

5-08-020 Access to Health Care

PURPOSE OF ORDER:

The purpose of this order is to establish procedures governing inmate access to health care at the Twin Towers Correctional Facility (TTCF).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to and/or working in any capacity at TTCF.

ORDER:

Inmates requiring access to health care shall not be denied or discouraged by custody personnel. It is the responsibility of medical personnel, mental health personnel, and custody personnel to work together to ensure all inmates receive appropriate health care services within a reasonable time period. In order to manage the volume of inmates requiring access to health care, custody personnel shall adhere to the following procedures:

PILL CALL:

Pill call is scheduled three (3) times a day by Correctional Health Services (CHS) staff in each inmate housing location. Prior to pill call, the module booth officer shall advise the inmates when it is time for pill call by utilizing the public address system. Custody personnel shall log pill call in the electronic-Uniform Daily Activity Log (e-UDAL). The module booth officer shall be responsible for maintaining security within the module by keeping visual contact with personnel conducting pill call.

When CHS staff administer prescribed medication to inmates, custody personnel shall stand in **close proximity** and provide security to CHS staff for the duration of pill call.

Custody personnel providing security shall adhere to the following procedures:

- For inmates housed in a cell, custody personnel shall order the inmate(s) to stand and walk to the cell door, in order for CHS staff to conduct a visual examination of the inmate(s) and administer their medication;
- For inmates housed in multi-person housing areas, custody personnel shall order the inmate(s) to stand and walk to the dayroom door, in order for CHS staff to conduct a visual examination of the inmate(s) and administer their medication;
- Custody personnel providing security shall utilize the tray slot of the cell door or dayroom door, when CHS staff dispense their medication to the inmate(s);
- Custody personnel shall assist CHS staff by making a reasonable effort to confirm the inmate(s) ingest their medication and have not retained it as contraband; however, it is the responsibility of CHS staff to ensure each inmate places provided medication in their mouth and drinks water, as needed;
- Unless an inmate is on self-medication, the inmate shall consume their medication in the presence of CHS staff.

SPECIAL PROCEDURES FOR PILL CALL:

Custody personnel shall ensure access to pill call is available to all inmates. All attempts shall be made by custody personnel, in conjunction with CHS staff, to ensure inmates receive their prescribed medications.

In the event an inmate is unavailable during pill call and they are not in their assigned housing location (e.g. court, inmate work assignment, medical facility, etc.), custody personnel shall adhere to the following procedures:

Inmate Workers

- All attempts shall be made by CHS staff, in conjunction with custody personnel, to ensure an inmate worker receives their medication prior to their work assignment;
- If CHS staff, determines an inmate worker requires their medication, custody personnel shall escort the inmate to a health care area, as directed by CHS staff;
- If CHS staff determines the inmate worker does not need their medication, custody personnel shall advise the inmate worker of the same;
- Upon notification from an inmate worker who needs their medication, custody personnel shall advise CHS staff and escort the inmate to a health care area, as directed by CHS staff;
- Custody personnel responsible for releasing inmate workers to custodians, shall advise the custodian to immediately notify custody personnel assigned to the inmate's housing location, in the event an inmate worker requires their medication during their work assignment.

Non-Working Inmates

- Custody personnel shall notify CHS staff of where the inmate is located and when the inmate is scheduled to return back to their housing location;
- Upon the inmate's return, custody personnel shall deliver the inmate to the designated health care area, as directed by CHS staff.

SELF-MEDICATION PROCEDURES:

Inmates identified by CHS staff, as participants in the Self-Medication Program, are allowed to be in possession of approved medications distributed by CHS staff.

Inmates who are prescribed the following medications do not qualify for the Self-Medication Program: psychotropic, narcotic medication, and other mind altering drugs.

Custody personnel who supervise inmates participating in the Self-Medication Program shall adhere to the following procedures:

- Custody personnel shall notify CHS staff, when they cannot determine if an inmate is participating in the Self-Medication Program;
- CHS staff will monitor inmate patients for compliance with the Self- Medication Program;
- If an inmate abuses the program or declines to participate in the program any longer, self-medications will be confiscated and CHS staff will start administering each dose individually;
- Inmates will be responsible for taking medications as prescribed by CHS staff;
- Inmates shall take their medications regardless of lockdowns, or other security situations in the facility (e.g., family visits, attorney meetings, religious services, educational programs, court appearances, or other inmate programs).

In the event the pharmacy is unable to supply a specific medication for an inmate, CHS staff may request the inmate to arrange for the medication to be brought to the facility. This process will be completed between the TTCF medical liaison officer and CHS staff.

NURSE CLINIC:

Nurse clinic is the process through which medical personnel identify, examine, and/or care for inmate illnesses or injuries, and/or make appropriate referrals for specialized health care treatment. CHS staff provide nurse clinic, Monday through Friday, while any urgent and emergent services are provided on a continuous basis. Inmates can submit their non-emergency health services request by completing the CHS "Health Services Request Form—Non-Emergency" form. Inmates may also direct their requests to CHS staff during scheduled pill call times.

