 DEPARTMENT OF CORRECTIONS

MONTANA WOMEN’S PRISON

OPERATIONAL PROCEDURE

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| Procedure No.4.5.16a | Subject: Patient Request Management |
| Reference: DOC 4.5.16  | Page 1 of 2 |
| Effective Date: Jan 1, 1998 | Revision Date: 08/18/2009, 04-16-2013 |
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 **I. PURPOSE**

The kite is the process by which the patient notifies staff of a need or a question. The patients’ requests should be addressed per NCCHC standards

**II. DEFINITIONS**

**OSR (Kite)** Offender/Staff Request (OSR) – An official Department form, commonly referred to as a “kite,” designed for offenders to communicate with staff and by which staff may respond to offenders.

 **Sick Call** – The evaluation and treatment of an ambulatory patient by a qualified health care provider in a clinical setting, either on or off-site.

 **Clinical Setting –** refers to an examination or treatment room appropriately supplied

 and equipped to address the patient’s health care needs.

 **Triage** – A process of sorting and classifying offender health requests to prioritize health care needs and determine place of service delivery.

 **III. PROCEDURES**

1. During the nurse intake assessment, the inmate/patient is instructed where the kite(OSR) box is, how often the kite box is checked and when on C or F pods to give the kites (OSR’s) directly to the nurse passing medication on those pods during the twice a day medication pass.
2. The kites (OSR’s) will be picked up from the kite box seven (7) days a week after breakfast.
3. The kites (OSR’s) will be logged on the kite log and triaged appropriately by nursing staff. The disposition of the kite will be noted on the kite log.
4. An inmate/patient may ask the floor officer to call medical if a medical situation arises after kites (OSR’s) are picked up for the day. The nurse will put the patient name on the daily schedule for an evaluation as appropriate.
5. Oral or written requests are triaged within 24 hours. Based on physician approved protocols, qualified health care professionals schedule inmates, when indicated, for sick call or the next available clinician’s clinic.
6. During sick call, qualified health care professionals make timely assessments in a clinical setting. Based on physician-approved protocols, qualified health care professional provide treatment according to clinical priorities or, when indicated, schedule patients for the next available scheduled clinician’s clinic.
7. After the patient/inmate is seen it will be noted on the kite (OSR) log. If the patient is to be seen in clinic by the MD or Midlevel practitioner, note that on the kite log.
8. The Administrative Assistant will daily check the kite (OSR) log and schedule provider appointments based on the priority noted by nursing personnel.
9. The kite(OSR) log will be checked at the end of each shift for completeness
10. All patients that are seen by nursing but do not have a kite (OSR) will be logged on the emergency log sheet.

**IV. CLOSING**

 It is essential that inmate/patient’s health care needs/requests are met in a timely manner and are logged for tracking purposes

 For questions concerning this procedure contact the Medical Dept. Manager or Deputy Warden in charge of Treatment.

**V. ATTACHMENTS**

 **None**