

GEORGIA DEPARTMENT OF CORRECTIONS



Standard Operating Procedures

Policy Name: On-Call Duties

Policy Number: 507.03.04

Effective Date: 1/19/2022

Page Number: 1 of 3

Authority:
Commissioner

Originating Division:
Health Services Division
(Physical Health)

Access Listing:
Level I: All Access

I. Introduction and Summary:

Georgia Department of Corrections (GDC) facilities will maintain a current after-hour, weekend, and holiday on-call staffing plan to ensure continuity of care for offenders twenty-four (24) hours a day. This procedure is applicable to all facilities that house GDC offenders, to include private and county prisons.

II. Authority:

- A. GDC Standard Operating Procedures (SOPs): 222.10 Security Procedures During Transport of Offenders, 507.04.16 Utilization Management, 507.04.39 Evaluation Services for Urgent or Emergent Health Care Requests, 507.04.52 Patient Transport, and 507.04.53 Transporting Offenders with Infectious Diseases;
- B. NCCHC 2018 Adult Standard: P-C-07; and
- C. ACA Standards: 5-ACI-6A-08, 4-ALDF-4C-08, and 4-ALDF-4D-04.

III. Definitions:

- A. **Provider** - A clinician designated as a Medical Doctor (MD), Osteopathic Physician (DO), Nurse Practitioner (NP), or Physician Assistant (PA).
- B. **Physician** - A clinician who is licensed as a Medical Doctor (MD) or Osteopathic Physician (DO).

IV. Statement of Policy and Applicable Procedures:

- A. Management of Health Emergencies in Facilities after Normal Business Hours:
 - 1. An on-call system is required for all facilities:
 - a. The Health Services Administrators (HSAs), Nurse Managers, or contract vendor designee will distribute and post Physician on-call schedules monthly to the Wardens/Superintendents (or designee), and the schedule will be readily available to the GDC Office of Health Services. The on-call

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schedule will be provided no later than two (2) days prior to the next month. The contract vendor designee will monitor the on-call scheduling process;

- b. Changes to on-call schedules must be distributed and posted by the respective HSAs, Nurse Managers, or contract vendor designee as soon as possible to Wardens/Superintendents or designee, and the schedule will be readily available to the GDC Office of Health Services as an amended on-call schedule; and
- c. On-call schedules will be posted and readily available to all nursing staff at all facilities.

B. Staffing Requirements:

- 1. An on-call Provider will be designated to cover assigned facilities; and
- 2. Providers may enter coverage pools with neighboring institutions as determined by agreements among the involved Providers and in concordance with the contract vendor designee.

C. Duties of On-call Providers:

- 1. The on-call Provider must be available by phone to respond to all calls;
- 2. Decisions regarding whether to send a patient to an outside facility or to evaluate the patient at the facility will be made by the Provider based upon several factors including the clinical presentation of the patient, and the urgency of the need for care;
- 3. In some cases, clinical management may require the on-call Provider or designee return to the facility to evaluate a patient. Other cases may be appropriately managed by telephonic communication;

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4. If an on-call Provider cannot be reached via posted phone for **non-emergent events**, immediate notification from the facility should go to the Health Services Administrator or designee; and
5. If an on-call Provider cannot be reached via posted phone for **perceived emergent events**, immediate notification from the facility should go to the Health Services Administrator or designee. The Health Services Administrator or designee will notify the site or contract vendor Statewide Medical Director.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.