

**Health Services
Inmate Orientation Handbook**



**Medical
Dental
Pharmacy
Mental Health**

**Institution-specific information will be provided by the
institution as an attachment to this handbook**

NI1-010 (English) - Revised 7/31/13

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A. INTRODUCTION

This handbook is designed to orient you to health services. After reading it, you will understand sick-call, emergency visit procedures, and other health services available to you at this institution. Please make sure that you read this handbook and ask the health services staff questions on anything that you do not understand. It is your responsibility to be familiar with the contents of this handbook.

Once again, if you do not understand any part of this handbook, ask the health services staff.

Any problems that persist should be reported to health services staff.

B. HEALTH CARE OVERVIEW

You will have unimpeded access to health care. The Department of Corrections will provide medical, dental, mental health, and other health-related services to all inmates in custody.

1. Quality and level of care will meet constitutional standards of care.
2. An adequate health screening and assessment will be provided at intake.
3. Emergency health services will be available on a twenty-four (24) hour basis.
4. Medically necessary surgery will be performed when approved by the Office of Health Services.
5. Convalescent care will be provided.
6. Mental health services and dental services will be available.
7. Health education will be provided.
8. Access to emergency care will not be delayed if you declare an emergency. Each declared emergency will be evaluated by the health staff.
9. All health care information is confidential and will be shared only with healthcare professionals in the provision of health services, with individual(s) designated by you, or pursuant to Florida or Federal law.
10. All healthcare evaluations, treatments, and releases of information require that you sign a consent beforehand.
11. Part of each institution's orientation program that is presented by health staff will include a verbal briefing on how to request care, maintain personal hygiene, report communicable diseases, and get special care information.

12. Written instructions regarding the use of health services will include how to get medical, dental, and mental health attention.
13. You cannot be punished or threatened to be punished for requesting attention or care, or for declaring a medical or mental health emergency.
14. If you have a medical or mental health problem that needs special attention (decreased hearing or vision, difficulty walking), tell the doctor or nurse when you have your appointment.

C. SICK-CALL

You have the ability to sign up for sick-call seven (7) days a week. Sick-call hours will be determined by the institution. Sick-call is the opportunity for you to address non-emergent problems, such as colds, athlete's foot, aches, and pains. A co-pay will be assessed for sick-call visits.

D. MEDICAL CALL OUTS

The medical unit utilizes the Monday-Friday, call-out procedure to schedule all non-emergency medical appointments for doctors, nursing care, dental, and mental health. Dental and mental health can also be accessed using an inmate request form. The call out will list your name, DC number, location, and time of your appointment. The call out is posted daily in the dormitory, and it is your responsibility to read it each day. If you need assistance in reading the call out, ask your dormitory officer for help. You should arrive for your scheduled appointment approximately fifteen (15) minutes early. You should bring all medications that you are taking to your call out. Failure to report to your medical call out may result in disciplinary action being taken against you.

E. INMATE CO-PAYMENT

1. All non-emergency health care visits which you ask for will require a co-payment (see instructions/information sheet which is posted in dorms and health services areas). This means that if you ask for a visit to medical, mental health, or dental, you will be required to pay a co-payment fee.

2. You will not be denied access to care for lack of ability to meet the co-payment fee.
3. There will be no charge for emergency visits. However, when you declare an emergency, a determination will be made as to whether or not it is a true emergency. If it is determined not to be an emergency by the health care provider after you are assessed, a co-payment will be charged, no treatment will be rendered, and you will be instructed on the option to attend the next sick call.
4. Your care will be the same even if you cannot pay the co-payment.

Waivers of co-payment fees will be made under the following circumstances:

1. Extraordinary events that could not be predicted, like a disturbance or a natural disaster.
2. Health care visits that are provided under a contract with the Interstate Corrections Compact or under an agreement with another jurisdiction that prohibits such a co-payment.
3. Health care visits ordered by a health care provider and which consist of routine follow-up care ordered by a health care provider for a previously diagnosed condition. Sick-call is not routine follow-up care.
4. An institution-wide health care measure that is necessary to address the spread of specific infectious or contagious diseases.
5. Inmate requested HIV testing if the test was not previously administered during the past six (6) months of current incarceration.
6. A referral to a mental health evaluation or treatment by a correctional officer, correctional probation officer, or other person supervising an inmate in the inmate's work, housing, or program assignment.

