



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: PATIENTS IN POLICE CUSTODY

Policy No.: B886
Supersedes: NEW
Revision Date: May 20, 2021
Page: 1 of 6

PURPOSE:

To provide guidelines to the care of patients under the custody of a law enforcement agency.

POLICY:

Patients under the custody of law enforcement have the right to make decision related to their healthcare. This includes the right to give informed consent and informed refusal.

Prisoners are presumed to have the capacity to make health care decisions upon arrival at Rancho. If the prisoner does not have capacity for healthcare decision-making, it is the responsibility of Correctional Health Services (CHS) or transferring entity to conduct due diligence in locating a surrogate decision maker for the patient prior to the transfer.

Inmates arriving at Rancho for treatment remain under the legal jurisdiction of the Los Angeles Sheriff's Department (LASD) or arresting law enforcement agency. Patients must be accompanied and monitored by law enforcement at all times while at Rancho.

Procedure:

I. Admission:

- A. CARO pre-screens patients for hospital admission in accordance to departmental protocols and procedures. For custody patients, additional information are requested and relayed to appropriate personnel/department including:
- Mental health history
 - History of violence
 - Information on surrogate decision maker for patients without capacity. Lack of surrogate decision maker is not a prohibitive factor for Rancho admission but requires coordination with transferring facility to prevent delay of care or procedures.

B. Alias Designation:

- All custody patients shall be assigned an alias name by Bed Control personnel.

EFFECTIVE DATE: May 20, 2021

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

- Bed Control staff shall notify Rancho's Sheriff's Dispatch of oncoming in-custody patient's name, booking number, and alias.
- Bed control personnel shall change the alias name back to custody patient's name upon discharge or upon request by unit supervisor or designee.

Note: Please refer to Administrative Policy B703.1 "Notice of Name Change Alias" for additional information.

II. Outside Law Enforcement:

- A. All outside law enforcement personnel must check in to Los Angeles County Sheriff's station located on the Northeast corner, on the ground level of the parking structure.
- B. Rancho workforce members encountering or assisting outside law enforcement must first ask if law enforcement checked into the campus Sheriff's station and direct them accordingly.
- C. Sheriff stationed on campus shall provide outside law enforcement personnel facility orientation and guidelines brochure. See attached Law Enforcement Orientation Brochure
- D. Expectations from forensic law enforcement agencies transporting or guarding an in-custody patient at Rancho:
 - Forensic staff must continue to monitor and remain in the patient's room at all times when clinicians and staff enter the patient's room.
 - Forensic staff must comply with infection control and prevention standards by practicing hand hygiene and wearing personal protective equipment (PPE) as required on the posted isolation signage outside patient's room.
 - Forensic staff are responsible for monitoring the patient's handcuffs or shackles. Forensic restraints are removed upon the request of the physician or nurse but forensic staff must remain within close proximity of the patient at all times.
 - In the event of a medical distress or an emergency, notify the nurse immediately. Monitor the patient as closely as possible without interfering with delivery of medical care in both emergency and no-emergency situations.

III. Visitation/Communication:

- In-custody patients do not have the right to receive visitors or telephone calls or any type of correspondence while at Rancho.
- Outside calls and visitation request for in-custody patients must be referred to accompanying law enforcement personnel or correctional health services liaison.
- For security purposes, staff are not to release information that custody patient is in the hospital.

- Staff are not to accept letters or relay communication to and from custody patient to outside entities.
- Notify unit supervisor and campus Sheriff (X57042) for any concerns or issues related to custody patient or forensic staff.

IV. In-Custody Patients Without Capacity:

Patients without capacity require a surrogate decision maker to make healthcare decision on their behalf. Prior to contacting an in-custody patient's next of kin, Rancho's CSW must be consulted first if the next of kin (NOK) has been vetted.

