

CORRECTIONAL MANAGED HEALTH CARE POLICY MANUAL	Effective Date: 6-1-2009	NUMBER: A-12.2 Page 1 of 2
	Replaces: 04/07	
	Formulated: 10/92	
	Reviewed: 10/2022	
PATIENT LIAISON PROGRAM		

PURPOSE: To provide a process through which a third party (i.e. attorney, family member, government official, etc.) may request an investigation and/or information regarding inmate access to health care and/or quality of health care, and to facilitate the resolution of those concerns.

POLICY: The Health Services Patient Liaison Program (PLP) is established within the Office of Professional Standards (OPS). The PLP is open to third party inquiries regarding health care for inmates. Staff in that office shall investigate and participate in the resolution of complaints, allegations, and concerns about the health care of a Texas Department of Criminal Justice (TDCJ) inmate.

PROCEDURES:

- I. The PLP shall investigate all complaints of inappropriate health care delivery to determine if the inmate has received medical services in a timely manner; if the inmate has received access to a professional medical judgment; and if services ordered by the providers have been made available consistently, in a timely and effective manner. Quality of care issues will be assigned to, and/or reviewed by, licensed health services staff.

- II. Complaints relative to the inmate health services shall be forwarded to the OPS/PLP. Verbal complaints received by the PLP staff, including those received through the Family Telephone Hot Line, will be responded to in writing and processed in the same manner as other complaints.
 - A. The OPS/PLP staff shall record and assign the case with documentation for investigation and facilitation of resolution. This may require a direct response to the third party inquirer (attorneys, family members, government officials, etc), referral of the case to another TDCJ division or to the appropriate university for disposition. PLP staff will also inform the third party of the status of the concern/complaint. This program is **not** open to inmates. Documents related to case assignment, both electronic and manual, are for the internal use by the Office of Professional Standards staff only.

 - B. A response will be sent to the originator of the complaint, with copies as deemed appropriate, by the OPS/PLP staff.

 - C. Upon receipt of appropriate verbal or written notification, the facility administrator or his/her designee shall make the inmate available for interview, at a time that is convenient for both the inmate and the OPS/PLP staff interviewer, and in a place that assures privacy of the conversation.
 1. The interviewer may brief the warden/facility administrator or his/her designee

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regarding the inmates seen and actions taken, prior to the interviewer's departure.

2. A copy of any written response regarding the inmate will be sent to the facility health administrator/practice manager, who will share its contents with the facility medical management team.

III. The PLP is not a part of the Informal Resolution Process, which occurs at the facility level. In accordance with the Informal Resolution Process Manual, facility staff will review the process and provide consultation and assistance to inmates.

Reference: ACA Standard 4-4410 (New) Mandatory