



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY

PRISON

FACILITY/SPANISH MANUALS

REVISION DATE

9/7/23

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DOC 610.650

POLICY

TITLE

OUTPATIENT SERVICES

REVIEW/REVISION HISTORY:

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Revised:	5/24/10		

SUMMARY OF REVISION/REVIEW:

Adjusted terminology throughout
I.A. - Added that patients will be assigned a primary care provider
I.B.1. and II.F. - Removed unnecessary language
I.B.4., and II.F.14. - Adjusted language for clarification
I.B.2., 3., & 4. - Added to the senior Health Services Manager's responsibilities

APPROVED:

Signature on file

MARYANN CURL, MD
Chief Medical Officer

7/26/23

Date Signed

Signature on file

DAVID FLYNN,
Assistant Secretary for Health Services

8/3/23


Date Signed

Signature on file

CHERYL STRANGE, Secretary
Department of Corrections

8/4/23

Date Signed

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REFERENCES:


DOC 100.100 is hereby incorporated into this policy; DOC 320.255 Restrictive Housing; DOC 320.260 Secured Housing Units; DOC 320.265 Close Observation Areas; DOC 590.100 Extended Family Visiting; DOC 600.025 Health Care Co-Payment Program; DOC 610.010 Patient Consent for Health Care; DOC 610.040 Health Screenings and Assessments; DOC 610.110 Transfer of Individuals for Health Reasons; DOC 610.600 Infirmary/Special Needs Unit Care; DOC 630.500 Mental Health Services; DOC 640.020 Health Records Management; DOC 670.000 Communicable Disease, Infection Prevention, and Immunization Program; DOC 890.000 Safety Program; [Washington DOC Health Plan](#)

POLICY:

- I. The Department will ensure incarcerated individuals, including community supervision violators and individuals from other jurisdictions housed in a Department facility, have access to healthcare services as outlined in the Washington DOC Health Plan.
- II. Except for services provided in an infirmary or Extended Observation Unit, all health services provided within a Department facility are considered outpatient services and will be provided in a manner that maintains the safe, secure, and orderly operations of the facility and conducted in settings that respect patient privacy.

DIRECTIVE:


- I. General Responsibilities
 - A. Except in Reception Diagnostic Centers, the Facility Medical Director and facility senior Health Services Manager will ensure patients are assigned a primary care provider.
 1. Primary care providers will be assigned by living unit(s) or alphabetically by an individual's last name. Specific patient names will not be posted.
 - B. The senior Health Services Manager will ensure:
 1. Incarcerated individuals have access to healthcare services conducted by qualified personnel per the Washington DOC Health Plan.
 2. Current primary care coverage is posted weekly in the living units.
 3. A process is established to inform patients of additional care providers (e.g., mental health) and how to request alternative providers.
 4. Kites and confidential envelopes are available in Restrictive Housing.

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5. Facility operational memorandums based on this policy are reviewed annually by the Assistant Secretary for Health Services/Chief Medical Officer/designee.
- C. Facilities will ensure requests for healthcare services are collected and triaged daily, including voiced concerns/requests from individuals in Restrictive Housing.
 1. Requests to be seen at sick call or for scheduled appointments will be triaged by qualified healthcare providers.
 - a. Non-emergent outpatient services will be provided during business hours.
 - b. Appointments will be prioritized and scheduled according to patient need as follows:
 - 1) Emergent - Now
 - 2) Urgent - Within 1-2 business days
 - 3) Routine - Within 1-2 weeks or at the provider's clinical discretion
 2. During non-business hours, triage will be determined based on reports of emergencies from patients or health services employees/contract staff.

