

CHAPTER 3

Overview of Health Care Services

Health Care Services (HCS) provides care to all inmate/patients which is necessary to protect life, prevent significant illness or disability, or to alleviate significant pain.

I. ACCESS TO CARE

All inmates, including those in segregation, shall be provided the opportunity to report an illness, injury, or any other health concern whenever they occur. Health care may be accessed through the written process by filling out the CDC Form 7362, Health Care Services Request, or through the Sick Call process or the Chronic Care Program. If custody staff become aware, by any means, that an inmate needs immediate health care services, they shall contact health care staff for direction.

All requests for health care shall be assessed by HCS staff to determine the priority. Appointments for health care in the clinic shall be scheduled based on this priority. Medically necessary treatment, including follow-up services, shall be provided by HCS staff without regard to the inmate/patient's ability to pay for the services provided. For detailed descriptions, refer to the following:

- Volume 4, *Access to Primary Care*
- Volume 7, *Chronic Care Program*
- Volume 1, *Copayment Program*

II. DESCRIPTION OF SERVICES

HCS provides health care services to CDC inmate/patients that are necessary to protect life, prevent significant illness or disability, or to alleviate significant pain. Health care services are available to CDC inmate/patients at all times. CDC provides standby emergent and urgent care, mental health crisis care, basic general acute care and sub-acute medical care in skilled nursing facilities, hospice, and correctional treatment centers. (Institutions differ in the level of health care services they provide, depending upon the programs available.) All institutions provide outpatient medical, dental, public health and mental health care that is delivered both in clinics and in special housing. Nursing, laboratory, dietary, pharmaceutical and diagnostic imaging services are available to support the medical, mental health, public health and dental care needs. Each institution also has a centralized health record department.

Emergency Services are available for emergency medical care and treatment. Registered Nurses (RNs) are on site at the institutions to respond to urgent and emergent outpatient needs 24-hours a day, seven days a week. Physician consultation after hours, on weekends and holidays is provided by the Physician-on-Call (POC) who is available to the RN by telephone or pager, and able to return to the institution to provide services as needed. At the

General Acute Care Hospitals the Medical Officer of the Day (MOD), a physician, is available on-site for inmate/patient care at all times.

Health Care Services Division maintains contractual agreements with community hospitals and specialty medical services for care and treatment that is beyond the local HCS capabilities. Emergency care is available when necessary at the nearest community hospital offering 24-hour physician-on-duty services with transportation by local ambulance services.

Only emergency response and stabilization shall be provided to CDC staff, pending transportation to definitive health care providers in the community.

III. STAFF RESPONSIBILITY

All staff shall be accountable for facilitating the implementation of the policies in the Inmate Medical Services Plan and shall perform duties consistent with the Inmate Medical Services Plan. All licensed staff shall perform duties consistent with the applicable licensing requirement of his or her specific discipline. If staff fail to adhere to the requirement of the Inmate Medical Services Plan or to the requirements of his or her license, the principles of progressive discipline shall be utilized. The appropriate licensing board shall also be notified when applicable.

III. PHYSICIAN SERVICES

Only CDC employed or contracted physicians, podiatrists and dentists can diagnose injuries and illness, and prescribe services for CDC inmate/patients. In addition, physician extenders such as Nurse Practitioners, Physician Assistants and certified Optometrists provide specifically delineated diagnosis and treatment under physician supervision according to California laws. These treatments must be within the providers' scope of practice.

The Health Care Manager (HCM) is responsible for the daily administration of all health care services at the institution. When the HCM is a licensed physician, then s/he is also responsible for clinical management of health care services. If the HCM is not a licensed physician, then a physician such as the Chief Medical Officer, Chief Psychiatrist or Chief Physician and Surgeon is delegated to provide clinical oversight, supervision and management.

