

## 8-03/020.00 Healthcare Grievances

Inmates wishing to submit a grievance regarding healthcare concerns may do so via computer tablet or by placing a standard Inmate Grievance Form in designated envelopes available in each housing area. Health service requests, grievances or appeals require priority handling by line staff. As such, personnel collecting healthcare related requests, grievances or appeals shall deliver them to an on-duty supervising staff nurse at their respective facility.

Correctional Health Services (CHS) shall establish a policy to address the internal processing of healthcare related inmate grievances. CHS unit orders shall be in accordance with the general policies and time frames in this volume and shall include procedures for the following responsibilities:

- Review and assignment of healthcare grievances and appeals
  - Updating and tracking of inmate grievances and appeals in the Custody Automated Reporting and Tracking System (CARTS)
  - Addressing grievances against healthcare staff
  - Providing written interim status responses and notifications of dispositions to aggrieved inmates
  - Handling appeals of healthcare grievances at a higher level of supervision.
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