

Table of Contents

	Revision Date
VOLUME 1: Governance and Administration	
CHAPTER 1 Administration Overview	Jan 2002
CHAPTER 2 Mission and Values Statements (Deleted 4/30/12)	
CHAPTER 3 Overview of Health Care Services	Dec 2003
CHAPTER 4 Local Governing Body	Jan 2002
CHAPTER 5 Professional Medical Staff	Jan 2002
CHAPTER 6 Utilization Management Program (6/13/14 revised and moved to Volume 4, Ch. 34)	
CHAPTER 7 Death Reporting and Review (7/13/12 revised and moved to Volume 3, Ch. 7) (10/30/15 revised and moved to Volume 1, Chapters 29.1 and 29.2)	
CHAPTER 8 Implementation and Annual Review of Health Care Policies and Procedures	Jan 2002
CHAPTER 9 Credentialing: Licensure, Certification and National Practitioner Data Bank Query	Dec 2003
CHAPTER 10 1.10 Copayment Program Policy	Dec 2015
CHAPTER 11 1.11 Patients' Rights Policy	Jan 2016
CHAPTER 12 Health Care Appeals Tracking Program 1.12.2, Consolidated Controlled Correspondence and Patient-Inmate Health Care Inquiry Line Response	Sept 2008 Sept 2011
CHAPTER 13 Staff Training	Jan 2002

CHAPTER 14 Health Care Needs of Minor and Parental Notification	Jan 2002
CHAPTER 15 California Cancer Registry	Jan 2002
CHAPTER 16 1.16.1 Prison Rape Elimination Act Policy 1.16.2 Prison Rape Elimination Act Procedure	Oct 2016 Oct 2016
CHAPTER 17A Advance Directive for Health Care Policy	Sept 2009
CHAPTER 17B Advance Directive for Health Care Procedure	Sept 2009
CHAPTER 18 Physician Orders for Life Sustaining Treatment (POLST) Policy	Sept 2010
CHAPTER 19A Central Transcription Services Policy	Jan 2011
CHAPTER 19B Central Transcription Services Procedure	Jan 2011
CHAPTER 20 1.20 Health Care Ethics Committee Policy	Dec 2013
CHAPTER 26 1.26.1 Release of Health Information: Family or Friend Access Policy 1.26.2 Release of Health Information: Family or Friend Access Procedure	Aug 2015 Aug 2015
CHAPTER 27 1.27 Aerosol Transmissible Diseases Exposure Control Plan Policy	May 2017
CHAPTER 28 1.28.1 Effective Communication Documentation Policy 1.28.2 Effective Communication Documentation Procedure	Apr 2016 Apr 2016
CHAPTER 29 1.29.1 Death Reporting and Review Program Policy 1.29.2 Death Reporting and Review Program Procedure	Oct 2015 Oct 2015
CHAPTER 40 1.40 End of Life Option Act: Exemption Policy	June 2016

VOLUME 2: Staffing

CHAPTER 1 Staffing Overview	Jan 2002
CHAPTER 2 General Rules and Responsibilities	Jan 2002
CHAPTER 3 Duty Statements and Staff Distribution	Jan 2002
CHAPTER 4 Americans with Disabilities Act Staff Expectations for Effective Communication (Replaced by Volume 1, Ch. 28, & Administrative Section 2, Ch. 5 on 4/4/16)	

VOLUME 3: Quality Management

CHAPTER 1 3.1.1 Quality Management Program Overview	Dec 2012
3.1.2 Quality Management Program, Statewide Governance	Dec 2012
3.1.3 Quality Management Program, Institution	Dec 2012
CHAPTER 4 Quality Management Assessment Team (Replaced by Volume 3, Chapters 1.1, 1.2, & 1.3 on 12/20/12)	
CHAPTER 4A PCP Mentoring-Proctoring Program and Clinical Performance Appraisal Process Policy	Dec 2010
CHAPTER 4B PCP Mentoring-Proctoring Program and Clinical Performance Appraisal Process Procedure	Dec 2010
CHAPTER 5 Clinical Guidelines Committee Policy and Procedure	Mar 2013
CHAPTER 6 3.6.2, Credential Notifications	July 2011
CHAPTER 7 Patient Safety 3.7.1 Patient Safety Program Policy	May 2017
3.7.2 Health Care Incident Reporting Policy	May 2017
3.7.3 Patient Safety Program Procedure: Statewide Patient Safety Committee	May 2017

