DEPARTMENT OF CORRECTIONS

Policy Number: 500.305
Title: Mental Health Services On-Call
Effective Date: 12/3/19

PURPOSE: To provide standards and procedures for the continuous availability of mental health services for department facilities.

APPLICABILITY: All facilities

DEFINITIONS: None

PROCEDURES:

A. Any qualified and capable mental health director or licensed psychologist employed in mental health services within the department of corrections (DOC) may request on-call duty under this policy. The behavioral health director/designee reviews and approves all requests.

B. The on-call providers provide service to all DOC facilities. The behavioral health director/designee schedules the on-call duty among the pool of approved on-call providers. On-call providers who agree to exchanges or substitutions in the schedule must inform the scheduler of the change. The schedule is established at least two weeks in advance. Each facility served must distribute the schedule as follows:

1. Watch commander;
2. Master control;
3. Associate warden of operations (AWO);
4. Health services administrator; and
5. All mental health providers in the facility.

The schedule is also made available on the Health Services public iShare site.

C. On-call assignments begin each Tuesday at 0800 hours and end the following Tuesday at 0800 hours. Normally, the on-call provider is contacted only during non-office hours (i.e., weekends, holidays, and weekday nights). However, the provider is on-call for the entire assigned period, and must remain available and fit for duty.

D. When starting an on-call assignment, the provider must activate and test the assigned pager or cell phone, and keep it with him/her at all times. The provider is expected to return messages within 30 minutes for non-urgent situations, and within 15 minutes or less for urgent situations.

E. The on-call provider handles situations by telephone. All issues addressed by the on-call provider must be documented in a mental health services on-call note, including the presenting problem, the action taken, and the plan. On the workday following an on-call contact, the on-call provider must send the clinical note to the offender's/resident's mental health file and to a mental health on-call e-mail address for reference by other providers. The on-call provider determines the need for any urgent/emergency services, including ordering an offender sent by delegation to a hospital to receive emergency mental health care. The on-call provider must consult with the psychiatric director when an offender/resident appears to need mental health unit care (adult males only) or

hospital-level care for emergency assessment and treatment, and must notify the health services director if the offender/resident is sent by delegation to receive care outside of the facility.

F. If an on-call provider becomes ill or otherwise unable to provide on-call services, the provider must notify the behavioral health director. If the behavioral health director is unavailable, the on-call provider must attempt to contact other eligible providers to arrange for a substitute. The on-call provider must notify the watch commander for each facility being served of the on-call change.

G. On-call providers must document all calls received and the response provided on the mental health services on-call notes iShare page. The behavioral health services director reviews all entries made on this page.

INTERNAL CONTROLS:

A. Calls received and responses provided are documented on the mental health services on-call notes iShare page.

B. The on-call schedule is available to all facilities and posted to the health services public iShare site.

C. On-call providers' clinical notes are retained in the offender's/resident's mental health file.

ACA STANDARDS: 4-4351, 4-4435, and 1-ABC-4E-28

REFERENCES: Minn. Stat. §§ 241.01, subd. 3a(a); 244.03; and 241.021, subd. 4
Prison Rape Elimination Act (PREA), 28 C.F.R. §115 (2012)
Policy 203.220, "Delegations"
Policy 500.304, "Mental Health Unit Transfers"
Policy 202.057, "Sexual Abuse/Harassment Prevention, Reporting, and Response"

REPLACES: Policy 500.305, "Mental Health Services On-Call," 2/20/18.
All facility policies, memos or other communications, whether verbal, written, or transmitted by electronic means, regarding this topic.

ATTACHMENTS: None

APPROVED BY:
Deputy Commissioner, Community Services
Deputy Commissioner, Facility Services
Assistant Commissioner, Operations Support
Assistant Commissioner, Facility Services