

<b>POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</b>	<b>POLICY NUMBER</b> D-06	<b>TOTAL PAGES</b> 2
	<b>RELATED NCCHC / ACA STANDARDS:</b> NCCHC: P-D-06 (important), J-D-06 (important), MH-E-08 (important), O-E-11 ACA: 5-ACI-5F-04, 5-ACI-6A-06, 5-ACI-6C-10, 4-ALDF-4C-06	
<b>CHAPTER:</b> 11 BUREAU OF HEALTHCARE, SUBSTANCE ABUSE, AND MENTAL HEALTH SERVICES	<b>SUBJECT: Patient Escort</b>	
<b>APPROVED BY THE BUREAU CHIEF:</b> Deputy Chief, Michael Records (signature on file with BHSAMH)		
<b>APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE</b> Commissioner Monroe B. Hudson Jr. December 16, 2022 (signature on file with BHSAMH)		
<b>APPROVED FOR PUBLIC RELEASE</b>		

- I. **AUTHORITY:** 11 *Del. C.* §6536 Medical Care
- II. **PURPOSE:** To ensure that patient privacy is respected while the patient is being transported safely, confidentially, and in a timely manner in order to attend healthcare appointments both inside the facility and outside the facility.
- III. **APPLICABILITY:** All Delaware Department of Correction (DDOC) employees and Contract Provider staff, offenders, and any outside healthcare provider servicing DDOC offenders.
- IV. **DEFINITIONS:** See Glossary
- V. **SUMMARY OF CHANGES:** This policy was updated to correct grammar and formatting issues only.
- VI. **POLICY:**
  - A. It is the policy of the DDOC that facility staff ensure that patient privacy is respected while the patient is being transported safely, confidentially, and in a timely manner to attend healthcare appointments both inside and outside the facility in accordance with Bureau of Prison (BOP) Policy 8.29 *Transportation*.
    - 1. When a patient needs to be transported (either inside or outside the facility) to a healthcare appointment, security staff is notified.
      - a. If special accommodations are needed during transport, security is notified of the needed accommodations.
    - 2. If a patient needs to be transported to an outside healthcare appointment, healthcare staff and security staff ensure confidentiality of the patient’s healthcare record and respects the patient’s privacy.
    - 3. When possible, patients should be provided a same-sex escort except in emergency situations.
    - 4. Healthcare staff shall monitor the number of attended and missed appointments.

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- a. If appointments are missed due to unavailability of security staff, that appointment is annotated as such and forwarded to the facility Continuous Quality Improvement (CQI) Committee for review.
5. Adequate numbers of security staff should be in place to ensure the ability to transport patients from housing areas to healthcare clinics in the facility to allow patients to attend scheduled healthcare appointments.
- B. Patients transported to outside hospital, emergency department, or specialty healthcare service location will be in accordance with the Bureau of Healthcare, Substance Abuse, and Mental Health Services (BHSAMH) Policy *D-08 Hospital and Specialty Care*.
  - C. Facilities that utilize a Medical Emergency Response All-Terrain Vehicle (MATV) for responding to healthcare emergencies and transporting of patients shall do so in accordance with policy *D-07 Emergency Services and Response Plan*.
  - D. The Contracted Medical Provider shall develop within 30 days of the effective date of this policy, a site-specific procedure for each Level 4 and Level 5 facility implementing this policy and coordinating the procedure with the BHSAMH.