

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

SUBJECT: INFORMATION ON HEALTH SERVICES

POLICY: Inmates are to be informed orally and in writing about how to obtain health care services during incarceration.

REFERENCE: NCCHC Standard P-E-01

PROCEDURE:

- A. Within twenty-four (24) hours of admission, inmates are given written information on how to access emergency and routine medical, mental, and dental health services and how to process grievances for health-related complaints. This written information will be available in both English and Spanish.
- B. During Admission and Orientation (A&O), inmates will receive a verbal explanation by the Health Services Manager, or designee, of how health care services are obtained at the institution. In addition, inmates will receive information about the health care clinic, the process on how clinic appointments are made, and the availability of self-care items for purchase on the canteen.
- C. 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.
- D. Any change in the procedures to obtain health care services shall be published in the institution inmate newsletter, or posted in each housing unit, prior to implementation of the change.
- E. Non-medical correctional staff shall 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: April 2007

Supersedes P&P dated: March 2006