II. General Requirements


- A. Informed consent will be obtained and documented per DOC 610.010 Patient Consent for Health Care.
- B. Initial and subsequent health screenings and assessments will be conducted per DOC 610.040 Health Screenings and Assessments.
- C. Copayments for outpatient services will be assessed and charged, if applicable, per DOC 600.025 Health Care Co-Payment Program.
 1. Copayments will not be charged for new work-related injuries, which will be managed per DOC 890.000 Safety Program.
 2. Assessed copays may be reversed if an L&I claim is filed and approved.
- D. Patients assigned to a Close Observation Area (COA) bed within an infirmary will be considered outpatients unless they are also being admitted as an infirmary patient for medical issues.

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1. Health services for COA patients will be conducted per DOC 320.265 Close Observation Areas.
 2. Health services for infirmary patients will be conducted per DOC 610.600 Infirmary/Special Needs Unit Care.
- E. Patients may be transferred to obtain required health services not available at their facility per DOC 610.110 Transfer of Individuals for Health Reasons.
- F. All outpatient healthcare services will be consistent with the Washington DOC Health Plan, and will follow chronic care management, infection prevention, and other statewide and Health Services protocols, including:
1. Care for illnesses/injuries,
 2. Treatment of chronic conditions (e.g., diabetes, hypertension, asthma),
 3. Mental health services per DOC 630.500 Mental Health Services,
 4. Dental care,
 5. Referral to appropriate medical, mental health, or dental providers, when necessary,
 - a. Referrals may include consultants or specialists at the parent facility, other Department facilities, telemedicine, or community-based care.
 - b. The General Consult in the Health Services section of the patient's electronic file will be completed when referring a patient to onsite specialists or community-based providers.
 6. Physical therapy services,
 7. Lab services ordered by authorized providers,
 - a. Facilities will establish procedures for processing lab tests conducted at an off-site lab, to include logging specimens.
 - b. The requesting healthcare provider will review, initial, and date lab results within 24 hours of receipt. If the results indicate a concern, the provider will request an appointment with the patient before filing the results in the patient's health record.
 8. Diagnostic imaging services ordered by authorized providers,

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- a. Nursing employees/contract staff may use DOC 13-038 Diagnostic Imaging Request to document verbal orders from a clinical practitioner.
 - b. The requesting healthcare provider/designee will review, initial, and date diagnostic testing results within 24 hours of receipt. If the results indicate a concern, the provider will request an appointment with the patient before filing the results in the patient's health record.
9. Prevention services per DOC 670.000 Communicable Disease, Infection Prevention, and Immunization Program,
10. When necessary, recommendations concerning healthcare requirements related to housing, medications, physical activities, work assignments, medical devices, diet, and classification transfers to other facilities,
 - a. Healthcare providers will complete a Health Status Report (HSR) in the Health Services section of the patient's electronic file per the Health Status Reports (HSRs) protocol to communicate requirements to non-clinical employees.
11. Prescribed medications (e.g., immunizations, transfer/release medications),
12. Gender-specific health needs of female patients, including:
 - a. Women's health (e.g., pap smear, mammogram).
 - b. Pregnancy management, including:
 - 1) Testing,
 - 2) Prenatal care,
 - 3) High-risk care,
 - 4) Postpartum care,
 - 5) Management of the chemically addicted,
 - 6) Appropriate nutrition, and
 - 7) Comprehensive counseling and assistance, when requested.
 - c. Medical contraceptive treatment, which may be started during the month before release or an approved Extended Family Visit per DOC 590.100 Extended Family Visiting.
13. Medically necessary prostheses or other durable medical equipment, and


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14. Medically appropriate gender-affirming care.

- G. Discussions among employees/contract staff regarding patient care will occur in private, without the potential for being overheard by other individuals or non-health services employees/contract staff.
- H. Except in emergencies, when a female patient is examined by a male provider, a female health services employee/contract staff will be present during the visit.
 - 1. Documentation of the visit will include details concerning any emergency where a female health services employees/contract staff is not present.
- I. When a genital or rectal examination is performed, the provider will have another healthcare provider present during the exam, regardless of the patient's gender.
- J. Any patient has the right to request a second healthcare provider be present during a medical examination.