- A. If a NOK or surrogate decision maker has been identified and noted in medical record by transferring facility, CSW will call LASD liaison to ensure there are no safety or security issues prior to contacting the next of kin.
- B. Patient's location at Rancho should **NOT** be disclosed to next of kin or surrogate decision maker. Confidential phone lines are to be utilized for all outgoing calls from Rancho to in-custody patient's next of kin so that the location of patient is not disclosed.

The **confidential phone lines** are located in the following five areas and are labeled "**Restricted CID**" on the phone screen.

- 1st Floor JPI, Room 1061
- 2nd Floor JPI, Room 2061
- 3rd Floor JPI, Room 3063
- CSW Office, 2nd Floor OPB, Room 2030
- Case Management Office, 2nd Floor SSB, Room 2005

Note: Do not provide call back numbers of phone lines at Rancho to patient's next of kin. Refer requests by next of kin or surrogate for contact information to LASD Liaison, or CSW at correctional health services.

- C. CSW will contact the NOK or surrogate and engage them through a general discussion, including confirming relationship of person contacted, accurate contact information, and obtain any pertinent information related to the patient.
- D. If CSW from transferring facility **has not identified NOK then LASD should be contacted to assist with obtaining this information.**
 - Contact LASD Lieutenant (323)409-8683(during business hours; M-F) or Afterhours-Watch Deputy (323)409-4563 (available 24/7) in order to request assistance with locating NOK contact info.
 - For any emergencies, LASD Director has the Lieutenant's private cell phone number.

- E. Once the next of kin information is received, CSW will follow procedures listed under section B and C in vetting and communicating with the next of kin.
- F. Once a surrogate decision maker is identified, CSW or designee will provide handoff to the patient's primary care provider or case management staff or clinical staff requesting to contact the next of kin.
- G. Clinical staff shall use confidential phone lines listed in section B, to contact the next of kin for critical updates or to obtain consent for medical procedures.
- H. Staff should refrain from participating in any conversation that does not relate with patient's healthcare.
- I. Any communication with the NOK should follow the expected confidentiality procedure.

V. Patient Care:

- A. All custody patients should have an alias designation upon admission. Notify bed control or nursing resource office (NRO) when patient does not have an alias assigned. Once discharged from ORCHID, notify bed control or NRO to remove the patient's alias.
- B. Custody patients are to be placed on "Golden Hand" precautions upon admission.

Keypoint: Refer to "Golden Hand" Guidelines for appropriate interventions

- C. While performing patient care, do not block the view of law enforcement personnel monitoring the patient with the curtain. Law enforcement personnel are expected to monitor the patient at all times.
- D. If forensic restraints are removed for medical care, law enforcement personnel must be within an arm length of patient at all times, even during patient care. Forensic restraints are not to be substituted for medical-related restraints.
- E. If there is immediate threat to life, the doctor or nurse will direct the law enforcement personnel to remove the forensic restraints.
- F. Do not accept or relay any type of communication from in-custody patient to outside persons or entity.
- G. Do not confirm or acknowledge the location of the in-custody patient. Phone calls and visitation requests of in-custody patient must be referred to accompanying law enforcement personnel, or LASD liaison.

Attachment: Facility Orientation for Law Enforcement Agencies Brochure

Resources:
California Hospital Association Manual, 2020

VR/CM/DK/MM/SV/FD: 3/24/21



Los Angeles County
Sheriff's Department

RLA-NRC CODE

DESCRIPTION	CODE	EXT.
Child Abduction	PURPLE	544
Infant Abduction	CODE PINK	544
Behavioral/Mental Response /	CODE GOLD	544
Elopement	CODE GREEN	544
Peds Medical Emergency	CODE WHITE	544
Adult Medical Emergency	CODE BLUE	544
Urgent Medical Assistance to OP, Visitors, and Staff	CODE ASSIST	544
Urgent Medical Attention to Inpatients	CODE RAPID RESPONSE	544
Bomb Threat	CODE YELLOW	551
Disaster (External)	CODE TRIAGE EXTERNAL	0
Disaster (Internal)	CODE TRIAGE INTERNAL	0
Disaster (Potential)	CODE TRIAGE ALERT	0
Fire	CODE RED	522
Hazardous Material Spill	CODE ORANGE	57291
Weapon /Active Shooter/Hostage Situation	CODE SILVER	551

This informational brochure is being provided to assist forensic personnel guarding a prisoner who is a patient at RLA-NRC and to provide information about the hospital's policies and procedures. It is designed to provide an overview of this information and is not intended to be a comprehensive guide. For further detail about a particular subject, forensic personnel should contact the patient's nurse or Los Angeles Sheriff at (562) 385-7042 or dial x57042 from within the hospital.

