



## **NON-EMERGENCY MEDICAL CARE**

### **POLICY.**

It is the policy of the Deschutes County Adult Jail (DCAJ) and Work Center (WC) that all inmates have the opportunity daily to request medical assistance, and that their requests will be documented and processed by qualified health personnel. In the absence of qualified health personnel, the Health Trained Officer (HTO) may ensure timely access to health care. All inmates lodged in DCAJ will have the right of access to medical services provided under these medical policies. Health care encounters will be private, with a chaperone present.

### **PURPOSE.**

The purpose of this policy is to set forth guidelines for the non-emergency care of inmates under the supervision of DCAJ and WC.

### **OREGON JAIL STANDARDS:**

- C-501 Function of Grievance Process
- C-504 Emergency Grievances
- G-101 Providing Adequate Health Care
- G-205 Requests for Health Care
- G-207 Treatment Plans
- G-212 Monitoring Medical Requests

### **REFERENCES:**

- DCAJ Policy [CD-6-7, Inmate Grievances](#)

### **PROCEDURES.**

**A-1. Inmate Sick Call.** Access to non-emergency medical care will be provided to inmates three days per week on Monday, Wednesday and Friday. A *Health Care Request Form No. 545* will be made available to each inmate upon request daily during the regularly scheduled evening supply pass. The forms will be collected daily from inmates by a Health Trained Officer, Medical Staff or Mental Health Staff. At the time of initial lodging, inmates will be advised that if they need to see medical staff or obtain medical attention, they must complete, sign and submit a *Health Care Request Form No. 545*.

- A-2. Facility Nurse Review.** The Facility Nurse will review all Health Care Request Forms, interview the inmate who is still lodged, provide appropriate medical service for non-emergency illness or injury if necessary, and determine which inmate medical requests require referral to the Facility Provider.
- A-3. Weekly Facility Physician Sick Call.** Once a week, the Facility Physician (or other designated doctor) will appear at DCAJ to conduct any necessary or appropriate examinations of inmates.
- A-4. Facility Nurse Practitioner.** The Facility Nurse Practitioner will see inmates while on duty, as necessary.
- A-5. Special Diets.** Special diets will be provided pursuant to a Direct Medical Order, Standing Order or a specified Treatment Protocol.
- A-6. Grievance Mechanism.** Inmate grievance forms are available upon request to address inmate complaints about health services. All inmate grievances regarding health care will be reviewed by the Medical Lieutenant (or designee), Facility Nurse and/or the Facility Provider. If an inmate has a complaint or grievance regarding health services in the facility, he will request an *Inmate Grievance Form No. 611*, fill it out and submit it to the Medical Department. The Medical Lieutenant (or designee) may interview the inmate and/or may conduct an investigation into the matter. The Facility Provider and/or Facility Nurse will be notified of all inmate medical grievances and consult with the Medical Lieutenant (or designee) regarding the appropriate disposition of the grievance. The inmate will receive written notice of the disposition or action taken concerning the grievance within seven days of receipt of the inmate's formal grievance. Appeal of the grievance may be pursuant to the appeal process in DCAJ policy, [CD-6-7, Inmate Grievance](#).

**FORMS USED:**

- Inmate Grievance Form No. 611
- Health Care Request Form No. 545