



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
PRISONS DIVISION
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April 21, 2020

TO: All Superintendents

FROM: Julie Martin, Deputy Secretary *J. Martin*
Robert Herzog, Assistant Secretary *R. Herzog*

RE: **Phone Use for those on Medical Isolation Status**

Medical isolation is defined in the *WA State DOC COVID-19 Screening, Testing, and Infection Control Guideline* as “separating a symptomatic patient with a concern for a communicable disease from other patients.” The measure of placing an incarcerated individual into medical isolation is to protect them, as well as to reduce the chance of transmission of COVID-19, or other communicable illness. As part of these protective measures, individuals on medical isolation are not authorized to leave their cells other than as directed for medical or security reasons, and for a weekly shower after Day 7 on medical isolation.

Incarcerated individuals being placed into medical isolation shall be able to take personal belongings with them as appropriate, to include their address book, pen and paper, and their JPay players, in order to maintain contact with loved ones. However, we also understand that phone contact is crucial, especially in situations such as this.

The attached *Medical Isolation Phone Protocol* defines how telephone use is to be conducted for those on medical isolation. The DOC HQ Intelligence and Investigations Unit is working with the current incarcerated individual telephone vendor, GTL, to secure transportable telephones so that individuals in medical isolation are able to make phone calls to loved ones on a weekly basis.

Until these phones are available, it is critical that a staff person is designated at your facility to make a weekly phone call to an identified person for the individuals on medical isolation to provide information that they have been placed into medical isolation as a protective measure, as well as providing a weekly update on their status.

When an individual is placed onto medical isolation status, he/she shall be asked to provide the name and telephone number of an identified person for the weekly phone call, which will be provided to the designated staff person making the call. The designated staff person will verify no current restrictions on contact exist prior to making the call. The call will be noted in the offender’s electronic file via an OMNI chrono.

cc: All Health Services Managers

“Working Together for SAFE Communities”

Medical Isolation Phone Protocol

04/21/2020

Phone Use in Medical Isolation for Areas with In-Cell Phone Use

Allow one 10-minute phone call every 7 days while on isolation, unless otherwise authorized

- a. Staff shall don appropriate PPE:
 - i. Symptomatic patients with presumed or confirmed COVID-19: N95 respirator, eye protection, gown, and gloves
 - ii. Asymptomatic patients with presumed or confirmed COVID-19: surgical mask, eye protection, gown and gloves
- b. Staff shall cover the phone handset with a plastic sleeve and use tape/bands to cinch both ends to enclose the entire handset
- c. Patient will wear a surgical mask, if they are medically able to do so
- d. Staff shall pass the handset of the phone to the patient via the cuff port or an opening of the door if necessary
- e. Staff shall have the patient wash his/her hands immediately after using the phone
- f. Staff shall carefully remove the plastic sleeve from the phone and dispose of it in the garbage container
- g. Staff shall remove PPE appropriately and then sanitize or wash hands as per protocol
- h. Staff shall spray disinfectant over the entire phone, let it sit for 10 min., and put on new gloves before wiping it off

Phone Use in Medical Isolation for Areas WITHOUT In-Cell Phone Use

Facility will designate staff member to make weekly status update phone calls to person identified by patient

- a. When a patient is placed into medical isolation, he/she shall be asked to provide the name and telephone number of a person for a weekly phone call, which will be provided to the designated staff person making the call
- b. Designated staff will verify no current restrictions on contact exist prior to making call
- c. Designated staff will make call to identified person to notify of placement into medical isolation, as well as a weekly call to update on status
- d. Designated staff will note the call by placing a chrono in OMNI