F. HEALTH EDUCATION

It is in your best interest to be aware of your health status and to have an active role in your health care. The health education program is designed to provide you with some basic knowledge of the following:

1. **Recognizing Symptoms of Illness:**

Our bodies provide us with an early warning system that all is not well. When you begin to notice unusual things happening in your body, it is in your best interest to be checked. Some early and obvious symptoms include fever and nausea. More serious symptoms include severely high temperature, blood in the urine, coughing up blood, difficulty in breathing, severe vomiting with stomach cramps, and sharp pains around the heart. These conditions require medical attention.

2. **Communicable Diseases:**

Some diseases (like chickenpox and tuberculosis) are spread through the air. If the germs of these infections are in the air and you breathe them into your body, you might get the infection. Other diseases, including sexually transmitted diseases, AIDS, and hepatitis, are spread by body fluids (including blood). The germs of these infections are present in body fluids. If you come into contact with these germs through sexual contact or by getting the body fluid on an open cut or mucous membrane surface, such as your eye, you might get the infection. Avoid contact with the body fluids of other people. Wash your hands frequently and avoid risky behaviors that involve contact with body fluids.

3. **Skin Infections:**

There are germs that are resistant to antibiotics. Many times they cause skin infections. To protect yourself from these skin infections, you should bathe daily with soap and water. Do not share your towels and personal items such as razors, toothbrushes, or personal clothing. If you have a draining wound, make sure it is covered with a dressing. Do not squeeze or scratch boils or open skin areas.

Send soiled clothing to the laundry for washing in detergent, bleach and drying in the hot dryers. Tattooing and piercing of the skin can cause serious skin infections. Remember that the most common way of spreading infectious germs is by the hands. Wash hands thoroughly with soap and water. Report any skin infections to medical.

4. **Handouts:**

Handouts are available in both English and Spanish. These handouts give detailed explanations in many areas that concern you. Some of these areas of concern are HIV, smoking, alcohol, sexually transmitted diseases, diet, diabetes, hypertension, and pregnancy.

5. **Programs:**

Programs that **may** be available at your institution are: drug and alcohol, wellness, stress management, prenatal, life skills, and tobacco cessation.

6. **Advance Directives:**

You have the right to make decisions pertaining to your own health care, including the right to refuse medical treatment or life-prolonging procedures in the event you become terminally ill. An advance directive is a witnessed written document or oral statement in which you express your desires concerning any aspect of your health care. Advance directives include, but are not limited to, living wills, where you express your desires concerning life prolonging procedures, or the designation of a health care surrogate, where you designate an individual to make health care decisions on your behalf if you should become incapacitated and unable to make health care decisions for yourself. You are encouraged to complete advance directives and forms for this purpose will be made available.

G. MEDICAL CARE ACCESS IN SPECIAL HOUSING

The following provisions have been made to provide you with access to medical care should you be placed in administrative or disciplinary special housing:

1. Prescribed medications are given during this time, medical complaints are heard, and referrals are made for health services appointments, when appropriate.
2. Special Housing Rounds: Physical health care staff in major institutions will perform daily health care rounds in special housing according to standards. Daily inmate checks are considered to be medical screening and are not designed to provide non-urgent health services. Inmates may sign up for sick-call during Special Housing Rounds.
3. Medical Emergencies: Any inmate who declares a medical emergency will be evaluated by medical staff. If the condition is not an emergency, information on the sick-call sign-up procedure will be provided to the inmate, along with co-payment information.

H. PHARMACY

Pharmacy services are available at all institutions, although all prescriptions may not be filled at your institution. The procedure for medication distribution will vary according to how your institution structures the pharmacy.

1. **It is important to be aware of the following:**
 - a. Take all medication as directed. Report any bad reactions to staff immediately.
 - b. You will be issued medication only when it is ordered by authorized medical personnel (except for OTC [over-the-counter] medications).
 - c. Medications that do not have a whole pharmacy label from authorized DC medical staff or pharmacy will be considered contraband, even if you have a current prescription for that medication.

