

# Engagement and Outreach

Washington State Department of Corrections

## Requesting Medical Appointments and Reporting Emergencies

### How do I request a medical appointment?

You can request a medical appointment by sending a kite to the health services unit, signing up for sick call or declaring a medical emergency as appropriate to custody staff.

### What is the sick call process?

Send a kite to your facility's health services unit explaining what your medical concern is, and you will be scheduled to be seen. If you are experiencing a medical emergency, you can also declare a medical emergency to be evaluated by a licensed professional immediately if you cannot wait to be seen at sick call.

### How do I declare a medical emergency?

If you or another incarcerated individual experience a medical emergency, contact any staff member and immediately inform them that there is a medical emergency occurring. You will be assessed by health service staff who will determine the best route of action.

### What is considered a health-related emergency?

Examples of health-related emergencies are listed on page 4 of the Health Services Orientation Handbook. The list below is an example and does not include all of DOC's accepted emergencies. We continue to encourage our patients to seek health services interventions when they believe they are in need.

- **Examples of health-related emergencies include but are not limited to:**
  - Major trauma such as head injury, suspected broken bone or severe burn
  - Uncontrollable bleeding
  - Severe pain
  - Loss of consciousness
  - Poisoning
  - Severe shortness of breath
  - Stupor, drowsiness or disorientation that cannot be explained

### How do I request information after I have a medical appointment?

You can request information or a summary of an appointment during the visit. If the visit already happened, send a kite to health services records to review your medical chart and you will be put on a callout for an appointment to review your chart. See pages 8 and 9 of the Health Services Orientation Handbook for more information.

### For more information about DOC Health Services:

Send a kite to the health services unit at your facility with any questions or to request a copy of the DOC Health Plan or the Health Services Orientation Handbook.