

OREGON DEPARTMENT OF CORRECTIONS
Operations Division
Health Services Section Policy and Procedure # P-A-01

SUBJECT: ACCESS TO CARE

POLICY: The Oregon Department of Corrections Health Services program is designed to provide inmates with the ability to have unimpeded access to health services to meet their serious medical, dental and mental health needs. The Health Services Section provides health care to inmates during incarceration that focuses upon prevention and maintenance of the individual's health status. Access to health services is the foundation for which all routine and emergent health care activities are dependent upon.

REFERENCE: OAR 291-124-0020(2)
NCCHC Standard P-A-01

PROCEDURE:

- A. Upon admission to the Oregon Department of Corrections, inmates will receive written and verbal instructions regarding access to Health Services. Written information will be available in both English and Spanish. A comprehensive health assessment is also completed for each inmate upon arrival into a correctional setting.
- B. The information about how specific health care services are obtained by an inmate during incarceration will be reviewed with an inmate at the time of the initial health assessment, when an inmate is receiving a particular service for the first time, and on any other occasion when an inmate displays a lack of understanding about how services are obtained. Assessments are repeated at an appropriate frequency in consideration of age, sex, and health needs of the inmate.
- C. The Health Services Manager of each facility will establish and monitor procedures, which assure inmates' access to qualified health professionals, which include but are not limited to clinical aspects, monitoring appropriateness, timeliness and responsiveness of care and treatment, and review of recommendations for treatment of inmates made by health care providers.
- D. Inmate requests for medical services must be reviewed daily and appropriate disposition made and noted in the health care record.

Access to Care

- E. Any change in the procedures to obtain health care services shall be published in institution inmate newsletters, or posted in each housing unit, seven days prior to implementation of the change.
- F. Non-medical correctional staff will not be expected or allowed to approve or deny requests for health care attention made by an inmate. Instead, these requests are to be forwarded to the Health Services Unit at the institution for review and action if necessary.

Effective Date: _____

Revision date: February 2007

Supersedes P&P dated: January 2006

PRCF Site Specific Attachment

Powder River Correctional Facility Health Services

Institution Specific Security Practices

1. There will be no one-on-one RN to inmate interactions.
2. Inmates reporting for specific call-outs (i.e. med lines, diabetic lines) will report as a group at a specific time and leave as a group.
3. All key rings will have a whistle to enhance emergency communications.
4. Door #520 entrance to Health Services will be propped open during business hours. This will enhance emergency communications (i.e. call-out if there is a situation.)
5. All staff will carry radio on person at all times.
6. When officer in multi-purpose is gone from building, no inmates will be seen at clinic - 11:00-11:30 daily and 4:00-5:30 daily.
7. If staff has issues with an inmate or believes there could be a potential problem, they will notify shift commander of arrival time and departure of inmate from medical.

SCCI Site Specific Attachment

Shutter Creek Correctional Institution Health Services

Institution Specific Security Practices

Policy: Health Services employees' enhanced security practices at SCCI.

Procedure:

1. Health Services staff will not engage in one-on-one encounters with inmates when there is no other staff or inmates in the immediate area.
2. Inmates reporting to medical for call-outs (i.e. med line, diabetic lines, call outs) will report as a group at specific times and leave as a group.
3. Medical staff will carry a radio on their person at all times.
4. When inmates leave medical, Control will be notified.
5. Call outs on swing shift will be with security bringing the inmates and staying in medical until call out is completed.
6. Emergency medical visits in medical will be with security escort.
7. Personal coats and keys will not be kept in the clinic.
8. Nurses are expected to end patient encounters immediately if a conflict develops or the inmate is disrespectful and/or hostile. The inmate will be given a direct order to leave the clinic and the OIC will be notified.

WCCF Site Specific Attachment

Warner Creek Correctional Facility Health Services

Institution Specific Security Practices

Policy: Health Services employees will comply with enhanced security practices in the performance of their duties at WCCF.

Procedure:

1. Whenever possible, Health Services employees will avoid one-to-one encounters with inmates when there is no security officer in the immediate vicinity.
2. Health Services employees will wear, on their person, a radio whenever they enter the secure perimeter.
3. When an on-call nurse is called to the facility to see an inmate, he/she will notify the OIC per radio of the nurse's presence and will request an officer to be present in Health Services if he/she is there to see an inmate after clinic hours.
4. Whenever possible, inmates will be seen in groups and will leave in groups.
5. All nurses are required to request a security officer to be present when it is necessary for an inmate to disrobe and no other HS staff is present.
6. Under any circumstances, if a nurse feels threatened, intimidated, or uncomfortable in the presence of an inmate or group of inmates, the nurse is expected to call for assistance via radio or telephone and is to specify that the presence of a security officer is requested.
7. In the event of a one-on-one encounter, the door to the clinic is to be open during the entire encounter.
8. All inmates are to check in with the Programs officer and the officer is to notify the HS staff that an inmate is coming to the clinic if they are not on the call-out list. No inmates will be seen on a "drop-in" basis. All inmates will present their ID before being seen.
9. Nurses are expected to end the patient encounter immediately if a conflict develops or the inmate is disrespectful and/or hostile. The inmate will be given a direct order to leave the clinic and Master Control will be notified.