- d. Medication with a “discard after” date is to be returned to the pharmacy after the expiration date. Any expired medication (or past discard date as indicated on label) found in your possession will be confiscated by security, discarded, and may be considered contraband.
- e. Prescriptions with refills will indicate the next refill date on the prescription label. Requests for refills must be made seven (7) days in advance by turning in the written information sheet issued with your prescription.
- f. Refills that are requested too soon will not be filled and you are responsible to request the refill again at the required time.
- g. If there are no refills left because a clinic has been rescheduled, it is your responsibility to notify nursing staff that you need a refill.
- h. All medications must be kept in the original labeled container issued to you. More than one kind of tablet or capsule in the same container may be considered contraband. Doses that you need to take on work detail outside the compound may be put in a small, clear, zip-lock bag. These bags may be obtained from the medical unit. Security may require you to show the original container or the right side of the pharmacy printed label to verify that the proper medication is in the bag.
- i. Any time a new prescription is written for the same medicine, the old prescription is canceled and cannot be refilled. Security may confiscate any duplicate medication, leave you only the most recently issued medication, and may consider the old container contraband.
- j. If lost or stolen medication is found or recovered during an investigation, it will not be returned to you. You will receive a replacement issued by the pharmacy.
- k. If a medication with a different inmate name is found in your possession, it will be considered contraband. If the inmate whose name is on the medication has not reported the missing medication to security, s/he may be charged with transferring contraband.

2. Drug Pick-Up:

- a. Only medication that has been prescribed will be issued. Do not ask for additional medication when you receive your prescription.
- b. Some medications **will not** be distributed and will require you to come to the nursing issuing room at certain times each day in order to get the medication. Failure to report at the right time(s) may result in disciplinary action.
 - (1) A one to seven-day waiting period, excluding weekends and holidays, will be required before your prescription is delivered to the institution. If emergency medication is necessary, the medical unit will provide it until your prescription arrives at the institution.
 - (2) The time and location for medication pickup will be posted at the medication window. It is your responsibility to be on time to receive the prescription.
 - (3) You will be required to sign a receipt for all prescriptions received.
 - (4) **DO NOT WAIT SEVERAL DAYS BEFORE TURNING IN EMPTY PRESCRIPTION BOTTLES FOR A REFILL, AS THE MEDICATION MAY BE NECESSARY FOR MAINTAINING YOUR HEALTH!**
 - (5) If you receive the wrong medication or it is lost or stolen, report this immediately to the medical unit and to the dormitory security supervisor.

3. Drug Education:

You will be given written information on a piece of paper that you receive when you get your prescription. Medical staff will read the information to you if you cannot read. If you do not understand the directions given on a prescription or if you are not sure how to take the medication, be sure to ask the medical staff. If you cannot understand the directions after the staff explains, your medication will be single dosed. If you feel you have been given the wrong prescription, report it immediately to the pharmacist or medical personnel. If your prescription has been lost or stolen, report it immediately to a security officer.

4. Over-the-Counter Medication (OTC):

Single-doses of these medications may be provided by the correctional officer upon request. The following OTC medications are provided in each dormitory:

- a. **Acetaminophen** (similar to Tylenol)—for relief of headaches, dental pain, muscle/joint pain.
- b. **Ibuprofen** (similar to Motrin AB[for females only])—for relief of menstrual cramps/pain.
- c. **Antacid tablets**—for relief of upset stomach, heartburn, or indigestion.

I. DENTAL

The dental clinic provides a program for quality dental health care within available resources. After-hours emergency dental care is screened by on-duty medical personnel and redirected as necessary. By statutory authority, inmate co-payments are required just as they are in medical.

Inmate dental care consists of three (3) components:

1. Emergency Dental Services:

If you declare a dental emergency, you will be seen as soon as possible by dental staff or, if after hours, by on-duty medical personnel.

Examples of dental emergencies are: fracture of the jaw, trauma of the mouth area, abscesses, swelling, and uncontrolled bleeding from the mouth.

