

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.00.04	Page 1 of 6
	Original Effective Date: 05/01/02	New Effective Date: 02/03/25
	Supersedes: 500.00.04	Dated: 08/17/23
	Administrator's Approval: Sarah Cooper, Administrator – 11/08/24	
	Required Posting or Restricted: <input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted	
Chapter: 500 Health Services		
Subject: Reporting Health Concerns to On-Call Nursing Staff		

POLICY

The Division of Adult Institutions shall establish standards for reporting PIOC health concerns to the on-call nurse when medical staff is not on site.

REFERENCES

Standards for Health Services in Prisons, National Commission on Correctional Health Care, 2018, P-A-01; Access to Care

Telephone Triage Protocols for Nursing, 6th edition, by Julie K. Briggs, Lippincott Williams & Wilkins (2020)

Wis. Stat. s. 302.38 – Medical Care of Prisoners

Wis. Stat. s. 302.385 – Correctional Institution Health Care

Wis. Stat. s. 302.386 – Medical and Dental Services for Prisoners and Forensic Patients

DEFINITIONS, ACRONYMS AND FORMS

BHS – Bureau of Health Services

DACC – Drug Abuse Correctional Center

DAI – Division of Adult Institutions

DOC – Department of Corrections

DOC-3630 – Nursing On-call Log

EMS – Emergency Medical Services

HCR – Healthcare Record

HSM – Health Services Manager

HSU – Health Services Unit

JBCC – John C. Burke Correctional Center

PIOC – Persons in Our Care

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RN – Registered Nurse

WCCS – Wisconsin Correctional Center System

WWCS – Wisconsin Women’s Correctional System

PROCEDURE

I. General Guidelines

Telephone Triage Protocols for Nursing shall be utilized as a clinical reference.

- A. A RN shall be scheduled on-call when there is no RN on site.
- B. New employees shall not participate in on-call during their orientation.
- C. The HSM shall ensure staff competency related to triage assessment and on-call prior to assigning new staff and then monitor staff for appropriate response to calls received periodically.
- D. Facilities shall develop a procedure for contacting the on-call nurse.
- E. Facilities shall make a telephone accessible to PIOC for the on-call nurse to talk directly to PIOC to obtain assessment data, including PIOC in restrictive housing.
- F. All PIOC require a nurse follow-up after an on-call triage assessment the next day HSU is onsite.
- G. Medical emergencies shall be addressed using EMS.
- H. The HSM is responsible for monitoring on-call care and treatment for appropriateness and address as necessary.

II. Scheduling – Facility HSU Manager/Designee Shall:

- A. Prepare an on-call nurse schedule.
- B. Ensure distribution of the on-call schedule to appropriate facility staff.
- C. Ensure up-to-date contact information for the on-call nurse is available.

III. Contacting the On-call Nurse

- A. Security staff shall contact the on-call nurse anytime there are PIOC related health care concerns or questions.

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- B. If unable to reach the on-call nurse after two attempts or 10 minutes, the designated BHS supervisor shall be notified.
- C. A decision to send PIOC to the emergency room based on a serious or life-threatening medical condition can be made without consultation with the on-call nurse. The on-call nurse shall be contacted after the emergency.
- D. Report information regarding PIOC health concerns shall include:
 - 1. Name of the staff member making the contact.
 - 2. PIOC name.
 - 3. DOC number.
 - 4. Time of incident, if applicable.
 - 5. Description of the health concern/complaint or illness/injury.
 - 6. When the problem started.
 - 7. What has been done.
 - 8. Staff observations (i.e., vomiting, sweating, rash, difficulty breathing).

IV. Responsibilities of the On-call Nurse

- A. Make available current contact information.
- B. Be available when on-call.
- C. Respond to all contacts/calls within 10 minutes.
- D. Talk directly to PIOC to obtain assessment data unless it is determined PIOC needs urgent/emergent care.
- E. Nursing assessment and intervention shall be based on utilization of the nursing process, the nurses' knowledge and level of competency.
- F. Provide specific instructions to both PIOC and staff.
- G. With the exception of WCCS/WWCS (excluding JBCC and DACC), the on-call nurse shall arrive at the facility within one hour of the call if an on-site visit is determined necessary.
- H. If PIOC are sent to an emergency room, the on-call nurse shall contact the emergency room to communicate pertinent medical information and ensure follow-up care is arranged.
- I. Contact the on-call ACP for direction as necessary.

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- J. Complete documentation on the ad-hoc Nursing Telephone Consultation for each call as soon as possible if HCR access is available at home or when next on site if HCR access is not available.
- K. Complete DOC-3630 with any PIOC on-call contacts and hand in to HSM.
- L. Provide information to the HSU regarding PIOC on-call contacts to ensure follow-up.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
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Subject:		
Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval:		

REFERENCES

DEFINITIONS, ACRONYMS, AND FORMS

FACILITY PROCEDURE

- I.
 - A.
 - B.
 - 1.
 - 2.
 - a.
 - b.
 - c.
 - 3.
 - C.

II.

III.

RESPONSIBILITY

I. Staff

II. Inmate

III. Other

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