



NON-EMERGENCY MEDICAL CARE

POLICY.

It is the policy of the Deschutes County Sheriff's Office – Adult Jail (AJ) that all inmates have the opportunity to request written medical assistance. Their requests will be documented and processed by qualified health personnel. In the absence of qualified health personnel, the Health Trained Deputy (HTD) will ensure timely access to health care. All inmates lodged in the AJ will have the right of access to medical services provided under these medical policies. Health care encounters will be private, with a deputy present.

PURPOSE.

The purpose of this policy is to set forth guidelines for the non-emergency care of inmates who are in AJ custody.

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 available to inmates every day of the week. A *Health Care Request Form No. 545* will be made available daily to each inmate (upon request) during the regularly scheduled evening supply pass. The forms will be collected daily from inmates by a Health Trained Deputy (HTD), nurse or Behavioral Health Specialist. At lodging, members will explain to inmates how to see a nurse or obtain medical attention.

A-2. Facility Nurse Review. Daily, a nurse will review all Health Care Request Forms, schedule a sick-call evaluation with in-custody inmate(s), provide appropriate medical

service for non-emergency illness or injury if necessary, and determine which inmate medical requests require referral to the Medical Director.

- A-4. Medical Director.** The Medical Director 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 a supervisor, nurse or Medical Director as appropriate.

If an inmate has a complaint or grievance regarding health services in the facility, they will request an *Inmate Grievance Form No. 611*, fill it out and submit it to a supervisor. A supervisor may interview the inmate and/or conduct an investigation into the matter.

The Medical Director will be notified of all inmate medical grievances and may consult with a supervisor 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. The inmate may submit a grievance appeal, pursuant to the appeal process in AJ policy, [CD-6-7, Inmate Grievance](#).

FORMS USED:

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