III. Emergency Healthcare Services

- A. Emergency response for healthcare is available 24 hours a day.
 - 1. Employees/contract staff will declare a medical emergency for all serious or potentially life-threatening emergencies they encounter.
 - 2. Patients requiring emergency services not available at the facility will be referred to a local community healthcare facility or another Department facility with 24 hour nursing care and/or an infirmary.
 - a. The Shift Commander or onsite provider will call the on-duty medical officer/practitioner, who will determine emergency care needs and patient transfer.
 - 3. All patients have the right to declare a healthcare emergency. Patients may verbally report an emergency to any employee/contract staff.
 - 4. A patient reporting a health emergency will not be denied access to healthcare, including evaluation and clinically indicated treatment, even when there is suspicion or history of abuse of the medical emergency system.
 - a. Allegations of abuse of the medical emergency system will be referred to the senior Health Services Manager and Facility Medical Director after healthcare is provided. Individuals will not receive a violation from a healthcare provider.

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IV. Access to Non-Emergency Healthcare Services

A. Patients may request non-emergency healthcare services by:

1. Signing up to be seen at the next sick call, or
2. Submitting DOC 13-423 Health Services Kite or an electronic kite through the kiosk.
 - a. Kites will be collected daily and stamped with the date and time received.
 - b. Responses to kites will be completed within 10 days by appropriate health services employees/contract staff and will be:
 - 1) Consistent with clinical care standards and timeframes,
 - 2) Handled in a manner that meets confidentiality requirements for protected health information, and
 - 3) Professional in tone and provide enough information that the individual's question or concern is addressed.
 - c. Except for kites requesting an appointment be scheduled, multiple kites with the same subject may receive a single response or refer to the response previously sent when the answer is the same.

V. Outpatient Services in Restrictive Housing

- A. A qualified healthcare provider will conduct wellness checks/visits daily for individuals in Restrictive Housing per DOC 320.255 Restrictive Housing and DOC 320.260 Secured Housing Units. Wellness checks/visits:
 1. Must include visual observation, requested healthcare patient concerns, and noted response (e.g., verbal, movement) from every individual.
 2. Should be separate but may be included in pill line if necessary.
- B. Healthcare screenings, evaluations, and conversations of a personal nature, excluding a brief description of a concern, will not be conducted at the cell front.
 1. Facilities will designate a treatment room within the Restrictive Housing unit for health services to be provided in a private setting or establish a process for services to be provided safely in the health services clinic.

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2. If significant safety concerns prevent patient movement from the cell, every effort will be made to maintain confidentiality (e.g., speaking at a low volume that others cannot hear).
- C. Confidentiality of correspondence, including kites, containing protected health information will be protected using sealed envelopes.
- D. Assessments provided by healthcare providers during recorded events (e.g., emergency response, use of force) will be kept confidential, safety permitting. Cameras will be pulled back or turned away and audio should not disclose/record specific clinical information.

VI. Ongoing Healthcare Services

- A. The need for ongoing healthcare services, including periodic health examinations and chronic care management, will be determined by healthcare providers consistent with the Washington DOC Health Plan.
- B. A local process will be developed to:
 1. Schedule patients
 2. Check patients into the clinic using the callout system
 3. Allow patients to cancel their appointments
 4. Track, evaluate, and minimize no shows
 5. Track chronic care patients
 6. Track pregnancies
 7. Review health records to determine if appointments need to be rescheduled


VII. Documentation

- A. Documentation will be completed and managed per DOC 640.020 Health Records Management.
- B. DOC 13-378 Problem List and PULHES codes should be updated when applicable.

DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Gender-Affirming, Parent Facility. Other words/terms appearing in this policy may also be defined in the glossary section.

ATTACHMENTS:

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None

DOC FORMS:

DOC 13-038 Diagnostic Imaging Request

DOC 13-378 Problem List

DOC 13-423 Health Services Kite