

CORRECTIONAL MANAGED HEALTH CARE POLICY MANUAL	Effective Date: 03/7/2017	NUMBER: A-01.1 Page 1 of 1
	Replaces: 3/17/2016	
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ACCESS TO CARE		

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 non-English 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)