

CORRECTIONAL MANAGED HEALTH CARE POLICY MANUAL	Effective Date: 03/17/2016	NUMBER: A-01.1  Page 1 of 1
	Replaces: 02/12/2014	
	Formulated: 4/98 Reviewed: 01/16	
<b>ACCESS TO CARE</b>		

**PURPOSE:** To ensure offenders have access to care to meet their serious medical, dental and mental health needs.

**POLICY:**

- I. Each facility will have written procedures, which describe the processes whereby offenders gain access to the care needed to meet their medical, dental and mental health needs.
  
- II. The facility procedures will include the following:
  - A. access to diagnostic services
  - B. providing information to offenders on how to access health services and the grievance system
  - C. procedures for the daily triaging of health complaints
  - D. the facility sick call process
  - E. providing health services to offenders in special housing (i.e., segregation, death row)
  - F. offsite specialty clinics
  - G. interpreter services for monolingual Spanish speaking offenders
  - H. certified interpreter services for deaf offenders (where appropriate)
  - I. hospital and emergency services
  
- III. All policies and procedures for access to care are to be developed to ensure there are no unreasonable barriers to an offender's access to health services.

Reference: CMHC Policy and Procedure D-29.1, Access to Diagnostic Services  
 CMHC Policy and Procedure D-30.2, Scheduling Approved Consultations to Specialty Health Services  
 CMHC Policy and Procedure E-31.1, Information on Health Care Services  
 CMHC Policy and Procedure E-37.1, Daily Processing of Health Complaints & Sick Call  
 CMHC Policy and Procedure E-37.5, Interpreter Services - Monolingual Spanish Speaking Offenders  
 CMHC Policy and Procedure E-39.1, Health Evaluation and Documentation - Offenders in Segregation  
 CMHC Policy and Procedure E-42.1, Offender Transport and Transfer  
 CMHC Policy and Procedure G-51.5, Certified Interpreter Services  
 TDCJ AD-06.07, Access to Health Services  
 TDCJ AD-06.08, Annual Health Care Services Fee for Offenders  
 ACA Standard 4-4344 (Ref. 3-4331) Mandatory  
 ACA Standard 4-4345 (New)  
 AD-04.25 Language Assistance Services to Offenders Identified As Monolingual Spanish-Speaking, (rev. 4)