



## POLICY DIRECTIVE

Policy:	<b>DOC 4.5.45 HEALTH CARE LIAISON</b>
Effective Date:	01/04/2021 <span style="float: right;">Page 1 of 2</span>
Revision Date(s):	04/24/2026
Department Director Signature:	/s/ Eric Strauss, Director
Medical Director Signature:	/s/ Dr. Paul Rees, MD
Health Services Bureau Chief Signature:	/s/ Cynthia McGillis-Hiner, RN, MSN

### I. POLICY

The Department will ensure health services continue to be coordinated when qualified health and mental health professionals are not available.

### II. APPLICABILITY

All secure facilities Department-owned and contracted.

### III. DEFINITIONS (see Glossary)

### IV. REQUIREMENTS

#### A. General Requirements

1. A designated, trained health care liaison coordinates health services delivery in all Department secure facilities on days when no Qualified Health Care Professional is on-site for a continuous 24-hour period.
2. The health care liaison is instructed in the role and responsibilities by the responsible physician or designee.
3. The mental health liaison is instructed in the role and responsibilities by the responsible mental health clinician or designee.

#### B. Health Care Liaison

1. The responsible health authority works with the responsible physician to ensure the duties that can be assigned to a health care liaison are limited to providing access to care.
2. The health care liaison must have a plan that includes contact information for the on-call health staff, ambulance, and other emergency community contacts.
3. The health care liaison generally carries out the following duties at minimum:
  - a. reviews receiving screening forms for follow-up attention;
  - b. reviews nonemergency health care requests as instructed by the responsible physician;
  - c. helps to carry out prescriber orders regarding such matters as diet, housing and work assignments; and
  - d. maintains patient privacy.

**C. Mental Health Liaison**

1. The mental health liaison must have a plan that tells staff what to do when a mental health situation arises when mental health staff are not present.
2. The mental health liaison generally carries out the following duties at minimum:
  - a. reviews receiving screening forms for follow-up attention;
  - b. reviews nonemergency mental health care requests as instructed by the responsible mental health clinician;
  - c. helps to carry out clinician's orders regarding such matters as housing and work assignments; and
  - d. maintains patient privacy.

**V. CLOSING**

Questions about this policy should be directed to the Health Services Bureau Chief.

**VI. REFERENCES**

- A. *P-C-08; National Commission on Correctional Health Services in Prisons, 2018*
- B. *MH-C-08; National Commission on Correctional Mental Health Services in Correctional Facilities, 2015*
- C. *Y-C-08; National Commission on Correctional Health Services in Juvenile Detention and Confinement Facilities, 2022*