AFTER-HOURS DETENTION MEDICAL RESPONSE PROGRAM

DEFINITIONS:
All after hour medical calls fall within three categories: Emergent, Urgent, and Non-Urgent:

**Emergent** type calls: Calls that are true emergencies. These are life threatening calls that if the patient does not receive immediate care will cause impairment to the patient or possible death. These include but are not limited to unconscious/not breathing patients, shortness of breath with cyanosis, stroke, falls or trauma with massive blood loss, or any call the officer feels may endanger the patient’s life if treatment is not started immediately.

**Urgent** type calls: Calls that need medical attention but are not immediately life threatening. These patients include but are not limited to head, chest, and/or abdominal pain, laceration with controlled bleeding, seizure with history, nausea, vomiting and/or diarrhea.

**Non-Urgent** type calls: Calls for minor complaints that are not life threatening and can wait until the next morning to be seen.

**COVID-19: If Detention Officer determines presence of signs or symptoms are indicative of Coronavirus, the Officer has the right to make immediate decision to activate 9-1-1 call.**

PURPOSE:
It is the purpose of the policy to provide proper patient care after hours and under all situations.

POLICY:
It is the policy to determine the proper action for after-hours medical calls.

PROCEDURES:

1. **Emergent** - When an event is determined to be EMERGENT:
   a. Detention Officer will call 911 for immediate EMS response.
   b. Officer will notify medical officer (MO) on-call that 911 was called. MO will notify the Triage Care Coordinator (TCC) at 1-505-250-3928 that an ambulance was called.
   c. When EMS arrives, they will determine if the patient requires transport to the hospital ER or if patient can be assessed/treated on scene. TCC will be available to EMS for any additional patient information they may need.
   d. If the patient does not require transport, EMS may consult and/or refer back to TCC directly for HCPF follow-up and continuity of care. EMS/Officer will complete TCC Triage Form and forward to Medical to scan and document into EMR System.
   e. The TCC will communicate directly with the MO and/or Provider/Regional Managers regarding HCPF Provider orders for treatment and follow-up.
   f. Should the patient be treated and remain in facility, TCC may ask the MO to report to the facility for further assessment, or TCC may instruct MO for patient to be seen in clinic next day, and a follow-up visit will be scheduled with the HCPF telemed provider.
AFTER-HOURS DETENTION MEDICAL RESPONSE PROGRAM

g. If the patient is transported to the hospital, a copy of the EMS trip report may be provided to LACDC/HCPF for continuity of care if the patient is returned to the facility. Officer will complete TCC Triage Form and forward with EMS trip report to Medical Clinic.

h. If the patient is returned to the facility, the patient will be scheduled to be seen in the medical clinic the next day, and a follow-up appointment will be scheduled with the HCPF telemed provider.

i. The MO will scan the TCC Triage Form and EMS Trip Report into the EMR and will email a copy to HCPF Administration (CEO, Regional Supervisors, and Triage Manager) within 24 hours of the medical incident.

2. Urgent - When a call is determined Urgent:

a. Officer will complete the TCC Triage Form and notify the on-call MO. MO will contact TCC at 1-505-250-3928 to determine proper course of medical triage action.

b. If the action is determined to be Emergent, TCC/MO will instruct the Officer to call 911, and the Emergent Procedures will be followed.

c. If the patient is determined to be Urgent, TCC may contact EMS Dispatch at 1-719-846-4441 to request “Jail Medical” response for further assessment.

d. Upon EMS arrival, TCC will be available by phone to provide necessary patient medical information if available.

e. EMS will determine if patient needs to be transported to the hospital ER.

f. Should the patient be transported to the hospital ER, a copy of the trip report may be provided to LACDC by EMS for continuity of care if patient is returned. Officer will complete TCC Form and forward EMS trip report and TCC Form to Medical Clinic.

g. If EMS does not transport, TCC and MO will follow regular after-hours protocol. Officer will complete TCC Form and forward to Medical Clinic.

h. If TCC determines the medical situation does NOT require EMS to be called, TCC and MO will follow after-hours protocols for further patient assessment and TCC Provider Orders.

i. TCC may determine that the MO on-call may need to go into facility to further assess patient and follow-up with TCC for provider orders.

j. The patient will be scheduled to be seen in the medical clinic the next day, and a follow-up appointment will be scheduled with HCPF telemed provider.

k. The MO will scan the TCC Triage Form and EMS Trip Report into the EMR and will email a copy to HCPF Administration (CEO, Regional Supervisors, and Triage Manager) within 24 hours of the medical incident.

