

<p style="text-align: center;">POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</p>	<p style="text-align: center;">POLICY NUMBER E-08</p>	<p style="text-align: center;">PAGE NUMBER 1 of 3</p>
<p>CHAPTER: 11 BUREAU OF CORRECTIONAL HEALTHCARE SYSTEMS</p>	<p>RELATED NCCHC/ACA STANDARDS: P-E-08/4-4351 (ESSENTIAL)</p>	
<p>APPROVED BY THE COMMISSIONER:</p>	<p>SUBJECT: EMERGENCY SERVICES</p>	
<p>EFFECTIVE DATE: 11/14/07</p>	<p>REVISED: 4/13/09</p>	
<p>APPROVED FOR PUBLIC RELEASE</p>		

- I. AUTHORITY: Bureau of Correctional Healthcare Services
- II. PURPOSE: There is a written plan to provide 24-hour emergency medical, mental health and dental care to offenders.
- III. APPLICABILITY: All Department of Correction employees and vendor staff, offenders, and any outside healthcare provider servicing DOC offenders.
- IV. DEFINITIONS: Emergency care: Care for an acute illness or an unexpected health need that cannot be deferred until the next scheduled sick call or clinic.
- V. POLICY:
1. Twenty-four (24) hour emergency medical, mental health and dental care will be available to offenders.
 2. Agreements will be made with local Emergency Rooms to provide emergency off-site care for offenders.
 3. Names, addresses and telephone numbers of pertinent individuals, the Poison Control and the Emergency Medical Services to be used will be readily accessible in Health Services Unit.
 4. Local Emergency Medical Services or other ambulance services will provide emergency vehicles.
 5. A physician will be available for consultation 24 hours per day, 7 days per week.
 6. "On-call" schedules will be developed and the pager or telephone numbers will be listed on the schedule and posted in the Health Services Unit.

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7. Correctional and healthcare staff will be trained in proper emergency transfer procedures in order to facilitate the immediate transfer of offenders.
8. Correctional staff will be immediately notified when emergency transfer is anticipated to arrange security escort.
9. Healthcare staff will provide first aid in area or have offender moved to the Health Services Unit for assessment and treatment.
10. Healthcare staff will contact physician with report and receive orders, if indicated.
11. Orders from the physician will be initiated and offender assessment and orders will be documented in the offender's Medical Record.
12. If assessment indicates a life-threatening condition, life-support measures (CPR) will be initiated and security requested to call access number for local Emergency Medical Services (e.g., 911) immediately.
 - a. If needed, the correctional staff will be requested to assist in performing CPR.
 - b. CPR support of offender will be continued until relieved by paramedics.
13. Emergency Department Transfer will be completed to include pertinent medical information. Transporting officers will be reminded of the need to have the offender and Referral form returned to the Health Services Unit upon return to the institution. The information provided to and returned from the offsite emergency room will be sealed in an envelope.
14. As soon as practical after offender leaves for Emergency Department, healthcare staff will telephone Emergency Department to give report on offender status.
15. Medical Director will be notified of transfer of the offender if prior approval was not possible due to urgency of medical need.

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16. Health Services Administrator, or designee, will be notified of transfer to the Emergency Room.
17. Healthcare staff, in order to obtain report on offender's status prior to shift change, will contact Emergency Department.
18. When offender returns from Emergency Room to designated area to be reviewed by the nurse:
 - a. Emergency Department orders and report will be obtained from correctional staff.
 - b. Report will be reviewed for pertinent orders or recommendations.
 - c. Medical Director will be contacted prior to implementation of Emergency Department recommendations.
 - d. Offender will be assessed. Findings will be documented in Medical Record.
 - e. The offender will be scheduled for next physician clinic.
 - f. Information will be provided to Medical Director for chart review and documentation in medical record progress notes.
19. If offender is admitted to the hospital, disposition will be noted on a copy of the Emergency Referral form, and admission noted on the Hospital Admission Log. Medical Director will be notified of disposition. Utilization Management will be notified of hospitalization.
20. Emergency equipment and supplies will be readily accessible and checked on a daily basis.

References:

National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2008, P-E-08

American Correctional Association: Standards for Correctional Institutions, 4th Edition, 2008 Supplement. 4-4351