

	<b>DEPARTMENT OF PUBLIC SAFETY</b> <b>CORRECTIONS ADMINISTRATION</b> <b>POLICY AND PROCEDURES</b>	<b>EFFECTIVE DATE:</b> 4/21/05	<b>POLICY NO.:</b> COR.10.1E.07
		<b>SUPERSEDES (Policy No. &amp; Date):</b> COR.10D.06 (12/30/98)	
	<b>SUBJECT:</b> <b>NON-EMERGENCY HEALTH CARE</b> <b>REQUESTS AND SERVICES</b>		Page 1 of 3

No. 2005-280

## 1.0 PURPOSE

The purpose of this policy is to establish guidelines that meet the standards for routine care of inmate patients.

## 2.0 REFERENCES AND DEFINITIONS

### .1 References

- a. Hawaii Revised Statutes, Section 26-14.6, Department of Public Safety; and Section 353C-2, Director of Public Safety, Powers and Duties.
- b. National Commission on Correctional Health Care, Standards for Health Services in Prisons and Jails, (2003).
- c. Corrections Administrative Policies, COR.10.1C.0, Health Care Liaison; and COR.10.1D.03, Clinic Space, Equipment and Supplies.

### .2 Definitions

- a. Clinic: This term defines sick call held by registered nurses. Nurse sick call does not exceed nurse protocols established by the medical director. Physicians, nurse practitioners, dentists and mental health clinicians perform provider sick call.
- b. Clinical Setting: An examination or treatment room appropriately supplied and equipped to address the patient's health needs.
- c. Daily: In this policy daily means seven days per week including holidays.
- d. Medical Request: Verbal or written petition from an inmate for medical, dental or mental health services. With the exception of an emergency, a sick call request by an inmate is comparable to an individual living in the community calling for an appointment with a provider.
- e. Sick Call: A scheduled evaluation and treatment of a patient in a clinical setting, either on or off site, by qualified health care professionals.

COR  P & PM	<b>SUBJECT:</b>	<b>POLICY NO.:</b> <b>COR.10.1E.07</b>
	<b>NON-EMERGENCY HEALTH CARE REQUESTS AND SERVICES</b>	<b>EFFECTIVE DATE:</b> 4/21/05
		<b>Page 2 of 3</b>

- f. Rounds: This term describes a nurse or psychiatric social worker's daily visit to segregation and therapeutic housing units. The term also describes the physicians' daily rounds in the infirmaries.
- g. Triage: The sorting and classification of a patient's health complaints to determine priority of need and proper level of health care.

### 3.0 POLICY

- .1 All inmates, regardless of housing assignment, shall have the opportunity daily to request medical, dental and mental health services.
- .2 Inmates' verbal or written requests for medical services shall be documented and reviewed for immediacy of need and the level of care and intervention required. Qualified health care professionals shall conduct evaluations and treatments in a clinical setting.

### 4.0 PROCEDURES

- .1 To ensure that inmates have a method of ready access to facility health services, each facility shall develop a system that ensures that inmates have the opportunity to daily request medical services. The request by inmates for medical services must be documented. The disposition of the request must also be documented. The following methods may be used:
- a. A walk-in clinic. Complaints are logged, triaged and scheduled on the same day or within 24 hours (or 72 hours on weekends).
- b. Written requests using Form DOC 0450, Medical Request (Attachment A). The inmate completes the top part of the form and retains the inmate copy before sending it to the Health Care Section (HCS). Health care staff completes the bottom portion of the original and returns the receipt (yellow copy) to the inmate. After final disposition of the complaint, the original shall be filed in the inmate's medical record.

If this system is used, Medical Request forms shall be available daily to inmates. Inmates shall have access to a locked drop box. Authorized health care staff will retrieve the requests daily. The request will be triaged within twenty-four (24) hours of retrieval. Not all request require an appointment with a physician or a nurse. Request that describe a clinical symptom require

COR  P & PM	SUBJECT:  <b>NON-EMERGENCY HEALTH CARE REQUESTS AND SERVICES</b>	POLICY NO.: <b>COR.10.1E.07</b>
		EFFECTIVE DATE:  4/21/05
		Page 3 of 3

face-to-face contact between the inmate and a health professional. If required, the inmate should be seen within the next seventy-two (72) hours.

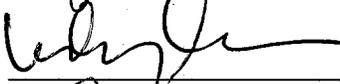
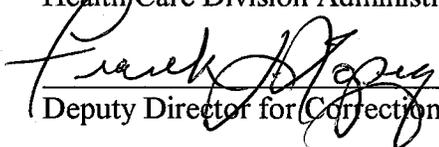
- c. Nurse rounds to all housing units. Inmates may present complaints in person to a nurse. Confidentiality is maintained. The inmate's complaint is recorded in a logbook. Treatment is conducted in a clinical setting. Encounters are recorded in the medical record.
- d. By telephone. The inmate telephones the clinic for medical advice and to request an appointment. The call and the inmate's complaint is recorded in a logbook. Encounters are within seventy-two (72) hours and are recorded in the medical record.

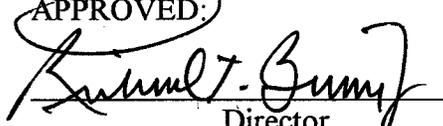
.2 Clinic shall be conducted in a clinical setting two (2) days a week for a facility with fewer than 100 inmates; three (3) days a week for facilities with 101 to 200 inmates; and five (5) days a week in facilities with more than two hundred (200) inmates.

5.0 **SCOPE**

This policy and procedure applies to all branch facilities and their assigned personnel.

APPROVAL RECOMMENDED:

<i>Kay Abama MD, MPH</i>	1/20/05
Medical Director	Date
	1/21/05
Health Care Division Administrator	Date
	2-13-05
Deputy Director for Corrections	Date

APPROVED:  
  
 Director  
  
4-21-05  
 Date