3. Non-urgent: When a call is determined to be non-urgent:

a. Officer will complete the TCC Triage Form and contact on-call MO.

b. MO will notify TCC to determine proper course of medical triage action.

c. TCC may need MO to report on-site for additional assessment/treatment of patient.

d. Regular after-hours protocol will be followed with TCC and MO.

e. If TCC determines MO does not need to report on-site, MO will notify Officer of TCC provider orders.
f. Patient will be scheduled to be seen in medical clinic the next day, and a follow-up appointment will be scheduled with the HCPF telemed provider.
g. Officer will forward completed TCC Form to Medical Clinic.
h. The MO will scan the TCC Triage Form and EMS Trip Report into the EMR and will email a copy to HCPF Administration (CEO, Regional Supervisors, and Triage Manager) within 24 hours of the medical incident.

ALL ACTIONS MUST BE DOCUMENTED AS SOON AS POSSIBLE ON THE TCC TRIAGE FORM AND GIVEN TO MEDICAL TO SCAN AND DOCUMENT IN EMR.
TRIAGE CARE COORDINATION (TCC) FORM

(Detention Officer please complete this form prior to contacting on-call Medical Officer or contacting the Provider Triage Care Coordinator at: 1-505-250-3928)

Detention Officer: ___________________________ Date: ___________ Time: __________

On-Call Medical Officer: _________________ If EMS Called - Arrival Time: __________

Upon Completion of Call, Officer to forward Completed Form to HCPF Medical Clinic.

<table>
<thead>
<tr>
<th>Patient Name:</th>
<th>DOB &amp; Age:</th>
</tr>
</thead>
</table>

Vitals:
Temp_________ Blood Pressure _________ Pulse/Oxygen: (O2) _______ (P) _______

Complaint & Symptoms:

Drug & Food Allergies:

Other Officer Observations:

EMS/TCC Recommendations:

☐ Referred to Medical  ☐ Transported
DEFINITIONS

**COVID-19:** If Detention Officer determines presence of signs or symptoms are indicative of Coronavirus, the Officer has the right to make immediate decision to active 911 call.
**AFTER-HOURS DETENTION MEDICAL RESPONSE FLOWCHART**

**EMERGENT**

Detention Officer Calls 911 for Immediate EMS Response

Officer Notifies Medical Officer (MO) On-Call that 911 was called. MO Notifies Triage Care Coordinator (TCC) at 1-505-250-3928

When EMS arrives, determination will be made if patient requires transport to ER or can be assessed/treated on scene. TCC will be available to EMS for any additional patient information EMS may need.

If **patient does not require transport**, EMS may consult and/refer back to TCC (1-505-250-3928). EMS/Officer will complete TCC Triage Form and forward to Medical to scan and document into EMR System

TCC may ask the MO to report to the facility for further assessment and/or immediate teled visit, or may be scheduled for teled visit at daily clinic

Should the **patient be transported to the hospital**, a copy of the EMS trip report may be provided to LACDC by EMS for continuity of care if patient is returned to facility. Officer will complete TCC Triage Form and forward with EMS trip report to the Medical Clinic.

If the patient is returned to the facility, the patient will be scheduled to be seen in medical clinic the next day, and a follow-up appointment will be scheduled with the HCPF telemed provider.

**All actions must be documented as soon as possible on the TCC Triage Form and given to medical to scan and document in EMR within 24 hours of medical incident**

**COVID 19:** If Detention Officer determines presence of signs or symptoms are indicative of Coronavirus, the Officer has the right to make immediate decision to active 911 call.
AFTER-HOURS DETENTION MEDICAL RESPONSE FLOWCHART

URGENT vs. NON-URGENT

Officers will complete the TCC Triage Form and contact on-call Medical Officer (MO). MO will notify TCC at 1-505-250-3928 to determine proper course of medical triage action.

This action may include calling 911 in which case the Emergent Procedures will be followed.

TCC may contact EMS Dispatch at 1-719-846-4441 to request “Jail Medical” response for further assessment. Upon EMS arrival, TCC will be available by phone to provide necessary patient medical information if available. EMS will determine if patient needs to be transported to hospital.

Officers will contact MO, who will contact TCC. TCC may need MO to report on-site for additional assessment/treatment of patient. Regular after-hours protocol will be followed with TCC & MO.

If TCC determines the medical situation does NOT require EMS to be called, TCC and MO will follow after-hours protocols for further patient assessment and TCC Provider Orders.

If TCC determines MO does not need to report on-site, MO will notify Officer of TCC provider orders.

Should the patient be transported to the hospital, a copy of the trip report may be provided to LACDC by EMS for continuity of care if patient is returned.

Patient will be scheduled to be seen in medical clinic the next day, and a follow-up appointment will be scheduled with the HCPF telemed provider.

If EMS does not transport to hospital, TCC & MO will follow regular after-hours protocol and procedures.

Officer will forward completed TCC Form and EMS trip report (if any) to Medical Clinic.

All actions must be documented as soon as possible on the TCC Triage Form and given to medical to scan and document in EMR within 24 hours of medical incident.