

POLICY & PROCEDURES

CHAPTER:	4	Facility Services	4.2.7
SECTION:	2	Health Services	EFFECTIVE DATE: 4 / 8 /2020
SUBJECT:	7	Sick Call	
STANDARDS: ACA – 4 – ALDF: 4C-03			
APPROVED:			REVIEW DATE: 4 / 8 / 20
<hr/> Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 6 24 / 20
Rescind: 4.2.7 dated 5/17/13 Cancel:			

I. POLICY

It is the policy of the Division of Corrections that Medical Staff provide routine sick call for inmates Monday through Friday, including holidays.

II. RESPONSIBILITIES

All Correctional employees and contracted medical staff are responsible for adhering to the following procedures.

III. DEFINITIONS

None

IV. PROCEDURES

A. General Information

1. Housing Unit Sick Call is conducted five (5) days per week by qualified Nursing Staff.
2. Physician Sick Call is conducted Monday through Friday excluding holidays. Medical Service Request Form is accessible to inmates seven days a week.
3. Inmates on Sick Call, who are not present at the time of sick call, either due to court visits, waiting for court, etc., are seen upon the next scheduled Sick Call.

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4. Emergency treatment takes priority over scheduled appointments.
5. The Medical Staff is solely responsible for deciding the course of action in matters regarding the administration of medical care to inmates.

B. Placing Name on Sick Call List - (MSI & CJC)

1. The Housing Officer gives Medical Request Form to all inmates who request to be placed on Sick Call List.
2. The inmate completes the Medical Request Form and places it in the Sick Call Box located in each Housing Unit or in the corridor at MSI.
3. The Medical Staff picks up Medical Request Forms.
4. The Medical Staff prepare a daily Sick Call list for each Housing/dormitory Unit and makes the list available to custody staff as appropriate.

C. Sick Call in the General Housing Unit – (CJC & MSI)

1. CJC:
 - a. When the Medical Staff arrives for sick call, the Floor Officer and the Medical Staff enters the housing unit. The Housing Officer unlocks the Multipurpose Room, and the Floor Officer and Medical Staff enter the room. The Medical staff gives a copy of the Sick Call list to the Floor Officer who coordinates sick call activities with the Housing Unit Officer.
 - b. The Medical Staff will see all the inmates on the sick call list and any other inmate only on an emergency basis.
 - c. The Medical Staff compares the ID wristband on the inmate=s wrist to the name on the Sick Call List.
 - d. The Medical Staff assesses each inmate’s condition, one at a time in the Multipurpose Room.
 - e. The Medical Staff completes the assessment and all necessary paperwork.
 - f. The process continues until the Medical Staff sees all inmates on the Sick Call List.

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- g. If an inmate on the Sick Call List refuses treatment, the Medical Staff has the inmate sign a Release of Responsibility Form.
 - h. If the inmate refuses to sign a Release of Responsibility Form, the Medical Staff completes the form and the Floor Officer witnesses and is signed by both personnel.
 - i. The Floor Officer notifies the Housing Unit Officer who records refusal in the appropriate log.
 - j. The Medical Staff places the Release of Responsibility Form in the inmate=s permanent medical file.
 - k. The Floor Officer informs the Housing Officer that the sick call is completed.
 - l. The Housing Officer records the completion of Sick Call in the Daily Activity Log.
 - m. The Floor Officer and Medical Staff leave the Housing Unit and go to the next unit until the process is completed.
2. MSI – General Housing
- a. At MSI, inmates on Sick Call in the dormitory general housing units are sent to Medical Unit where they are assessed by medical staff.
 - b. The dormitory Housing Unit Officer prepares hall pass, follow other procedures in the Inmate Movement policy and records activity in the Daily Activity Log.
 - c. The Medical Officer supervises the Medical Area until completion of sick call.
 - d. If an inmate on the Sick Call List refuses treatment the Medical Staff has the inmate sign a Release of Responsibility Form.
 - e. If the inmate refuses to sign a Release of Responsibility Form, the Medical Staff completes the form and the Medical Officer witnesses and is signed by both personnel.
 - f. The Medical Staff places the Release of Responsibility Form in the inmate=s permanent medical file.
3. MSI – Pod Units

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At the pod and except for the females and certain, identified other inmates the rest of the inmates on Sick Call will be assessed in their respective pod housing units. Female inmates on sick call are assessed in the Medical Unit on designated day and are supervised by the Medical Officer.

- a. The Floor Officer accompanies the medical staff into the units and goes to each cell on the Sick Call List as the Medical Staff conducts assessment of inmates' complaint. Any assessed inmate in the pod needing further assessment is referred to medical unit by the Medical Staff.
- b. If an inmate on the Sick Call List refuses treatment the Medical Staff has the inmate sign a Release of Responsibility Form.
- c. If the inmate refuses to sign a Release of Responsibility Form, the Medical Staff completes the form and the Floor Officer witnesses and is signed by both personnel.
- d. The Floor Officer notifies the Housing Unit Officer who records refusal in the Daily Activity Log.
- e. The Medical Staff places the Release of Responsibility Form in the inmate's permanent medical file.
- f. The Floor Officer informs the Unit Officer that the sick call is completed.
- g. The Unit Officer records the completion of Sick Call in the Daily Activity Log.
- h. The Floor Officer and Medical Staff leave the Unit and go to the next unit until the process is completed.

D. Sick Call in the Special Management Housing Units – (CJC and MSI)

1. For inmates in Special Management housing, custody staff will adhere to procedures and/or Post Orders pertaining to managing such inmates. (See policy # 3.1.7: Inmate Movement; 3.1.20: Restraints).
2. When the Floor Officer is not available to assist Medical Staff, the Area Supervisor coordinates floor activity:
 - a. The Floor Officer and the Medical Staff enter the housing unit and goes to each cell on the Sick Call List as the medical staff conducts assessment of

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inmate's complaint.

- b. The Medical Staff completes the assessment and all necessary paperwork.
3. If an inmate on the Sick Call List refuses treatment, the Medical Staff and the Floor Officer follows the procedures outlined in Procedures B, item #3 (c, d, e) of this policy.
4. The Floor Officer and Medical Staff leave the Housing Unit and repeat this process in the other units until all of the units have completed Sick Call.
5. At MSI, certain identified Special Management inmates (i.e., inmates with certain medical condition) are escorted to Medical Unit for assessment. The escort is done in accordance with procedures outlined in policy #3.1.7: Inmate Movement.

E. Sick Call in the Medical Department – MSI

1. The Medical Staff provides the Medical Officer with a daily listing of the order in which the inmates are to be seen. The Medical Officer adheres to Post Order and the applicable steps in Procedure B item #2 of this procedure and work rule.
2. If Medical staff is not present or must leave the Examination Room, the Medical staff asks the Medical Officer to escort the inmate to a designated waiting area or holding cell.
3. If the Medical Staff determines that the inmate's restraints must be removed to complete the assessment, the Medical Staff informs the Medical Officer and asks for the inmate's restraints to be removed.
4. Upon completing the assessment the inmate is returned to assigned housing area.

F. Sick Call in the Admission Areas - (CJC)

1. The pre-admit inmate requests through the Admission area custody staff to see a nurse.
2. The Admission area Custody Staff notifies the Medical Staff who evaluates inmate's symptoms and determines appropriate course of action.
3. The Medical staff completes assessment and advises custody staff and provide information if further action is required of custody staff. The Custody staff responds accordingly and records event in the appropriate log.