

TDCJ – HEALTH SERVICES DIVISION (HSA – 34)
GETTING MEDICAL TREATMENT

If you believe that you need medical treatment or other services from the medical department, usually you should fill out a written Sick Call Request (HSA – 9) and place it in a Sick Call Request box. A facility staff member can tell you where the Sick Request boxes are located. The Sick Call Request slips are collected at a minimum of once a day and taken to the medical department where they are reviewed and appropriate action taken. Dental requests are referred to dental staff; mental health requests are referred to mental health staff.

If your request requires you to be seen for sick call in the medical department, the medical department will schedule you for triage/evaluation. If it is determined that you need to see a doctor or a physician extender, the medical department will arrange an appointment. If you wish to be seen by a physician only, you must make that clear when you submit a Sick Call Request; however, it is left to the physician's clinical judgment to see you or to conduct a chart review. You may not request a provider by name.

If your medical problem is urgent, you should tell an officer or staff member and request assistance from the medical department. This is called the "walk-in" procedure. If one of the professional medical employees at the medical department agrees you need immediate attention, you will receive immediate attention.

If the medical employee determines that your situation is not urgent, he/she will tell you to fill out a written Sick Call Request and put it in the box to receive non-urgent medical attention. You do not need to fill out a written Sick Call Request if you have something minor and need Tylenol. You can get Tylenol at various locations at your facility.

INMATE COMPLAINTS AND/OR GRIEVANCE ABOUT MEDICAL CARE

If you believe that you are not receiving or you did not receive appropriate medical care, there are several things that you can do. First, you should always ask the treating professional (i.e., nurse, dentist, provider, psychologist, etc.) all the questions you need answered to understand what he/she is doing about your health problem. Second, you should send an I-60 form (Inmate Request to Official) or any written request even if not on an I-60 to the facility medical Complaints Coordinator in your facility medical department. The Complaints Coordinator has been selected by the Management Team to facilitate informal resolution of all medical concerns. It is the responsibility of the Complaints Coordinator to review your concern and direct it to the appropriate discipline director for evaluation, response and action as deemed appropriate by that service provider. Remember that it is your responsibility to attempt informal resolution of health complaints with medical supervisory staff. If your attempt at informal resolution needs additional review, you have the right to file a grievance in accordance with the appropriate inmate grievance procedures (see Inmate Handbook).

The TDCJ Health Services Division, Patient Liaison Program has been available to you, the inmate and third parties as one mechanism to initiate medical investigations. Effective September 1, 2004, the TDCJ Health Services Division, Patient Liaison Program will no longer accept complaints from you, the inmate. You will be **required** to use the Informal Resolution/Complaints Process and the Inmate Grievance mechanism (Step 1 and 2) to resolve your health-related issues. Letters received by [HSA – 34 (rev. 09/19)]

A-12.1 Attachment A
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Reviewed: 10/2021

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the Patient Liaison Program from you on or after September 1, 2004 will be returned with a letter instructing where to direct your concerns.

HEALTH CARE SERVICES FEE

Beginning September 1, 2019, and in accordance with state law, if you initiate a health services visit you may be charged a health care services fee of \$13.55 for each inmate-initiated visit to health care staff, unless specifically exempt. After seven inmate-initiated visits (totaling \$94.85) in the state fiscal year, September 1st thru August 31st, all subsequent health care visits for the remainder of the state fiscal year will not be charged. You will not be charged a fee for health care visits deemed an emergency by a health care provider, or services related to the testing, diagnosis or treatment of a communicable disease nor for mental health services. You will be provided access to health care services regardless of your ability to pay this fee.

An inmate charged the \$100 annual health care services fee prior to September 1, 2019, will not be charged the \$13.55 fee described above until the completion of the covered twelve-month period.

Any complaint about the health care services fee must be made to the Unit Practice Manager, Health Administrator, Director of Nursing, Nurse Manager or Nurse Administrator, as appropriate, immediately upon your receipt of the Trust Fund statement containing the charge. If you are indigent or the balance of your fund is insufficient to cover the fee, fifty percent (50%) of the balance and of each future deposit into your Trust Fund shall be applied toward the amount owed until the total amount due is paid. Any charge to your Trust Fund account causes a statement to be generated for your immediate review. Charges that you believe are ineligible must be reported within ninety (90) days of the date you were seen in clinic for which the charge occurred. Failure to do so will result in your inability to grieve the issue because you will have exceeded time limits for filing.

The Patient Liaison Program does not review concerns from inmates related to the health care services fee. If the Unit Practice Manager, Health Administrator, Director of Nursing, Nurse Manager or Nurse Administrator, as appropriate, is unable to resolve your concern, you must seek resolution through the grievance mechanism. Restoration of the health care services fee by the TDCJ Health Services Division can only occur through the venue of a sustained Step 2 grievance.