

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.70.12	Page 1 of 7
	Original Effective Date: 12/01/07	New Effective Date: 01/11/16
	Supersedes: 500.70.12	Dated: 04/12/13
	Administrator's Approval: Cathy A. Jess, Administrator	
Required Posting or Restricted:		
<input checked="" type="checkbox"/> Inmate <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

POLICY

Division of Adult Institutions Psychological Services Units shall have a system in place that assures inmates may submit Psychological Services Request forms daily in a confidential manner. PSU and HSU staff shall triage the requests and take action as clinically appropriate.

REFERENCES

DAI Policy 500.00.04 – Reporting Health Concerns to On-Call Nursing Staff
DAI Policy 500.30.11 – Daily Handling of Non-Emergency Requests for Health Care
DAI Policy 500.50.02 – Health Care Record Format, Content and Documentation
DAI Policy 500.50.07 – Records Retention-Disposition Authorizations
DAI Policy 500.50.08 – Access by Inmate Patients to Their Health Care Records
DAI Policy 500.70.28 – Psychological Review for Minimum Security
Nursing Protocol – Mental Health/Suicide Assessment
Standards for Health Services in Prisons – National Commission on Correctional Health Care, 2014

DEFINITIONS, ACRONYMS, AND FORMS

Central Medical Records (CMR) – Unit at Dodge Correctional Institution that creates new HCRs, stores inactive HCRs, reactivates HCRs upon readmission of an inmate, responds to requests for information contained in inactive HCRs, and follows applicable Records Retention/Disposition Authorizations regarding documents contained in the HCR relating to male inmates.

DAI – Division of Adult Institutions

DOC – Department of Corrections

DOC-643 – Bilingual – Interview/Information Request

DOC-761 – Bilingual – Interview/Information Request

DOC-3035 – Health Service Request and Copayment Disbursement Authorization

DOC-3035B – Psychological Service Request (PSR)

DOC-3473 – Psychological Services Clinical Contact

DAI Policy #: 500.70.12	New Effective Date: 01/11/16	Page 2 of 7
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

Health Care Record (HCR) – Official confidential DOC record created and maintained for each inmate, consisting of all or some of the following components: gray/green and/or orange Short-Term Inmate Admission (STIA) Medical Chart, Dental Record, Optical Record, Psychological Records-Copies, Medications Record, x-ray films, PSU Record, and other components as defined by the Bureau of Health Services.

Health Care Staff – PSU staff, HSU staff and Psychiatrists.

Health Services Unit (HSU) Staff – Employees classified as HSU Manager, Psychiatrist, Physician, Physician Assistant, Pharmacist, Dentist, Nurse Practitioner, Optometrist, Registered Nurse, Licensed Practical Nurse, Physical Therapist, Radiologic Technician, or any other clinical classification that is directly supervised by Health Services.

Inactive Women’s Medical Records (IWMR) – Unit at Taycheedah Correctional Institution that stores inactive HCRs, reactivates HCRs upon readmission of an inmate, responds to requests for information contained in inactive HCRs, and follows applicable Records Retention/Disposition Authorizations regarding documents contained in the HCR relating to female inmates.

PSU Record – Confidential file maintained by a Psychological Services Unit that contains the psychological documents of an inmate.

Psychological Services Unit (PSU) Staff – Employees classified as Psychologist Supervisor, Psychologist-Licensed, Psychological Associate A or B, Crisis Intervention Worker, Psychological Services Assistant, Clinical Social Worker, or any other clinical classification that is directly supervised by Psychological Services.

Records Retention/Disposition Authorization – Legal document issued by the Wisconsin Public Records Board that identifies the retention period of records and the proper disposal of records to which it applies.

Triage – The sorting and classifying of inmate requests relating to mental health matters to determine priority of need and the proper place for mental health care to be rendered.

WCCS – Wisconsin Correctional Center System

Working Days – All days except Saturdays, Sundays and legal holidays.

PROCEDURE

- I. Collection of DOC-3035B – Psychological Service Requests**
 - A. Designated facility staff shall collect DOC-3035Bs from inmates on a daily basis.
 - B. On working days, designated facility staff shall forward the DOC-3035Bs to HSU.

DAI Policy #: 500.70.12	New Effective Date: 01/11/16	Page 3 of 7
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

- C. HSU staff shall separate the DOC-3035Bs from the other forms collected from the housing units, setting them in a designated area for PSU staff to retrieve.
- D. PSU staff shall retrieve the DOC-3035Bs by 10:00 AM each working day and triage the same day.
- E. When returning the pink (inmate) copy of DOC-3035B to an inmate, PSU and HSU staff shall maintain confidentiality by securing the form with tape or a staple or place the form inside an envelope.

II. Handling DOC-3035Bs on Working Days

- A. PSU support staff may review and respond to a DOC-3035B if the form contains only a request for information and does not require the exercise of clinical judgment. Examples include an inquiry about the date of an upcoming appointment and a request for a record review.
- B. In cases other than in Section II.A., a Psychologist Supervisor, Psychologist-Licensed, Psychological Associate A or B, Crisis Intervention Worker or Psychological Services Assistant shall triage the DOC-3035B and decide what action to take depending on the clinical needs of the situation.
- C. In the section of DOC-3035B for "Staff Only," the triaging staff member shall mark the box that indicates triage by PSU and then document the results, including date received, action taken, and staff initials.
- D. PSU staff shall respond to urgent needs as soon as possible, but no later than on the same day as triaged.
- E. PSU staff shall respond to non-urgent needs within three working days. A response may consist of one of the following:
 - 1. Interview the inmate and document the results on DOC-3473 – Psychological Services Clinical Contact. Write a note on the original copy of DOC-3035B indicating that the inmate was seen, and file this in the PSU Record.
 - 2. Write and send a response to the inmate using the inmate copy of DOC-3035B.
 - 3. Schedule an interview of the inmate for some point in the future, and provide a written response to the inmate.
 - 4. Forward the DOC-3035B to HSU on the same day as reviewed if it reflects a need for medical or psychiatric review. If the DOC-3035B indicates an urgent need, PSU staff shall contact HSU staff immediately by telephone or in person.
 - 5. Schedule or arrange for the inmate to review his or her PSU Record in accordance with Health Services Policy and Procedure 500:08.
 - 6. Pursue other interventions as appropriate.