3.7.4 Patient Safety Program Procedure: Initial Review and Assessment of Health Care Incidents	May 2017
3.7.5 Patient Safety Program Procedure: Institution Response to a Health Care Incident	May 2017
3.7.6 Patient Safety Program Procedure: Statewide Health Care Incident Review Committee	May 2017

VOLUME 4: Medical Services

CHAPTER 1

4.1 Complete Care Model Policy	July 2015
4.1.1 Scope of Patient Care Services Procedure	Mar 2017
4.1.2 Care Teams and Patient Panels Procedure	June 2016
4.1.3 Scheduling and Access to Care Procedure	June 2016
4.1.4 Population and Care Management Services Procedure	June 2016
4.1.5 Care Management/Care Coordination Procedure	June 2016

CHAPTER 2

4.2.1 Reception Health Care Policy	Jan 2017
4.2.2 Reception Health Care Procedure	Jan 2017

CHAPTER 3

4.3.1 Health Care Transfer Policy	July 2016
4.3.2 Health Care Transfer Procedure	July 2016

CHAPTER 4

Access to Primary Care (**Replaced by Volume 4, Chapter 1.3 on 6/8/2016**)

CHAPTER 4A

Primary Care Model (**Replaced by Volume 4, Chapter 1.2 on 6/8/2016**)

CHAPTER 5

Priority Health Care Services Ducat Utilization (**Replaced by Volume 4, Chapter 1.3 on 6/8/2016**)

CHAPTER 6

4.6.1 Patient Health Care Education Policy	Apr 2015
--	----------

CHAPTER 7

Preventive Clinical Services (**Replaced by Volume 4, Chapter 1.4 on 6/8/2016**)

CHAPTER 8

Outpatient - Specialty Services	May 2009
---------------------------------	----------

CHAPTER 9	
Physical Therapy	Jan 2006
CHAPTER 10	
Diagnostic Services	Jan 2006
CHAPTER 11	
4.11.1 Medication Management Policy	Jan 2016
4.11.2 Medication Orders Prescribing Procedure	Jan 2016
4.11.3 Medication Storage and Accountability Procedure	Jan 2016
4.11.4 Medication Administration Procedure	Jan 2016
4.11.5 Medication Adherence Procedure	Jan 2016
4.11.6 Medication Continuity with Patient Movement: Transfer/Parole/Release Procedure	Jan 2016
CHAPTER 12 Emergency Medical Response	
4.12.1 Emergency Medical Response System Policy	July 2012
4.12.2 Emergency Medical Response System Procedure	July 2012
4.12.3 Emergency Medical Response Training Drill and Nursing Skills Lab Policy	July 2012
4.12.4 Emergency Medical Response Training Drill and Nursing Skills Lab Procedures	July 2012
4.12.5 Emergency Medical Response Bag Inventory/Audit Policy	July 2012
4.12.6 Emergency Medical Response Bag Audit/Checklist Procedure	July 2012
4.12.7 Emergency Medical Response: Post-Event Review Policy	July 2012
4.12.8 Emergency Medical Response: Post-Event Review Procedure	July 2012
4.12.9 Crash Cart Equipment Policy	Nov 2016
4.12.10 Crash Cart Equipment Procedure	Nov 2016
CHAPTER 14	
4.14.1 Outpatient Housing Unit Policy	June 2016
4.14.2 Outpatient Housing Unit Procedure	June 2016
CHAPTER 15	
4.15.1 Correctional Treatment Center Policy	Apr 2016
4.15.2 Correctional Treatment Center Procedure	Apr 2016
CHAPTER 16	
Medical Report of Injury or Unusual Occurrence, CDCR Form 7219	Jan 2006
CHAPTER 17	
4.17.1 Medical Evaluation for Assaults, Cell Extractions, and Use of Force Policy	Oct 2015
4.17.2 Medical Evaluation for Assaults, Cell Extractions, and Use of Force Procedure	Oct 2015
CHAPTER 18	
Medical Evaluation of Inmate-Patients Involved in Assaults, Cell Extraction, or “Use of Force” (Replaced by Volume 4, Chapters 17.1 and 17.2 on 10/28/15)	

