

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.10.05	Page 1 of 3
	Original Effective Date: 02/15/00	New Effective Date: 08/17/23
	Supersedes: 500.10.05	Dated: 04/22/19
	Administrator's Approval: Sarah Cooper, Administrator – 07/27/23	
	Required Posting or Restricted:	
<input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 500 Health Services		
Subject: On-Call Advanced Care Provider Coverage		

POLICY

The Division of Adult Institutions shall ensure a physician is available for telephone consultation for all facilities 24 hours per day.

REFERENCES

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

DEFINITIONS, ACRONYMS, AND FORMS

Advanced Care Provider (ACP) – Provider with prescriptive authority

BHS – Bureau of Health Services

DAI – Division of Adult Institutions

DOC – Department of Corrections

Health Care Record (HCR) – Official confidential DOC record created and maintained for each PIOC patient consisting of all or some of the following components: Medical Chart, Dental Record, Psychological Records-Copies envelope, Patient Request Folder, Medications Record envelope, Psychological Services Unit Record, and other components as defined by the Bureau of Health Services.

PIOC – Persons in Our Care

Situation, Background, Assessment, Recommendation (SBAR) – A technique used for prompt and appropriate communication in health care.

PROCEDURE**I. Physician's Availability and Call Coverage**

- A. An on-call physician shall always be available by phone when an Advanced Care Provider is not on site.
- B. The BHS Medical Director shall plan and provide the Physician on-call schedule.
- C. BHS Central Office ensures the distribution of the on-call schedule to all facilities.

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II. Responsibility of Coverage

- A. Medical concerns.
- B. Dental concerns.
- C. Mental health concerns.
- D. The on-call physician may contact the Mental Health Director, Psychiatry Director, Dental Director or Medical Director for consultation for emergencies when indicated.

III. Contacting the On-Call Physician

- A. The nurse's assessment and clinical judgement shall guide the nurse's contact with the on-call physician for consultation.
- B. Utilize the phone numbers in order according to the BHS On-Call List.
- C. SBAR is an example of an effective technique that may be used for on-call communication.
- D. The on call physician shall return calls within 15 minutes of time received or as soon as possible if in the midst of handling other calls.
- E. The nurse shall attempt two calls to the on-call physician, before contacting the assigned Associate Medical Directors or the Medical Director if the on-call physician does not return the calls within 15 minutes of the second call.

Documentation – On-call physician's decision making and care shall be documented in the HCR by the nurse.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
Original Effective Date:	DAI Policy Number:	Page 3 of 3
New Effective Date: 00/00/00	Supersedes Number:	Dated:
Chapter: 500 Health Services		
Subject: On-Call Advanced Care Provider Coverage		
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. PIOC

III. Other