The treating dentist and/or medical staff will determine if the condition presented is a true emergency. No co-payment will be charged in a true dental emergency.

2. Urgent Non-emergency Dental Services (Sick-Call):

If you feel you cannot wait for a routine appointment and yet do not meet the criteria for emergency dental services, you can report to dental sick-call. Dental sick-call is held Monday through Friday. A co-payment will apply.

3. **Regular Comprehensive Dental Care:**

1. You are eligible for regular full dental care (exams, cleanings, fillings, etc.) after a minimum of six (6) months of continuous incarceration in the Department of Corrections. If you are seeking regular comprehensive dental care, you must submit a request on form DC6-236, Inmate Request, to the dental clinic. Your name will be placed on an appointment list and you will be scheduled to begin dental care as time and resources permit. A co-payment will apply.
2. It is your responsibility to watch the call-out sheets and to keep dental appointments. You must **ARRIVE ON TIME**. If you are more than fifteen (15) minutes late, the dental appointment will be canceled and you may face disciplinary action.

When you report to the dental clinic, you must observe the following rules:

- a. Advise security personnel and/or dental clinic staff that you are reporting for a dental appointment or emergency.
 - b. No smoking is permitted in the dental clinic.
 - c. Objects should be removed from your back pockets to avoid damaging the dental chair.
 - d. All hats and sunglasses must be removed while you are in the dental clinic.
 - e. Sit down in the waiting area until you are called. If you have to go to the rest room, notify security personnel and/or dental clinic staff so that your location is known.
 - f. Remain quiet and orderly while waiting. If you cause problems and are asked to leave, your appointment will be canceled.
3. Dental clinic personnel will provide you with dental care within Department of Corrections' standards and as time permits. The dentist will determine dental priorities. The most serious problems have priority. The dentist will develop a treatment plan to meet your needs. Failure to follow dental plan/suggestions may result in the plan being reevaluated.
 4. The Department of Corrections is not required to replace teeth extracted and does not guarantee completion of your dental treatment while you are incarcerated.

5. If you are released before completion of your dental care, it is your responsibility to obtain the remaining dental treatment.
6. Brush your teeth after meals and before bed. The use of dental floss loops to clean between teeth is recommended. Cut down on sweet foods, such as candy, gum, and mints containing sugar.

REMEMBER, THERE IS NOTHING A DENTIST CAN DO WHICH WILL OVERCOME WHAT A PATIENT WILL NOT DO.

J. **MENTAL HEALTH**

1. **Necessary mental health services are available to all inmates.**

NOTE: All services are considered confidential. However, there are some situations when mental health staff are **REQUIRED** to act on information you provide, even in a counseling or therapy session. Information that is not covered under the privilege of confidentiality and which will be reported include such information as: threats to escape, threats to harm oneself or others, and alleged or actual abuse. It is the decision of the health care provider or Department of Corrections' policy as to what is reported.

2. **You can get an appointment with mental health services by:**

- a. Submitting an inmate request form addressed to mental health;
OR
- b. Signing up for sick-call and note that you want to speak with mental health staff.

3. **Non-emergency Procedure:**

- a. When you are experiencing emotional/mental discomforts that significantly interfere with your day-to-day routine, send a DC6-236, Inmate Request form stating your wish to see a mental health staff member.
- b. Mental health services are available to you if you feel you are in need of counseling. A co-payment will apply.

4. **Emergency and Crisis Procedure:**

If you feel you are experiencing an emergency condition causing you severe emotional/mental stress (including evenings, weekends, and holidays), inform your dormitory officer, work supervisor, correctional officer, or other institutional staff of the nature of the emergency. Mental health staff and/or medical staff will determine if the condition presented is a crisis or an actual emergency. The officer will make the necessary referrals. No co-payment is charged if mental health staff determines the condition presented is a valid mental health emergency.

