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|  <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p> | DAI Policy #: 500.10.08 | Page 1 of 3 |
| | Original Effective Date: 08/03/97 | New Effective Date: 08/20/24 |
| | Supersedes: 500.10.08 | Dated: 11/28/22 |
| | Administrator's Approval: Sarah Cooper, Administrator – 08/01/24 | |
| | Required Posting or Restricted: | |
| <input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted | | |
| Chapter: 500 Health Services | | |
| Subject: Access to Care | | |

POLICY

The Division of Adult Institutions shall ensure PIOC have access to care for their serious medical, dental and mental health needs.

REFERENCES

National Commission on Correctional Health Care, Standards for Health Care in Prisons, 2018 P-A-01, Access to Care
Wis. Stat. s. 302.38 – Medical Care of Prisoners
Wis. Stat. s. 302.385 – Correctional Institution Health Care
Wis. Stat. s. 302.386 – Medical and Dental Services for Prisoners and Forensic Patients

DEFINITIONS, ACRONYMS AND FORMS

ADA – American with Disabilities Act

BHS – Bureau of Health Services

HCR – Health Care Record

HSM – Health Services Manager

HSU – Health Services Unit

NC4 – Nurse Clinician 4 refers to the clinician who has oversight of operations at their designated Centers within the Center System.

PIOC – Persons in our Care

WICS – Wisconsin Integrated Computer System

PROCEDURE**I. Access to Care**

- A. Access to care means that in a timely manner, PIOC can:
1. Be seen by a qualified healthcare professional.
 2. Is rendered a clinical judgment.
 3. Receive care that is ordered.

- B. PIOC shall be notified, upon admission, of the process to request healthcare.

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| Chapter: 500 Health Services | | |
| Subject: Access to Care | | |

- C. The facility HSM/NC4 shall identify and eliminate any unreasonable barriers to PIOC receiving healthcare. Examples of unreasonable barriers include the following:
1. Punishing PIOC for seeking healthcare for their needs.
 2. Assessing excessive fees that prevent or deter PIOC from seeking healthcare.
 3. Deterring PIOC from seeking healthcare, such as holding sick call outside of standard HSU hours of operation, when this practice is not reasonably related to the needs of the facility.
 4. Understaffed, underfunded or poorly organized systems that are not able to provide appropriate and timely care.
 5. Have a utilization review process that inappropriately delays or denies necessary healthcare.
 6. Unreasonable delays to care and treatment.
 7. Unreasonable delays in implementing approved medical accommodations, medical restrictions and safety measures.
- D. Security/custody classification or Restrictive Housing placements shall not be a barrier in access to healthcare.
- E. PIOC requests for medical accommodations, medical restrictions and safety measures shall be reviewed and implemented in a timely manner, and documented in the HCR.
1. Accommodations for medical restrictions and PIOC safety measures shall be implemented within 24 hours.
 2. Healthcare staff shall communicate requests for approved accommodations, medical restrictions and safety measures to the appropriate security personnel and custody staff at the facility. The special handling accommodation shall be placed in WICS. A call to appropriate staff to expedite communication and provide clarity shall be made.
 3. ADA accommodations, medical restrictions and safety measures shall reflect a wholistic review of PIOC needs and may require additional actions through a multidisciplinary approach implemented for PIOC safety.
 4. Any anticipated delays in implementing PIOC safety measures shall be documented and addressed.
 5. The healthcare staff ordering the medical accommodation or restriction shall be notified of any delay and they shall document a reasonable timeframe for implementation.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

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| Facility: Name | | |
| Original Effective Date: | DAI Policy Number: 500.31.34 | Page 3 of 3 |
| New Effective Date: 00/00/00 | Supersedes Number: | Dated: |
| Chapter: 500 Health Services | | |
| Subject: Access to Care | | |
| Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation | | |
| Warden's/Center Superintendent's Approval: | | |

REFERENCES

DEFINITIONS, ACRONYMS AND FORMS

FACILITY PROCEDURE

- I.
 - A.
 - B.
 - 1.
 - 2.
 - a.
 - b.
 - c.
 - 3.
 - C.

II.

III.

RESPONSIBILITY

I. Staff

II. Inmate

III. Other