Question: Who are Forensic Staff?

Answer: Forensic Staff are non-hospital law enforcement personnel, other than Los Angeles County Sheriff Department personnel assigned to RLA-NRC, who are responsible for transporting patients/prisoners to/from RLA-NRC and guarding a patient/prisoner while at RLA-NRC.

Question: Why do I have to know this information?

Answer: This information is important to ensure the patient/prisoner's safety, hospital staff's safety and the Hospital is required by its accrediting agency, The Joint Commission, to provide it to all Forensic Staff.

Fire Safety – Fire Alarms are announced overhead to notify building occupants of a fire emergency by the page "CODE RED", followed by the location. To report a fire, 522 on the unit phone, or pull one of the manual fire pull stations located in the hallways. Notify the charge nurse. In the event you are instructed by the nurse or Security to move the patient/prisoner, follow the policy of your agency with regard to securing the patient/prisoner UNLESS it interferes with medical treatment.

RLA Sheriff's Team radio frequency:
Zone: COUNTY SVCS
Channel: COUNTY L-TA

FACILITY ORIENTATION FOR LAW ENFORCEMENT AGENCIES



7801 E. Imperial Highway, Downey CA 90242
Phone: 562-385-7111 TTY/TDD: 562-385-8450

"To restore health, rebuild life, and revitalize hope for persons with a life-changing illness, injury or disability." #rehabiswhatwedo!



UTILITY SYSTEM FAILURE – Basic Staff Response

Disaster Response – Remain on duty and keep telephone lines clear. Stand by to assist as instructed.

IMPORTANT PHONE NUMBERS

Los Angeles County Sheriff
(562)385-7042
Liaison Sergeant (562)385-7345
Security Security Desk (562)385-6326

Orientation Information for LASD and other Law Enforcement Agency Personnel Guarding Patient/Prisoner at Rancho Los Amigos National Rehabilitation Center (RLA-NRC)

1. Identification of Hospital Personnel – All hospital staff, including physicians are required to wear their hospital identification badges. If you have any questions about someone entering a patient/prisoner's room, contact the charge nurse or Sheriff. The Sheriff can be reached at (562) 385-7042 or dial x57042 from within the hospital.
2. Non-Facility Assigned Law Enforcement Agency Mandatory Check In Log- Outside law enforcement/ forensic personnel are required to check in at RLA Sheriff's Dispatch located on Northeast corner on the ground level of the parking structure. The name of the forensic personnel, badge or employee number, Law Enforcement Agency's name, contact number, and reason for visit shall be entered in a red log book for record keeping.
3. Nursing Contacts – Be familiar with the patient/prisoner's assigned nurse(s). They will be your primary contact for information about the patient/prisoner's condition.
4. Hospital Orientation – Become familiar with the location of the Nurses' Station and work areas. Stairs are located at the end of each floor and next to the service elevator bay. Elevators are located in the center of the building. When escorting patient/prisoner on/off the floor, use the service elevators, which are located directly behind the main elevators. The snackbar is located on the first floor of the Hospital.
5. Bomb Threats – Report any bomb threats immediately to the charge nurse. Check the patient/prisoner's room for anything out of the ordinary. If anything is found, **DO NOT TOUCH IT**. The charge nurse will initiate appropriate actions.
6. Hospital Life Safety – There is NO smoking permitted on the hospital campus. You are expected to report to the patient/prisoner's nurse any equipment that is malfunctioning or anything that could be a safety hazard.
7. Health Insurance Portability and Accountability Act (HIPAA) – HIPAA is the federal law to protect the privacy of a patient's health information. Confidentiality applies to both current and past information. Individual patient information should only be discussed in

for appropriate assessment and provision of care to the patient/prisoner.