5. **Services Provided:**

a. Mental health services that are generally available include the following:

- (1) When you arrive at an institution, you will receive orientation (both verbally and in writing) to mental health services available to you. The written description will be available in English and Spanish.
- (2) If you are new to an institution, you may be seen for an interview depending upon your mental health history.
- (3) If you are assigned to special housing, mental health staff will conduct weekly rounds. If you wish to speak with someone in mental health, you should inform the staff at that time or the request can be made during special housing rounds.
- (4) Group treatment may be provided on various topics.
- (5) Your mental health record is reviewed after every transfer as needed.

b. **Among the services that mental health staffs provide are:**

- (1) Mental health screening and evaluations.
- (2) Crisis intervention.
- (3) Individual counseling and therapy.
- (4) Group counseling.
- (5) Case management.
- (6) Psychiatric consultation and care.
- (7) Referrals for higher levels of care.

K. **SPECIALTY CLINICS**

If you suffer from a chronic illness that requires on-going medical treatment, you may be assigned to one of the following chronic clinics:

1. Respiratory
2. Endocrine
3. Miscellaneous
4. Cardiovascular
5. Tuberculosis
6. Immunity
7. Neurology
8. Gastrointestinal
9. Oncology

Assignment to a chronic clinic will result in your being seen at regular intervals as determined by your physician. However, if your condition requires more intense treatment, you may be scheduled more often.

L. **REFUSAL OF MEDICAL TREATMENT**

You have the right to refuse medical treatment. If you wish to use this right, you will be asked to sign DC4-711A, *Refusal of Health Care Services* in the presence of an appropriate health care staff responsible for counseling. If you refuse to sign the DC4-711A, the notation patient refuses to sign will be entered on the form and witnessed by two (2) staff members. The DC4-711A will be placed in your medical record. Even if you refuse certain medical care, services may be performed if it is necessary to treat a life-threatening condition.

M. **PREVENTION**

1. Entry Assessments—If you are a new inmate, you will be seen within twenty-four (24) hours of arriving at a correctional institution by a medical staff member.
2. End of Sentence (EOS) Exams—If you are at your end of sentence, you will be required to have an exam by the physician or clinical associate.
3. A periodic screening will be scheduled every five (5) years until the age of fifty (50), and then annually unless you are in a chronic illness clinic.

N. MEDICAL PASSES

Due to your medical condition, it may become necessary to provide you with a medical pass. The medical pass provides you certain physical exemptions as part of your medical treatment. Typical medical passes include bed rest lay-in, special diet, no shave, or medication/treatment passes. If you are issued a medical pass, you are required to adhere to the provisions of the pass at all times. Failure to do so may result in the medical pass being revoked and/or disciplinary action being taken. **You must carry your pass on your person at all times.**

Normally, medical passes are issued for a specific period of time. All passes will have a start date and a stop date. The length of time that a pass is valid is based upon medical judgment. It should not extend beyond twelve (12) months.

PLEASE BRUSH YOUR TEETH, BATHE, AND SHAVE BEFORE YOU COME TO THE MEDICAL UNIT, THE MENTAL HEALTH UNIT, OR THE DENTAL UNIT.

Institution-specific information will be provided as an attachment to this handbook.

RULES OF THE DEPARTMENT OF CORRECTIONS CHAPTER 33-103 (EXCERPT)

Rule 33-103.008 Grievance of Medical Nature.

(1)(a) If a formal grievance of a medical nature is filed at the institutional level, it shall be forwarded to the institution's chief health officer for investigation and response. Following preparation of a response and signature of the responding employee, the grievance shall be returned to the warden or assistant warden or deputy warden to ensure appropriate filing and routing. If the chief health officer is not the responding employee, the chief health officer shall review and initial the response prior to returning the grievance. Other procedures applicable to the processing of a formal grievance of a medical nature are as stated in Rule 33-103.006, F.A.C.

(2) If a grievance appeal of a medical nature is received at the Office of the Secretary, the Bureau of Policy Management and Inmate Appeals shall forward the grievance to the Office of the Assistant Secretary for Health Services for investigation and response. The disclosure of medical information in a grievance authorizes staff to review the information and to use and disclose the medical information necessary to investigate in order to respond. Following preparation of a response and signature of the responding employee, the grievance shall be returned to the Bureau of Policy Management and Inmate Appeals to ensure appropriate filing and routing. Other procedures applicable to the processing of a grievance appeal of a medical nature are as stated in Rule 33-103.007, F.A.C.