

5-08-023 Pill Call Audits

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for supervising line deputies to audit pill call activities within the Twin Towers Correctional Facility (TTCF).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to and/or working in any capacity at TTCF.

ORDER:

Pill call is the process where TTCF inmates receive prescribed medication from qualified medical professionals. Pill call is conducted en masse throughout TTCF three (3) times per day, at approximately 0730, 1130, and 1800 hours. Additionally, individual pill calls may take place at other times throughout the day as directed by prescribing physicians.

In accordance with Custody Division Manual (CDM) section 5-03/050.00, "Access to Health Care":

- Custody personnel or the assigned booth officer shall log pill call in the electronic Uniform Daily Activity Log (e-UDAL);
- Custody personnel shall provide security for medical personnel by standing in close proximity to nursing staff for the duration of pill call;
- It is the responsibility of medical personnel to ensure each inmate has placed provided medication in their mouth. However, custody personnel shall assist medical personnel by making a reasonable effort to ensure the inmate ingests the medication.

AUDITS:

A designated supervising line shall conduct an audit of a specified pill call session to ensure the above outlined procedures are adhered to. The location of the pill call to be audited is indicated on the Pill Call Audit schedule, and the audit shall be conducted by the supervising line deputy assigned to that location.

The pill call audits shall:

- Be conducted in person by the concerned supervising line deputy (audits conducted remotely using closed circuit television (CCTV) feeds are not an acceptable practice for satisfying this requirement)
- Be conducted on each shift (EM, AM, PM) once per week (Sunday through Saturday)
- Be documented in the Custody Pill Call Audit form, and:
 - Reviewed by the respective shift watch commander, and
 - Saved in the designated shared file
- Be logged by audited floor staff in the e-UDAL

During the course of the audit, if the supervising line deputy observes any deficiencies, they shall note them on the Custody Pill Call Audit form, along with any corrective actions taken.