11. Emergency Medical Conditions – In the event the patient/prisoner is in medical distress, the nurse should be notified immediately. Remove the handcuffs at the request of the physician/nurse. Please step aside so the medical staff can attend to the patient/prisoner's medical needs. Forensic staff should stay within five feet of the patient/prisoner at all times or as close as possible without interfering with the delivery of medical care, in both emergency and non-emergency treatment situations.
 12. Visitors and Telephones – The patient/prisoner being guarded does not have the right to receive visitors or telephone calls, unless he/she is in compliance with the policies and procedure established by the law enforcement agency guarding him/her.
 13. Food and Other Non-Medical Items – The patient/prisoner being guarded is not permitted to receive food or other non-medical items from a non-hospital source, unless approved by medical personnel and the forensic personnel guarding the patient/prisoner.
 14. Discharge and Continued Care Needs – The forensic staff will transport the patient/prisoner back to the corrections facility at the time of discharge. Discharge instructions on continued care of the patient/prisoner and follow-up instructions will be provided. If you have any further questions, please do not hesitate to ask the nurse.
 15. Breaks and Meals by Forensic Personnel – If no one in the agency responsible for the patient/prisoner is available to relieve the forensic staff for break or meals, you should contact the Los Angeles County Sheriff's at (562) 385-7042. NEVER leave the patient/prisoner alone or unattended. Always obtain proper relief.
 16. Other – The patient/prisoner being guarded must respect the rights of other patients and must follow the Hospital's procedures and regulations.
 17. Forensic personnel are reminded that, whenever a member of the Hospital staff enters the guarded patient/prisoner's room, the person guarding the patient/prisoner must remain in the room at all times.
- areas where patient confidentiality can be ensured. Do not discuss the patient/prisoner's care in the elevators, corridors, cafeteria, or other public areas. Violations of HIPAA are subject to legal action, in accordance with federal and state law. Requests for information by the media are to be referred to Hospital Administration at (562) 385-7022. After hours, refer such calls to Nursing Administration at (562) 385-7852.
8. Infection Control – Hand washing and wearing personal protective equipment (PPE) are the most effective method of infection control. Wash your hands with soap and water for at least 20 seconds, with friction, before and after each patient contact. The Hospital also has alcohol-based hand-rub that can be used to clean hands routinely. Wearing PPE is required before entering a patient's room that has isolation signage posted outside the patient's door. If you have signs/ symptoms of a contagious disease and/or you may have a potential exposure, contact the assigned nurse for guidance on precaution measures.
 9. Crisis Intervention – Law Enforcement Officers guarding the patient/prisoner will resolve altercations or other problems in accordance with their agency's policies and procedures, until care is turned over to the medical staff. The charge nurse and RLA Sheriff's team should be notified of all incidents that occur in the hospital. The RLA Sheriff's team will handle problems with visitors, other patients, or staff.
 10. Restraints for Clinical or Law Enforcement Purposes – Forensic Staff restraint devices (e.g., handcuffs or shackles) are used by forensic staff when transporting the patient/prisoner. Forensic restraints are NOT to be used in the clinical management of patients. Clinical (behavioral or medical/surgical) restraints are used by medical staff to protect the patient when other less restrictive alternatives are ineffective. The Hospital staff has detailed policies regarding the use of clinical restraints.
- Forensic restraint refers to the use of handcuffs or other restrictive devices, applied by law enforcement officials who are not employed by or contracted by the Hospital. Forensic staff are responsible for monitoring and maintaining the custody of the patient/prisoner and will determine when the patient/prisoner(s) restraint device may be removed in accordance with federal and state laws and regulations. This does not diminish the Hospital's responsibility