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| <p>GEORGIA DEPARTMENT OF CORRECTIONS</p> <p>Standard Operating Procedures</p> | | |
| <p>Policy Name: On-Call Duties</p> | | |
| <p>Policy Number: 507.03.04</p> | <p>Effective Date: 10/15/2018</p> | <p>Page Number: 1 of 3</p> |
| <p>Authority: Commissioner</p> | <p>Originating Division: Health Services Division</p> | <p>Access Listing: Level I: All Access</p> |

I. Introduction and Summary:

Georgia Department of Corrections (GDC) facilities will maintain a current after-hour, weekend, and holiday on-call staffing plan to ensure continuity of care for offenders twenty-four (24) hours a day. This procedure is applicable to all facilities that house GDC offenders, to include private and county prisons.

II. Authority:

- A. GDC Standard Operating Procedures (SOPs): 222.10, Security Procedures During Transport of Offenders; 507.04.16, Utilization Management; 507.04.39, Evaluation Services for Urgent or Emergent Health Care Requests; 507.04.52, Patient Transport; and 507.04.53, Transporting Offenders with Infectious Diseases;
- B. NCCHC Adult Standard: P-C-07- Staffing Plan;
- C. NCCHC Juvenile Standard: Y-C-07- Staffing Plan;
- D. ACA Standard: 4-4351; and
- E. Georgia Correctional Health Care (GCHC) Scope of Service: Program Requirement.

III. Definitions:

- A. **Provider** - A clinician designated as a Medical Doctor (MD), Osteopathic Physician (DO), Nurse Practitioner (NP), or Physician Assistant (PA).
- B. **Physician** - A clinician who is licensed as a Medical Doctor (MD) or Osteopathic Physician (DO).

IV. Statement of Policy and Applicable Procedures:

- A. Management of Health Emergencies in Facilities after Normal Business Hours:
 - 1. An on-call system is required for all facilities:

GEORGIA DEPARTMENT OF CORRECTIONS

Standard Operating Procedures

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Page Number: 1 of 3

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- a. The Health Services Administrators (HSAs), Nurse Managers, or Regional Managers will distribute and post Physician on-call schedules monthly to the Wardens/Superintendents (or designee), and the schedule will be readily available to the GDC Office of Health Services. The GCHC regional manager will monitor the on-call scheduling process;
- b. Changes to on-call schedules must be distributed and posted by the respective HSAs, Nurse Managers or Regional Managers as soon as possible to Wardens/Superintendents or designee, and the schedule will be readily available to the GDC Office of Health Services as an amended on-call schedule; and
- c. On-call schedules will be posted and readily available to all nursing staff at all facilities.

B. Staffing Requirements:

1. An on-call Physician will be designated to cover assigned facilities; and
2. Physicians may enter coverage pools with neighboring institutions as determined by agreements among the involved Physicians and in concordance with the Regional Manager.

C. Duties of On-call Physicians:

1. The on-call Physician must be available by phone to respond to all calls;
2. Decisions regarding whether to send a patient to an outside facility or to evaluate the patient at the facility will be made by the Physician based upon several factors including the clinical presentation of the patient, and the urgency of the need for care;
3. In some cases, clinical management may require the on-call Physician/designee return to the facility to evaluate a patient. Other cases may be appropriately managed by telephonic communication; and

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4. If an on-call Physician cannot be reached via posted phone, immediate notification from the facility should go to the appropriate Supervisor, Regional Manager, GCHC Medical Director, Private Prison Regional Medical Director, or designee.

D. Secondary Call:

1. Physician Assistants and/or Nurse Practitioners may be requested to return to the facility for suturing, evaluation of patients etc. at the discretion of the on-call Physician. Accordingly, the Regional Managers under the same conditions described above for the Physician or Primary On-call Schedule should publish a Secondary Call Roster.
2. The on-call Physician will personally make the call to the Physician Assistant and/or Nurse Practitioner after discussion with the facility staff. After evaluating the patient, the Physician Assistant or Nurse Practitioner shall report all clinical findings to the on-call Physician in order to arrive at a medical disposition.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.