



**FLORIDA DEPARTMENT OF JUVENILE JUSTICE
DETENTION SERVICES
FACILITY MEDICAL POLICIES**

Superintendent _____ Signature Designated Health Authority _____ Signature		Effective Date: November 1, 2016	Revised Date: July 5, 2018	Procedure Number: 8019 Medical Services
Subject: SICK CALL PROCESS			Reference: 63M-2.006 Quality Improvement Standards 4.20 - 4.22	
Purpose:	The purpose of this policy is to ensure all youth in the facility will be able to make Sick Call requests and have their complaints treated through the facility's Sick Call system.			

PROCEDURE:

- A. Required Frequency Based on Operating Capacity.
 - a. The facility will conduct Sick Call seven (7) days per week.
 - b. The scheduling of sick call does not preclude the nursing staff from addressing issues that youth present as they arise. If these complaints are determined to be of a non-urgent nature, they can be deferred until the following scheduled Sick Call.

- B. Facility Responsibilities
 - a. Sick Call is the component of healthcare that responds to a youth's complaint of illness or injury of a non-emergent nature but which require a professional nursing assessment and possibly, a nursing intervention.
 - b. Sick Call hours will be (site specific) from A to . The nursing staff will identify sick calls placed into the EMR by reviewing the sick call referral log. The sick calls will be triaged and screened for urgency; such that emergency conditions are not inappropriately delayed for the next regularly scheduled sick call session.
 - c. For those time of day where licensed health care staff area not on site, the supervisor on duty will review all sick call requests for issues requiring immediate attention. All supervisors and administrators receive notification upon a sick call request being submitted with the youth's complaint present. Direct care staff will immediately report any youth who appears distressed to their supervisor and/or the onsite health care staff. In the interim until nursing staff are on site, Supervisors must refer to Non-Healthcare protocols for the youth's immediate needs.
 - d. Complaints of pain (including dental pain) with which any staff member is unfamiliar, or cannot determine the severity, will be treated as emergencies and require immediate referral to the licensed health care professional who possesses the knowledge and expertise to address the complaint. This will be the on-site Nurse, ARNP or Physician Assistant or DHA. ANY and ALL staff are to contact Emergency Medical Services (EMS) by calling "911" immediately under any circumstances where a youth's condition warrants immediate attention or evaluation.

- C. Staffing Requirements

- a. Only a licensed nurse may conduct Sick Call. Neither Certified Nursing Assistants (CNAs), nor facility staff persons may perform a version of the Sick Call process.
- b. Registered Nurses (RNs) must hold active and unrestricted licenses under Chapter 464 F.S.
- c. Licensed Practical Nurses (LPNs) that provide nursing services must do so under the direction of a Registered Nurse, ARNP or Physician and hold an active license under applicable sections of Chapter 464, Florida Statutes. They may provide nursing care that is pursuant to written treatment protocols appropriate for LPNs that are developed, approved, and signed by the Designated Health Authority.

D. Treatment Protocols

- a. The facility DHA will review and approve Treatment Protocols for the on-site licensed nursing staff to utilize when administering care in response to commonly encountered complaints. These protocols must be within the scope of practice and level of expertise and training of the nurse(s) conducting sick call. When LPNs are used for a clinical evaluation during the sick call process, specified and limited nursing protocols will be established and approved by the facility's Designated Health Authority.
- b. These protocols should include the following components, at a minimum:
 - i. Subjective Complaint
 - ii. Objective -Associated signs and symptoms
 - iii. Assessment/ nursing Evaluation-Criteria for type of treatment
 - iv. Plan or Treatment to be rendered

E. Youth presenting with similar sick call complaints three or more times within a two-week period require a referral to the DHA, ARNP or PA.

F. Documentation of Sick Calls

- a. If an LPN conducts sick call or episodic care then this must be reviewed daily (either telephonically or in person) with someone at the level of a Registered Nurse or above. As defined by the Florida Nurses Association, an LPN cannot supervise.
- b. Sick call forms or progress notes will be documented in accordance with 63M-2.006 and the nursing protocols approved by the DHA (e.g. vital signs, treatment, education, follow-up plans).
- c. All sick calls will be documented on the Sick Call Index in the EMR and IHCR and Sick Call Referral Log in the EMR.

G. Youth in Restricted Housing

- a. For youth in restricted housing of any kind (for example, confinement, seclusion, room restriction, secure observation, etc.) the supervisor on each shift will question the youth about medical related issues and document such questioning on the shift report daily. If the youth has an issue that is non-emergent the shift supervisor will input the Sick Call request into the EMR or take the youth to the nursing staff if available.
- b. If a youth has a known active medical condition, then observation may need to be as frequent as every 2 hours.
- c. Nursing staff are required to make a daily visit (RN or LPN) and complete a detailed narrative entry in the chronological progress notes of the IHCR for each youth who is treated while in restricted housing.

- i. This entry will evidence that a thorough inquiry was made regarding the patient's health status and whether or not a nursing evaluation was indicated or conducted.
- d. All youth in restricted housing shall receive all prescribed medications, as ordered and on time.

Note: When using treatment protocols nursing staff will ensure that a youth's signs and symptoms follow what is outlined in the protocol while remembering to treat the individual youth.