Physician services are provided by California licensed physicians responsible for the care of individual inmate/patients at the institution. Depending upon the specific institutional health care mission, these services include:

- Inmate/patient evaluation, including new arrival health (bus) screening immediately upon arrival and new inmate/patient physicals within 14 days;
- Diagnostic and treatment services;
- Referral for specialty services;
- Direction of medically indicated services provided by other health care staff;

- Documentation in the Unit Health Records of all provider encounters with inmate/patients;
- Emergency medical services;
- Inpatient services, in acute and subacute care settings;
- Outpatient services in clinics and special housing;

Physician services shall be provided during daily sick call in the outpatient clinics (Refer to Volume 4, Chapter 6, Access to Primary Care). Physician services are also provided to inmate/patients enrolled in the Chronic Care Program for the treatment of a variety of chronic health care conditions. (Refer to Volume 7, Chronic Care Program.)

Physician services that entail surgical procedures requiring more than local anesthesia shall be performed at a General Acute Care Hospital. Procedures requiring conscious sedation shall be performed in accordance with California law..

IV. NURSING SERVICES

Nursing Services shall be organized, staffed, and equipped to provide nursing care according to the level of acuity of patient care provided at that institution. The following shall apply to all institutions:

- Registered Nurses (RN) shall be available on site at all times to respond to emergencies, provide nursing assessments and initial treatments as appropriate under their license.
- Medical Technical Assistants/Licensed Vocational Nurses shall be available on-site at all times to provide services within the scope of their licenses and certifications under the direction of RNs.
- Where inpatient care is provided (GACH, SNF, CTC), RNs shall be available on-site to provide inpatient nursing care at all times.
- Other nursing staff categories may be utilized.
- Nursing supervisors shall be available on-site during regular business hours and available after hours and on weekends or holidays by telephone or pager.

(Refer to Volume 2, Staffing, and Volume 5, Nursing Services, for further delineation and scope of nursing services.)

V. PHARMACY SERVICES

Pharmacy Services is responsible for the procuring, compounding, dispensing, distributing, and storing of medications, biologicals, and chemicals. In particular, Pharmacy Services shall provide medically necessary medications that are available at all times, either on-site or by other arrangements. All efforts shall be made to provide Pharmacy Services with the appropriate staff, space, equipment and supplies. (Refer to Volume 9, Pharmacy Services.)

VI. DENTAL SERVICES

Dental Services provides services determined by a Dentist to be required for alleviation of significant pain, diagnosis, and treatment of dental conditions, that are likely to place the inmate/patient's health in jeopardy or cause an inability to chew. Routine dental care shall

be provided when space is available by inmate/patient request. (Refer to Volume 8, Dental Services.)

VII. LABORATORY SERVICES

HCS shall provide on-site clinical laboratory testing and shall also contract to provide laboratory services not available on-site. (Refer to Volume 4, *Radiology Services*)

VIII. RADIOLOGY SERVICES

Radiology Services provide for the detection, diagnosis and treatment of injuries and illnesses. Referral for specialized diagnostic imaging and radiation therapy shall also be available.

(Refer to Volume 4, *Radiology Services*)

IX. MENTAL HEALTH SERVICES

Mental Health Services provides programs and treatment for acute and non-acute diagnosable mental disorders on a 24 hour a day, seven day a week basis at designated institutions, depending upon the institutional mental health care mission. These services include general mental health evaluation and treatment through psychiatric and psychological services, clinical social work services, mental health rehabilitation services, recreational therapy and aftercare planning. Mental health treatment programs that make up the Mental Health Services Delivery System include the Correctional Clinical Case Management System (CCCMS), the Enhanced Outpatient Program (EOP), the Psychiatric Services Unit (PSU) and inpatient mental health crisis care referred to as Mental Health Crisis Beds (MHCB).

Care is provided by RNs, Psychiatric Technicians, Medical Technical Assistants, Licensed Vocational Nurses, Social Workers, and Recreational Therapists in support of and under the clinical direction of licensed Psychiatrists and Psychologists. After hours, weekends and holidays, coverage is provided by the Psychiatrist On Call.