

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.70.03	Page 1 of 5
	Original Effective Date: 01/22/10	New Effective Date: 01/17/24
	Supersedes: 500.70.03	Dated: 08/31/20
	Administrator's Approval: Sarah Cooper, Administrator – 12/22/23	
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 Mental Health Services		
Guidance Document <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

POLICY

The Division of Adult Institutions shall ensure Psychological Services staff provide on-call mental health services.

REFERENCES

Wisconsin Administrative Code Ch. DOC 306 – Security
DAI Policy 500.70.10 Mechanical Restraints
DAI Policy 500.70.24 Clinical Observation
DAI Policy 500.70.28 Psychological Review for Minimum Security
Wis. Stat. s. 302.38 - Medical Care of Prisoners.
Wis. Stat. s. 302.385 - Correctional Institution Health Care

DEFINITIONS, ACRONYMS, AND FORMS

DAI – Division of Adult Institutions

DOC – Department of Corrections

HSU – Health Services Unit

PIOC – Persons in Our Care

PSU – Psychological Services Unit

PROCEDURE**I. 24-Hour On-Call Services via PSU Staff**

- A. Each PSU shall have its own system for after-hours on-call coverage provided by staff who are classified as Psychologist – Licensed or Psychological Associate.
1. On-call PSU staff shall provide the facility with their contact number for after-hours communications. They may use a personal device (cell phone or pager) or request use of a state-issued device from the facility.
 2. Security or HSU staff working within the facility after hours shall contact on-call PSU staff for observation placements, restraints evaluations, other clinical emergencies, and any needed consultation.

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3. On-call PSU staff shall respond to calls or pages as soon as possible, although no longer than 15 minutes after being contacted.
 4. If necessary to respond with a face-to-face contact with the PIOC, on-call PSU staff shall do so within a clinically appropriate timeframe.
 5. The PSU Supervisor may be contacted if the on-call staff does not respond.
- B. If a PIOC is placed in clinical observation status after normal business hours, PSU staff shall conduct a face-to-face assessment within 16 hours of placement, or sooner if clinically indicated per DAI policy 500.70.24.
- C. If a PIOC is placed in mechanical restraints after hours for clinical, medical or security purposes, PSU staff shall conduct a face-to-face assessment as soon as possible but no longer than two hours after receiving notification per DAI policy 500.70.10.
1. Subsequent face-to-face assessments shall occur at least every 12 hours or sooner based on PIOC needs.
 2. Assessments for ambulatory restraints are addressed separately in DAI policy 500.70.10.
 3. This section does not apply to restraints for transportation as defined in Wisconsin Admin Code 306.10.
- D. Correctional centers shall have a designated institution assigned for PSU coverage for emergencies and triage of Psychological Service Requests per DAI policy 500.70.28.
- E. A PIOC shall be transported to the designated institution by the correctional center if clinical observation or further evaluation by PSU staff is necessary. PSU staff may conduct further evaluation via telepsychology if clinically appropriate and conditions allow.
- F. On-call PSU staff may consult with the Psychologist Supervisor, treating Psychiatrist, Psychology Director, Psychiatry Director or Medical Director.
- II. 24-Hour On-Call Services by a Physician for Telephone Consultation**
- A. The on-call physician's responsibility of coverage shall include back-up and support to PSU staff for mental health emergencies, especially those that involve medications, medical issues, or any other issue that requires evaluation by a physician.
- B. The on-call physician may contact the Mental Health Director, Psychiatry Director, Psychology Director or Medical Director for consultation on mental health emergencies or direct that the PIOC be transported to a local emergency room.

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DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

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Chapter: 500 Health Services		
Subject: On-Call Mental Health Services		
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.
 - 1.
 - a.
 - B.
 - C.

- II.
 - A.
 - B.
 - C.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

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