of triage, date seen, description of problem, and disposition.

SUBJECT: SICK CALL REQUESTS

13. Disposition of the sick call request will be noted and dated. Follow-up appointments will be scheduled on the appropriate sick call log.
14. Persons who do not show for scheduled sick call assessment will be rescheduled and seen within next business day. The reason for no show will be documented in the medical record.

References:

National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2008, P-E-07.

National Commission on Correctional Health Care: Standards for Health Services in Jails, 2008, J-E-07.

American Correctional Association: Standards for Adult Correctional Institutions, 4th Edition, 2008 Supplement.
4-4346



MEDICAL USE ONLY (RECEIVED STAMP)

STATE OF DELAWARE
DEPARTMENT OF CORRECTION
BUREAU OF CORRECTIONAL HEALTHCARE SERVICES

SICK CALL FORM

(CIRCLE ONE) MEDICAL MENTAL HEALTH DENTAL

PRINT NAME: _____ DATE OF REQUEST: _____

SBI No.: _____ DATE OF BIRTH: _____ HOUSING LOCATION: _____

PROBLEM OR REQUEST: _____

I AGREE TO BE TREATED BY HEALTH STAFF FOR THE PROBLEM ABOVE.

SIGNATURE: _____

DO NOT WRITE BELOW THIS AREA – MEDICAL USE ONLY

Triaged by: (Initial & Date) _____ TIME: _____

Triaged to (circle): NSC Mid-level/Physician SC MH Dental Administrative

ROUTINE URGENT

HEALTH CARE DOCUMENTATION

SUBJECTIVE: _____

OBJECTIVE: BP _____ T _____ P _____ R _____ Wt. _____

PHYSICAL ASSESSMENT: _____

ASSESSMENT (NURSING DIAGNOSIS): _____

PLAN: _____

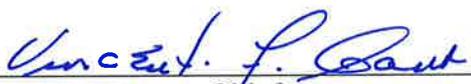
Inmate education handout reviewed with and given to the patient.

REFER TO (circle): Mid-level/Physician MH Dental Other: _____

SIGNATURE & TITLE: _____ DATE: _____ TIME: _____

STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER E-07	PAGE NUMBER Review Addendum
SUBJECT: NON-EMERGENT HEALTHCARE SICK CALL REQUESTS		

I have reviewed this policy and it is scheduled to be incorporated into BCCHS Policy E-12, Continuity of Care.



Acting BCCHS Bureau Chief
Vincent F. Carr, DO, FACP


Date