



VOLUME 1: GOVERNANCE AND ADMINISTRATION	Effective Date: 12/2010
CHAPTER 28.1	Revision Date: 04/2016
1.28.1 EFFECTIVE COMMUNICATION DOCUMENTATION POLICY	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. POLICY

California Correctional Health Care Services (CCHCS) shall ensure effective communication (EC) is achieved and documented when there is an exchange of health care information involving patients with a hearing, vision, and/or speech impairment; developmental disability and/or learning disability (as defined by the Clark Remedial Plan); Test of Adult Basic Education (TABE) reading score of 4.0 or less, which includes zero or no TABE score; and/or Limited English Proficiency, and in health care appeal communications with such patients. In the exchange of health care information and in health care appeal communications with such patients, the patients’ primary method of communication shall be used. If necessary, the patients’ secondary method of communication shall be used with the exception of patients needing a Sign Language Interpreter. Any assistance or accommodation provided, as well as how it was determined EC was achieved, shall be documented. If EC is not achieved, that shall also be documented.

II. PURPOSE

To ensure EC is achieved and documented when there is an exchange of health care information and in health care appeal communications.

III. APPLICABILITY

This policy applies to all CCHCS and contracted staff who, in the performance of their duties, are required to communicate health care information with patients in the custody of California Department of Corrections and Rehabilitation identified in Section I.

IV. RESPONSIBILITY

The Chief Executive Officer (CEO) or designee of each institution is responsible for the implementation, monitoring, and evaluation of this policy. The CEO or designee shall ensure a Local Operating Procedure is established to implement this policy and its corresponding procedure.

V. REFERENCES

- Armstrong Injunction Order, *Armstrong v. Brown*, United States District Court of Northern California, January 18, 2007
- Armstrong Remedial Plan, *Armstrong v. Brown*, United States District Court of Northern California, Amended January 3, 2001
- Clark Remedial Plan, *Clark v. California*, United States District Court of Northern California, March 1, 2002

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

- California Correctional Health Care Services, Administrative Policies, Section 2, Chapter 5, Disability Placement Program and Developmental Disability Program Staff Accountability Policy
- California Correctional Health Care Services, Receiver's Memorandum of Understanding, August 24, 2012
- California Department of Corrections and Rehabilitation, Equally Effective Communication Memorandum, October 22, 2003
- California Department of Corrections and Rehabilitation, Equally Effective Communication for Hearing and Speech Impaired Memorandum, January 22, 2007
- California Department of Corrections and Rehabilitation, Notification of Interpretation and Translation Services Memorandum, June 15, 2009