DAI Policy #: 500.70.12	New Effective Date: 01/11/16	Page 4 of 7
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

7. For inmates who make frequent non-urgent requests, PSU staff may develop a written treatment plan that outlines an alternate method of response.
 - F. If PSU staff forward a DOC-3035B to HSU because of a need for medical or psychiatric review, HSU staff shall triage and respond in accordance with DAI Policy 500.30.11.
 - G. If HSU staff forward a DOC-3035 – Health Service Request and Copayment Disbursement Authorization to PSU due to psychological concerns written on the DOC-3035 – Health Service Request and Copayment Disbursement Authorization, PSU staff shall triage and respond to the DOC-3035 – Health Service Request and Copayment Disbursement Authorization as if it were a DOC-3035B and in accordance with this policy.
 - H. When an inmate submits a request for the date of an upcoming psychiatric appointment, HSU or PSU staff who schedule psychiatric appointments shall respond with a specific calendar date or week. Staff may add qualifiers to indicate the date is subject to change due to emergencies or provider availability.
- III. Handling DOC-3035Bs on Non-Working Days**
- A. A Registered Nurse shall triage DOC-3035Bs within 24 hours of receipt, using clinical nursing judgment and the Nursing Protocol: Mental Health/Suicide Assessment.
 - B. In the section of the DOC-3035B for “Staff Only,” the triaging nurse shall mark the box that indicates triage by HSU and then document the results, including date received, action taken and staff initials.
 - C. The triaging nurse shall take one or more of the following actions as appropriate:
 1. Forward the DOC-3035B to PSU for review by PSU staff on the next working day if the request is of a non-urgent nature.
 2. Notify a Security Supervisor and conduct a face-to-face assessment with the inmate if the request reflects a current risk of danger to self or others.
 3. Consult the on-call PSU staff member by telephone if the request reflects a need for an urgent referral, including requests that reflect risk of harm to self or others or significant psychological distress.
 4. Conduct a face-to-face assessment with the inmate to clarify a request that may reflect a need for an urgent referral to PSU.
 5. Conduct a face-to-face assessment with the inmate to clarify a request that may reflect a serious medication side effect.
 6. Consult with the on-call physician, Mental Health Director or Medical Director.
 7. Arrange for off-site emergency care, if necessary.

DAI Policy #: 500.70.12	New Effective Date: 01/11/16	Page 5 of 7
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

IV. Filing and Retention

- A. When PSU forwards a DOC-3035B to HSU due to the request involving a medical or psychiatric concern, HSU shall file and retain the original of the form in accordance with DAI Policy 500.30.11.
- B. When PSU processes a DOC-3035B, PSU staff shall file and retain the original of the form in accordance with Health Services Policy and Procedure 500:02.
- C. When a written response is not sent to the inmate, staff shall destroy the inmate copy in a confidential manner before filing the original of the DOC-3035B.
- D. Only CMR, IWMR staff and others as authorized may destroy original DOC-3035Bs in accordance with Health Services Policy and Procedure 500:07.
- E. If PSU staff receives a request for psychological services written in error on DOC-643 or DOC-761, they shall respond to the request in the same manner as for DOC-3035B and file a copy in the PSU record.

V. Modifications for WCCS Facilities Without On-Site PSU Staff

- A. Inmates shall place completed DOC-3035Bs into designated locked boxes.
- B. Nursing staff shall collect DOC-3035Bs from the locked boxes at least once per shift on the days when a nurse is working on-site.
- C. Nursing staff shall triage DOC-3035Bs in accordance with Section III.C. and forward them (via globalscan/email or fax) on the same day as collection to PSU staff at the paired facility.
- D. Inmates shall receive instruction when arriving at a WCCS facility regarding:
 - 1. The on-site nursing schedule.
 - 2. The DOC-3035B triage schedule.
 - 3. The need to convey urgent mental health concerns directly to on-site staff.
 - 4. The need to transmit only non-urgent mental health requests via DOC-3035B.
- E. The process for mental health crisis services for WCCS facilities is described in DAI Policy 500.70.28.

DAI Policy #: 500.70.12	New Effective Date: 01/11/16	Page 6 of 7
Chapter: 500 Health Services		
Subject: Psychological Service Requests		

Bureau of Health Services: _____ **Date Signed:** _____
James Greer, Director

_____ **Date Signed:** _____
Ryan Holzmacher, MD, Medical Director

_____ **Date Signed:** _____
Mary Muse, Nursing Director

_____ **Date Signed:** _____
Dr. Kevin Kallas, Mental Health Director

Administrator's Approval: _____ **Date Signed:** _____
Cathy A. Jess, Administrator

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
Original Effective Date:	DAI Policy Number: 500.70.12	Page 7 of 7
New Effective Date: 00/00/00	Supersedes Number:	Dated:
Chapter: 500 Health Services		
Subject: Psychological Service Requests		
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