

 <p style="text-align: center;"><b>DIVISION OF ADULT INSTITUTIONS</b></p> <p style="text-align: center;"><b>POLICY AND PROCEDURES</b></p>	<b>DAI Policy #:</b> 500.30.57	<b>Page</b> 1 of 3
	<b>Original Effective Date:</b> 01/06/14	<b>New Effective Date:</b> 09/07/23
	<b>Supersedes:</b> 500.30.57	<b>Dated:</b> 08/31/20
	<b>Administrator's Approval:</b> Sarah Cooper, Administrator – 07/31/23	
<b>Required Posting or Restricted:</b>		
<input checked="" type="checkbox"/> <b>PIOC</b> <input checked="" type="checkbox"/> <b>All Staff</b> <input type="checkbox"/> <b>Restricted</b>		
<b>Chapter:</b> 500 Health Services		
<b>Subject:</b> Information on Health Services		

## POLICY

The Division of Adult Institution shall, upon arrival at the facility, inform PIOC of the availability of health care services and how to access them.

## REFERENCES

Standards for Health Services in Prisons, National Commission on Correctional Health Care, 2018 P-E-01 – Information on Health Services

DAI Policy 300.00.35 – Americans with Disabilities Act

DAI Policy 300.00.61 – Language Assistance for LEP Inmates

DAI Policy 316.00.01 – Inmate Copayment for Health Services

Wisc. Stat. s. 302.38 – Medical Care of Prisoners

Wisc. Stat. s. 302.385 – Correctional Health Care

## DEFINITIONS, ACRONYMS AND FORMS

POC-0046 – Notice to All Patients – Access to Health Care

PIOC – Persons in our Care

Written Information – May take the form of a facility handbook, a handout or posting in housing areas.

## PROCEDURES

### I. General Guidelines

- A. A POC-0046 sign explaining how to access health care shall be posted in the intake/processing area.
- B. Within 24 hours of their arrival, PIOC shall be provided with written, verbal, electronic or video information about HSU that includes information about:
  1. How to access emergency and routine medical, mental and dental health services.
  2. Fee-for-service (copayment) information on DAI 300.00.35; DAI 316.00.01.
  3. The grievance process for health-related complaints.
- C. Procedures shall ensure PIOC who have difficulty communicating (e.g., non-English speaking, intellectually or developmentally disabled, illiterate, mentally ill, visually impaired, and deaf) understand how to access health services.

<b>DAI Policy #:</b> 500.30.57	<b>New Effective Date:</b> 09/07/23	<b>Page</b> 2 of 3
<b>Chapter:</b> 500 Health Services		
<b>Subject:</b> Information on Health Services		

**II. Information Provided to Patients About the Availability of Health Care Services**

- A. If provided by facility staff, the content shall be reviewed and approved by the Health Service Manager/designee.
- B. Written instructions may take the form of a handbook, a handout, or postings in the housing area.
- C. Electronic information may be provided on kiosks or video.
- D. There shall be signage (POC-0046) in the intake area instructing PIOC how to access care for immediate health needs. It shall include at minimum:
  - 1. How to request routine health care.
  - 2. How to request emergency health care.
- E. Facilities shall ensure translated signage is posted in accordance with DAI Policy 300.00.61.

**DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES**

<b>Facility:</b> Name		
<b>Original Effective Date:</b>	<b>DAI Policy Number:</b> 500.30.57	<b>Page</b> 3 of 3
<b>New Effective Date:</b> 00/00/00	<b>Supersedes Number:</b>	<b>Dated:</b>
<b>Chapter:</b> 500 Health Services		
<b>Subject:</b> Information on Health Services		
<b>Will Implement</b> <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
<b>Warden's/Center Superintendent's Approval:</b>		

**REFERENCES**

**DEFINITIONS, ACRONYMS AND FORMS**

**FACILITY PROCEDURE**

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

II.

III.

**RESPONSIBILITY**

I. Staff

II. PIOC

III. Other