CHAPTER 19	
4.19.1 Hygiene Intervention Policy	Sept 2015
4.19.2 Hygiene Intervention Procedure	Sept 2015
CHAPTER 20	
4.20.1 Outpatient Dietary Intervention Policy	May 2015
4.20.2 Outpatient Dietary Intervention Procedure	May 2015
CHAPTER 21	
4.21.1 Palliative Care and Treatment Policy	Sept 2015
4.21.2 Palliative Care and Treatment Procedure	Sept 2015
CHAPTER 22	
4.22.1 Individual Hunger Strike Policy	Aug 2016
4.22.2 Individual Hunger Strike Procedure	Aug 2016
4.22.3 Mass Organized Hunger Strike Policy	Aug 2016
4.22.4 Mass Organized Hunger Strike Procedure	Aug 2016
CHAPTER 23	
4.23 Comprehensive Accommodation Policy	May 2017
4.23.1 Comprehensive Accommodation Procedure	May 2017
CHAPTER 24	
4.24.1 Patient Care During Pregnancy and Childbirth Policy	Jan 2016
4.24.2 Patient Care During Pregnancy and Childbirth Procedure	Jan 2016
CHAPTER 25	
Problem List	Jan 2006
CHAPTER 26	
4.26 Gender Dysphoria Management Policy	June 2015
4.26.2 Treatment of Transgender Persons Procedure (Deleted 6/22/15)	
CHAPTER 27A	
Physician Assistant Policy	May 2009
CHAPTER 27B	
Physician Assistant Procedure and Attachments	May 2009
CHAPTER 28A	
Nurse Practitioner Policy	May 2009
CHAPTER 28B	
Nurse Practitioner Procedure and Attachments	May 2009

CHAPTER 29	
4.29.1 Medical Classification System Policy	May 2015
4.29.2 Medical Classification System Procedure	May 2015
CHAPTER 30 Medical Imaging	
4.30.1 Medical Imaging Services Policy	June 2012
4.30.2 Medical Imaging Services Departmental Safety Guidelines	June 2012
4.30.3 Contrast Media	June 2012
4.30.4 Radiology Quality Assurance and Quality Control	June 2012
4.30.5 Radiology Staff Training and Orientation	June 2012
4.30.6 Radiological Examination and Radiation Safety	June 2012
4.30.7 Radiological Services Protocols	June 2012
4.30.8 Radiology Infection Control	June 2012
4.30.9 Mobile and Radiology Specialty Services	June 2012
4.30.10 Radiology Film File Management (Deleted 7/15/13)	
4.30.11 Access to Medical Imaging Services	June 2012
4.30.12 Foreign Body Examinations Policy	Sept 2015
4.30.13 Foreign Body Examinations Procedure	Sept 2015
CHAPTER 31	
4.31.1 Hepatitis C Management Policy	Oct 2012
4.31.2 Hepatitis C Management Procedure	Oct 2012
CHAPTER 32	
4.32 Durable Medical Equipment and Medical Supply Policy	Nov 2016
4.32.1 Durable Medical Equipment and Medical Supply Procedure	Nov 2016
CHAPTER 33	
4.33 Contraband Surveillance Watch	Mar 2015
CHAPTER 34	
4.34.1 Utilization Management Program Policy	May 2015
4.34.2 Utilization Management Medical Services Review Procedure	May 2015
4.34.3 Utilization Management Inter-Rater Reliability Procedure	May 2015
CHAPTER 35	
4.35.1 Over-the-Counter Products Policy	Dec 2015
4.35.2 Over-the-Counter Products Procedure	Jan 2016
4.35.3 Over-the-Counter Products List	Dec 2015
VOLUME 5: Nursing Services	
CHAPTER 1	
Nursing Program Overview	Dec 2003

