DEPARTMENT OF CORRECTIONS

Policy:	**500.250**
Title:	**Offender Sick Call**
Effective Date:	**3/20/18**

PURPOSE: To provide direction for the delivery of non-emergency, non-urgent health care to offenders housed in department correctional facilities.

APPLICABILITY: All facilities

DEFINITIONS:
Sick call/clinical services – the system an offender uses to request and receive health care for non-emergency illness or injury. This includes communication of health concerns via a kite, notification of line staff, or signing up for sick call.

PROCEDURES:

A. Offenders/residents may initiate requests for health services on a daily basis.

B. Registered nurses triage these requests on a daily basis using a priority system to schedule clinical services. The nurses collect sick call requests and logs, and forward to the registered nurse supervisor for retention.

C. Clinical services/sick calls are available to offenders/residents at least five days a week and are performed by a health care practitioner or other qualified health care professional.

D. When an offender's/resident's custody status precludes attendance at sick call, the qualified practitioner or professional conducts sick call in the offender's/resident's living area. Medical records and appropriate equipment must be accessible to personnel.

E. Each facility must instruct offenders/residents how to access sick call/clinical services.

INTERNAL CONTROLS:

A. Sick call logs are retained by the registered nurse supervisor for 90 days.

ACA STANDARDS: 4-4347, 4-4344, 4-4346, 4-4381, 2-CO-4E-01, 1-ABC-4E-05, 1-ABC-4E-06, 1-ABC-4E-31 NCCHC P-E-07

REFERENCES: Policy 500.010, "Health Services"

REPLACES: Division Directive 500.250, "Offender Sick Call,"11/3/15.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVED BY:
Deputy Commissioner, Facility Services

Deputy Commissioner, Community Services
Assistant Commissioner, Facility Services
Assistant Commissioner, Operations Support