

	CORRECTIONS MEDICINE Access to Health Care ACA Standard: 4 – ALDF – 4C – 01	
	Effective: January 1994 Revised: Aug 2014, March 2019, July 2019 Reviewed: Aug 2001, May 2013, April 2017, June 2018	Policy Number: CM-01

- I. **PURPOSE:** To ensure that patients have access to care that meets their acute and/or chronic health needs.

- II. **POLICY:** Corrections Medicine and the Department of Justice Services shall provide patients with access to medical, dental, and mental health services, and upon admission to the Buzz Westfall Justice Center inform the patients how to obtain these services during their incarceration. All patients are entitled to make a request for medical care. No staff member working in the Buzz Westfall Justice Center may deny any patient a request for health care attention. Nursing care is available 24 hours a day – seven (7) days a week. Medical and mental health care providers are on site or providers are available on-call 24 hours a day – seven (7) days a week. Urgent or emergent requests for care are addressed by a nurse 24 hours a day – seven (7) days a week.

- III. **RESPONSIBILITY:** All Corrections Medicine staff are responsible for the content of this policy and procedures as well as adherence to the policy.

- IV. **PROCEDURES:**
 1. Health Care Services Information
 - a. Upon admission, the facility informs all patients verbally and in writing:
 - i. how to access emergency and routine medical, dental, and mental health services
 - ii. how to file a grievance process for health related complaints
 - b. The staff working in the Buzz Westfall Justice Center assures interpreter services for patients without English language proficiency, or when a literacy problem prevents a patient from understanding written information.
 - c. Patients are given information on how to obtain specific health services through:
 - i. Receipt of the Inmate Handbook
 - ii. At the initial health screening through verbal communication with nurses and medical signs posted on the walls in the Intake area.
 - iii. At the initial health assessment, verbally communicated with the nurse.
 - iv. By the nurse during admission to the administrative segregation unit.
 - v. On any occasion when a patient displays a lack of understanding of how services can be obtained.

- vi. Signs are posted on the walls throughout the Buzz Westfall Justice Center.
- d. Services available inside the Buzz Westfall Justice Center include, but not limited to:
 - i. Adult in-patient care
 - ii. X-Rays
 - iii. Adult outpatient care
 - iv. Immunizations
 - v. Communicable disease screening and treatment
 - vi. OB-GYN
 - vii. Medication Assisted Treatment
 - viii. Laboratory testing
 - ix. Emergent care
 - x. Wound care clinic
 - xi. Mental health services
 - xii. Psychiatric services

2. Reasonable Access to Health Services

- a. Sick call process
 - i. Sick call forms are accessible to patients at all times.
 - ii. The sick call form is to be filled out and signed by the patient and given to the nurse during morning medication rounds. If a patient has an urgent complaint of illness or injury before or after nursing round he/she is to notify the Department of Justice Services (DJS) housing unit corrections staff who will contact the nursing staff assigned to that housing unit.
 - iii. Corrections Medicine staff will review and triage all requests for medical care.
 - iv. If appropriate, treatment protocols based on standing orders will be initiated and/or an appointment with a provider scheduled (see CM-27 Sick Call).
 - v. Dental forms are turned in to the nurse who performs an assessment and utilizes standing orders when appropriate. Dental sick calls are delivered to the dental department and services are rendered to patients based on priority.
 - vi. Appropriate documentation of the sick call complaint, assessment, and recommendation for treatment shall be entered into the patient's electronic medical record (EMR) prior to the end of their shift; a response will be written on

the sick call form by the nurse. The carbon copy of the sick call form shall be placed on the medication cart so that a disposition regarding the sick call can be communicated to the patient at the next medication pass.

- vii. For those patients whose illness or injury complaint occurs outside of regular provider business hours, patients will be evaluated by the Corrections Medicine nurse. Assessment will be documented in the sick call/triage form and/or the mental health form in the EMR and the medical provider will be contacted for a recommendation of treatment as appropriate.
- viii. When a patient's custody status precludes attendance at sick call in the Health Care Clinic, arrangements shall be made to provide sick call services in their housing unit.

b. The following barriers to care are prohibited in the Buzz Westfall Justice Center.

- i. Punishing patients for seeking care for their health care needs.
- ii. Charging excessive co-payments that prevent or deter patients from seeking care for health needs.
- iii. Deterring patients from seeking health care for their serious health needs.

3. Communication Regarding Change in Procedure

- a. Any procedural changes in obtaining health care services are published or posted prior to implementation.
- b. The Inmate Handbook is reviewed and updated with changes annually and/or as needed.

V. **REFERENCES:**

American Correctional Association; Performance-Based Standards for Adult Local Detention Facilities, fourth edition; 2004; Standard 4-ALDF-4C-01

National Commission on Correctional Health Care; Standards for Health Services in Jails; 2018; Standard J-A-01, Standard J-E-01 and J-E-07