CHAPTER 2	
Introduction to Nursing Protocols	Jan 2002
CHAPTER 3	
Registered Nurse Protocol Approvals	Jan 2002
CHAPTER 4	
5.4.1 Nursing Competency Program Policy	July 2015
5.4.2 Nursing Competency Program Procedure	July 2015
CHAPTER 5	
Licensed Vocational Nurse Scope of Practice Standards	Jan 2002
CHAPTER 5	
Systemic Conditions	
5c: RN Protocol – Insect Stings and Spider Bites	July 2011
CHAPTER 6	
Cardiovascular System	
6a: RN Protocol – Chest Pain	July 2011
CHAPTER 7	
Ears, Eyes, Nose, and Dental	
7a: RN Protocol – Dental Condition	July 2011
7b: RN Protocol – Earache	July 2011
7c: RN Protocol – Epistaxis	July 2011
7d: RN Protocol – Eye Injury / Irritation	July 2012
CHAPTER 8	
Gastrointestinal System	
8a: RN Protocol – Constipation / Diarrhea	July 2012
8b: RN Protocol – Hemorrhoids	Mar 2017
CHAPTER 9	
Integumentary System	
9a: RN Protocol – Burns	July 2011
9b: RN Protocol – Wound Care	July 2011
9c: RN Protocol – Inflammatory Skin Conditions / Rash	July 2011
9d: RN Protocol – Tetanus Prophylaxis	Feb 2017
CHAPTER 10	
Gastrointestinal System	
10a: RN Protocol – Abdominal Trauma	July 2011
Respiratory System	
10b: RN Protocol – Chest Trauma	July 2011

Musculoskeletal System	
10c: RN Protocol – Musculoskeletal Complaints (Non-Traumatic)	July 2011
CHAPTER 11	
Nervous System	
11a: RN Protocol – Headache	July 2011
11b: RN Protocol – Loss of Consciousness	June 2016
11c: RN Protocol – Seizure	July 2011
CHAPTER 12	
Respiratory System	
12a: RN Protocol – Asthma / Bronchospasm	Aug 2016
12b: RN Protocol – Upper Respiratory Infections / Rhinitis / Pharyngitis	July 2011
12c: RN Protocol – Respiratory Distress (Non-Traumatic)	July 2011
CHAPTER 13	
Systemic Conditions	
13a: RN Protocol – Allergic Reaction	July 2012
CHAPTER 14	
Genitourinary System	
14: RN Protocol – Female Genitourinary Complaints	July 2011
CHAPTER 15	
Nursing Protocol Encounter Forms	
CHAPTER 16	
IV Therapy Protocols	
Ch16a: RN Protocol – Administration of Amphotericin B	Aug 2010
Ch16b: RN Protocol – Peripheral Intravenous Therapy	Aug 2010
Ch16c: RN Protocol – Intravenous Medication Administration	Aug 2010
Ch16d: RN Protocol – Parenteral Administration of Vancomycin	Aug 2010
CHAPTER 17	
5.17.1 Nursing Professional Practice Council Policy	July 2015
5.17.2 Nursing Professional Practice Council Procedure	July 2015
CHAPTER 18	
5.18 Nursing Medication Error Reporting Program Policy	July 2015

VOLUME 6: Health Information Management**(For archived chapter information, refer to “HIM Chapter Replacement Index” available through the Policy Development Section.)****CHAPTER 1**

6.1 Health Information Management Overview Policy Aug 2016

CHAPTER 2

6.2.1 Security and Privacy Policy Feb 2017

6.2.2 Security and Privacy Procedure Feb 2017

CHAPTER 3

6.3.1 Managing Health Record Access to Protected Health Information Policy Aug 2016

6.3.2 Managing Health Record Access to Protected Health Information Procedure Aug 2016

CHAPTER 4

6.4.1 Release of Information Policy Aug 2016

6.4.2 Release of Information Procedure Aug 2016

CHAPTER 5

6.5.1 Secured Electronic Transmittal of Protected Health Information Policy Aug 2016

6.5.2 Secured Electronic Transmittal of Protected Health Information Procedure Aug 2016

CHAPTER 6

6.6.1 Health Record Content and Organization Policy Aug 2016

6.6.2 Health Record Content and Organization Procedure Aug 2016

CHAPTER 7

6.7.1 Health Record Viewing and Scanning Policy Aug 2016

6.7.2 Health Record Viewing and Scanning Procedure Aug 2016

CHAPTER 8

6.8.1 Health Record Documentation Analysis and Completion Policy Aug 2016

6.8.2 Health Record Documentation Analysis and Completion Procedure Aug 2016

CHAPTER 9

6.9.1 Health Record Storage and Retrieval Policy Aug 2016

6.9.2 Health Record Storage and Retrieval Procedure Aug 2016

CHAPTER 10

6.10.1 Health Record Exception Process Policy Aug 2016

6.10.2 Health Record Exception Process Procedure Aug 2016

CHAPTER 11

6.11 Retention and Destruction Policy Aug 2016

CHAPTER 12	
6.12.1 Death Records-Administrative Hold Policy	Aug 2016
6.12.2 Death Records-Administrative Hold Procedure	Aug 2016

