ACCESS TO CARE

PURPOSE: To ensure inmates 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 inmates 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 inmates 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 inmates in special housing (i.e., segregation, death row)
   F. offsite specialty clinics
   G. interpreter services for non-English speaking inmates
   H. certified interpreter services for deaf inmates (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 inmate'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)