Sick Call Process

Routine Sick Call

- **General Compound**
  - Patient places Sick Call Request (CR-3793) in the appropriate sick call box in the unit
  - Nursing staff collects Sick Call Request (CR-3793) from sick call box in unit daily
  - Nursing staff triages Sick Call Request (CR-3793) and schedules for sick call visit
  - Nursing staff completes Daily Sick Call Roster (CR-1893)
  - Nursing staff conducts Sick Call visit utilizing the appropriate TDOC Nursing Protocol and Progress Note
- **Segregation Units**
  - Patient requests Sick Call Request (CR-3793) from the nursing staff assigned to the segregation unit
  - Nursing staff collects Sick Call Request (CR-3793) from segregated patients daily
  - Nursing staff triages Sick Call Request (CR-3793) and schedules for sick call visit
  - Nursing staff completes Daily Sick Call Roster (CR-1893)
  - Nursing staff conducts Sick Call visit utilizing the appropriate TDOC Nursing Protocol and Progress Note

Emergency Sick Call

- **General Compound and Segregation Units**
  - Patient notifies security officer of the need to be seen on emergency sick call
  - Security notifies the clinic of the requested emergency sick call visit
  - Nursing staff conducts Sick Call visit utilizing the appropriate TDOC Nursing Protocol and Progress Note

**If the visit is chargeable, nursing staff to complete Trust Fund Account Personal Withdrawal Request (CR-2727)

**If the patient refuses the sick call visit, nursing staff to complete Problem Oriented-Progress Record (CR-1884) and Refusal of Medical Services (CR-1984)

**If indicated, nursing staff to complete Institutional Health Services Referral (CR-3431)

**If indicated, nursing staff to complete Clinical Restrictions and Limited Notice (CR-2893)

**If indicated, nursing staff to complete Accident/Incident/Traumatic Injury Report (CR-2592)

**If indicated, Physician's Order (CR-1892) to be completed

**If indicated, nursing staff to complete medication orders (see Medication/Pharmacy Process)

**Clinic Encounter Log is completed for all visits