VOLUME 7: Chronic Care Program (Deleted 3/15/17)

CHAPTER 1A	
Chronic Disease Management Program Policy (Deleted 3/15/17)	

CHAPTER 1B	
Chronic Disease Management Program Procedure (Deleted 3/15/17)	

VOLUME 9: Pharmacy Services

CHAPTER 1	
9.1 Pharmacy Services Policy	July 2016

CHAPTER 2	
9.2 Pharmacy Licensing Requirements	Dec 2013

CHAPTER 3	
9.3 Pharmacy Responsibilities, Scope of Service, and Supervision	Jan 2014

CHAPTER 4	
9.4 CCHCS Systemwide Pharmacy and Therapeutics Committee Procedure	July 2015

CHAPTER 5	
9.5 Emergency Drug Supplies Procedure	Apr 2017

CHAPTER 6	
9.6 After-Hours Medication Supply Procedure	Sept 2015

CHAPTER 7	
9.7 After-Hours Pharmacy Services	Aug 2014

CHAPTER 8	
9.8 CCHCS Drug Formulary	Aug 2014

CHAPTER 9	
9.9 Prescription/Order Requirements Procedure	Apr 2017

CHAPTER 10	
9.10 Additional Requirements Pertaining to Licensed Inpatient Facilities Procedure	June 2015

CHAPTER 11	
9.11 Dental Urgent/Emergent Medication Process	Jan 2014
CHAPTER 12	
9.12 Labeling and Storage of Medications Procedure	Nov 2015
CHAPTER 13	
9.13 Use of Physicians Orders Forms	Jan 2014
CHAPTER 14	
9.14 Rescue Medications Procedure	Dec 2015
CHAPTER 15	
9.15 Handling of Confiscated Medications Procedure	Apr 2016
CHAPTER 16	
9.16 Expiration Dates, Beyond-Use Dates and Disposition of Outdated, Contaminated, Mislabeled, or Overstocked and Recalled Medications	Sept 2013
CHAPTER 17	
9.17 Ordering, Receiving, and Stocking of Medications	Sept 2013
CHAPTER 18	
9.18 Ordering, Securing, and Disposing of DEA Schedule II, III, IV, and V Controlled Substances Procedure	July 2015
CHAPTER 19	
9.19 Medication Brought into a CDCR Facility by Patient-Inmates	Dec 2012
CHAPTER 20	
9.20 Floor Stock Orders	Dec 2012
CHAPTER 21	
9.21 Break-In, Theft/Loss from Pharmacy or Medication Storage Areas Procedure	Aug 2015
CHAPTER 22	
9.22 Medication Information Services Procedure	June 2015
CHAPTER 23	
9.23 Repackaging and Compounding of Non-Sterile Medications	Sept 2013
CHAPTER 24	
9.24 Handling of Hazardous Drugs Procedure	Feb 2017

CHAPTER 25	
9.25 Inspecting Medication Storage Areas Procedure	May 2015
CHAPTER 26	
9.26 Investigational Medications	Jan 2014
CHAPTER 27	
9.27 Reporting of Medication Errors and Adverse Drug Reactions	Sept 2013
CHAPTER 28	
9.28 Parole and Discharge Medications Procedure	June 2015
CHAPTER 29	
9.29 Impaired Pharmacy Personnel	Jan 2017
CHAPTER 30	
9.30 Pharmacy Technicians and Ancillary Staff Procedure	June 2015
CHAPTER 31	
9.31 Use of Tricyclic Antidepressants	Mar 2013
CHAPTER 32	
9.32 Temporary Absence of the Pharmacist	Dec 2013
CHAPTER 33	
9.33 Off-Label Use of Prescription Medications	Apr 2015
CHAPTER 34	
9.34 Heat Alert Medications Procedure	Mar 2016
CHAPTER 35	
9.35 Therapeutic Interchange and Automatic Substitution	Sept 2013
CHAPTER 36	
Liquid Nutritional Supplements (Deleted 2/17/12)	
CHAPTER 37	
9.37 Pharmacy Staff Scheduling Procedure	June 2015
CHAPTER 38	
9.38 Prescription Turnaround Time (3/1/16 replaced by Volume 4, Chapter 11.2)	
CHAPTER 39	
9.39 Transfer Medications	Sept 2013