Custody personnel shall adhere to the following nurse clinic procedures:

- Custody personnel shall not attempt to diagnose an inmate's medical condition;
- In the event an inmate complains of a medical, dental, or physical problem, CHS staff shall be immediately notified in order for medical personnel to diagnose the inmate's medical condition;
- In the event of a medical emergency or an injury/illness involving an inmate, custody personnel shall adhere to all procedures outlined in Custody Division Manual (CDM) section 5-03/060.00, "Response to Inmate Medical Emergencies," and section 4-01/020.05, "Inmate Injury/Illness Reporting";
- The CHS "Health Services Request Form—Non-Emergency" form shall be fully stocked in each inmate housing location.

SPECIAL PROCEDURES FOR NURSE CLINIC:

In the event an inmate submitted a "Health Services Request Form—Non-Emergency" form and medical staff request custody personnel to deliver the inmate to be medically evaluated, custody personnel shall adhere to the following procedures:

- Based on the severity of the potential illness, inmate workers (e.g. cleaning crew, Inmate Answering Service, etc.), shall remain in their housing location until the inmate is evaluated by CHS staff;
- For non-working inmates and inmate workers, custody personnel shall immediately escort the inmate to

the designated health care area, as directed by CHS staff;

- If the inmate is out of the facility (e.g. court, medical facility, etc.), custody personnel shall notify CHS staff of where the inmate is located and when the inmate is scheduled to return to their housing location;
- Upon the inmate's return to their housing location, custody personnel shall deliver the inmate to the designated health care area, as directed by CHS staff.

HEALTH CARE PASSES:

"Health Care Passes" refer to any CHS order to deliver an inmate for health care services (e.g. phlebotomy, x-ray, etc.). All health care passes shall take precedence over all other inmate programs. Upon receiving a health care pass, TTCF custody personnel shall immediately escort the inmate to the respective health care area indicated on the pass.

In the event an inmate is not in their housing location when a health care pass is issued, custody personnel shall adhere to the following procedures:

- If the inmate is within the facility, custody personnel assigned to the inmate's housing location, shall immediately escort the inmate to the specified health care location indicated on the pass;
- If the inmate is not in the facility (e.g. court, medical facility, etc.), custody personnel shall notify CHS staff of the inmate's location and when the inmate is scheduled to return back to the facility;
- Upon the inmate's return to their housing location, custody personnel shall immediately escort the inmate to the designated health care area indicated on the pass.

URGENT HEALTH CARE PASSES:

Urgent health care passes refer to any CHS order to deliver an inmate to a health care provider (e.g. TTCF urgent care, outside medical facility, etc.) to be medically evaluated and/or treated. Custody personnel responsible for urgent health care passes shall follow the same procedures as indicated for health care passes. Urgent health care passes shall be considered a high priority. Custody personnel shall ensure the inmate is brought to the designated location immediately, or as soon as duties permit.

PSYCHIATRIC AND PSYCHOLOGICAL SERVICES:

CHS provides psychological and psychiatric services to all inmates at TTCF. CHS offers mental health services and programs provided by a team of professionals, including recreational therapists, community workers, psychiatric technicians, mental health counselors, psychiatrists, and psychologists.

Custody personnel who identify through observation or receive information from another person (e.g. custodian, clergy, visitor, etc.) of an inmate who has a potential need for mental health care, or who threatens or exhibits self-injurious behavior, shall utilize the electronic Behavioral Observation and Mental Health Referral (e-BOMHR) form.

In the event the e-BOMHR is not available, custody personnel shall utilize the "Behavioral Observation and Mental Health Referral" form (SH-J-407) and adhere to CDM, section 4-05/000.00, "Behavioral Observation and Mental Health Referral Reports."

NON-EMERGENCY OPTICAL AND DENTAL SERVICES:

Custody personnel shall ensure all non-emergency optical and dental services are made available to inmates who meet the following requirements:

- Inmates must have sufficient funds on deposit with the Inmate Reception Center (IRC) Cashier's Office to cover expenses and materials;
- Inmates must be sentenced and have a balance of at least sixty (60) days to serve on their sentence;

- Inmates must be certified by medical staff as being in need of the service.

Indigent inmates who are unable to afford reading glasses may order a pair of glasses through commissary. The reading glasses will be provided to the indigent inmate; however, the total cost of the glasses will be deducted from the inmate's trust fund account any time their funds become available.

TTCF Legal Office personnel will consult with CHS staff regarding the issuance of prescription eye wear or hearing aids, or repairs to existing dentures and bridges, for inmates who have court orders.

REFUSALS:

An inmate has the right to refuse medications, medical treatment, or to respond to a pass for health care services, including care by an outside medical provider; however, custody personnel shall inform the inmate that refusals for health care service must be made directly to medical personnel. In the event an inmate refuses their medications or medical treatment, custody personnel shall adhere to all refusal procedures outlined in CDM, section 5-03/050.00, "Access to Health Care."

Custody personnel shall document all health care-related events, incidents, and any actions taken in response to procedures outlined in this unit order in the e-UDAL. Additionally, when notifying CHS staff, custody personnel must record the name and employee number of the CHS supervisor or their designee in the e-UDAL.

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