

**DOC 610.650 Outpatient Services**

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- II. F. 10. a. 1. OCO strongly supports doing away with the automatic year-long expiration date for HSRs as this concern is raised frequently with our office.
- III. A. 4. DOC should specifically state here that providers will not issue infractions for use of the medical emergency process.
- IV. A. 2. b. OCO recognizes that DOC prefers that people sign up for sick call or declare a medical emergency. However, there may still be patients who still use the kite system to report symptoms, so DOC should still have in place a system in which health services performs regular reviews of kites so that people who need to be seen are seen.
- IV. A. 2. c. DOC should shorten the 15-day response period.
- IV. B. DOC should ensure that the collection and review of kites and other communication from individuals in restrictive housing is addressed in the restrictive housing section of this policy.
- VI. B. DOC should update this section to reflect the need for and changes that have been made to move toward a standardized administration of health services systemwide. DOC should clarify that facilities are not permitted to determine local processes.
- DOC should ensure that incarcerated people are aware that anyone experiencing a medically emergent situation may declare a medical emergency and the specific steps one must take to do that. We encourage DOC to remind the population of these steps periodically, and using more than one means of communication. (Facility handbook was discussed in our recent Health Services/OCO monthly meeting; also periodic kiosk reminders, periodic verbal reminders by health services staff, etc.)
- DOC should specifically state that HSRs will not be deleted upon transfer to a new facility.