CHAPTER 40	
9.40 Medication Shortages or Back Orders	Mar 2013
CHAPTER 41	
9.41 High-Cost Medication Procurement	July 2014
CHAPTER 42	
9.42 CCHCS Pharmacy Policy and Procedure Manual Review, Revisions and Additions	Mar 2015
CHAPTER 43	
9.43 Prescription Quantity Standards (Solid Oral Dosage Forms)	Nov 2014
CHAPTER 44	
9.44 Skilled Nursing Facility And Intermediate Care Beds Medication Profile And Drug Regimen Review (Deleted 4/28/14)	
CHAPTER 45	
9.45 Pharmacy Services Business Continuity Plan	Sep 2014
VOLUME 10: Public Health / Infection Control	
CHAPTER 1	
Bloodborne Pathogens and Exposure Control	Jan 2002
CHAPTER 2	
10.2.1 Public Health Disease Reporting Policy	Dec 2016
10.2.2 Public Health Disease Reporting Procedure	Dec 2016
CHAPTER 3	
10.3 Tuberculosis Program Policy	May 2016
CHAPTER 4	
HIV/AIDS Program Overview and Transitional Case Management Program (Deleted 6/19/13)	
CHAPTER 5	
Hepatitis Program Overview (10/4/12 replaced by Volume 4, Chapters 31.1 and 31.2)	
CHAPTER 6	
Miscellaneous Communicable Diseases and STD Program Overview (Deleted 1/23/13)	
CHAPTER 7	
Inmate Peer Education (IPEP)	Jan 2002

CHAPTER 8	
10.8.1 HIV Antibody Testing Policy	Jan 2017
10.8.2 HIV Antibody Testing Procedure	Jan 2017
CHAPTER 9	
10.9.1 Communicating Precautions From Health Care Staff to Custody Staff Policy	Dec 2015
10.9.2 Communicating Precautions From Health Care Staff to Custody Staff Procedure	Dec 2015
CHAPTER 10	
10.10.1 Coccidioidomycosis Skin Test Policy	Jan 2017
10.10.2 Coccidioidomycosis Skin Test Procedure	Jan 2017
CHAPTER 11	
10.11.1 Coccidioidomycosis Waiver Policy	Jan 2016
10.11.2 Coccidioidomycosis Waiver Procedure	Jan 2016
VOLUME 11: Telemedicine Services	
CHAPTER 1	
11.1.1 Telemedicine Services Policy	Mar 2015
11.1.2 Telemedicine Specialty Services and Primary Care Procedure	May 2015
CHAPTER 3	
Telemedicine Mental Health Services (Deleted 5/26/15)	
VOLUME 13: Privacy	
13.1 General Use and Disclosure of Protected Health Information Policy	Sept 2015
13.2 Use and Disclosure of Protected Health Information Based on Patient Authorization Policy	Sept 2015
13.3 Enforcement, Sanctions, and Penalties for Violations of Individual Privacy Policy	Sept 2015
13.4 Minimum Necessary Use and Disclosure of Protected Health Information Policy	Sept 2015
13.5 Administrative, Technical, and Physical Safeguards Policy	Sept 2015
13.6 Use and Disclosure of Protected Health Information: Special Exceptions Policy	Sept 2015
13.7 Patient Privacy Rights Policy	Sept 2015
13.8 De-Identification of Patient Information and Use of Limited Data Sets Policy	Sept 2015
13.9 Business Associate Use and Disclosure of Protected Health Information Policy	Sept 2015
13.10 General Use and Disclosure of Personally Identifiable Information Policy	Sept 2015
13.11 Privacy Breach Policy	Sept 2015
13.12 General Privacy Policies for Staff and Patient Information Policy	Sept 2015