

POLICY E-01 INFORMATION ON HEALTH SERVICES

<p align="center"><b>POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</b></p>	<p align="center"><b>POLICY NUMBER</b> E-01</p>	<p align="center"><b>TOTAL PAGES</b> 2</p>
	<p><b>RELATED NCCHC / ACA STANDARDS:</b>                  NCCHC: P-E-01 (essential), J-E-01 (essential),                  MH-E-01 (essential)                  ACA: 5-ACI-6A-01 (Mandatory), 5-ACI-6A-02,                  4-ALDF-4C-01 (Mandatory), 4-ALDF-4C-02</p>	
<p><b>CHAPTER:</b> 11 BUREAU OF HEALTHCARE, SUBSTANCE ABUSE, AND MENTAL HEALTH SERVICES</p>	<p><b>SUBJECT:</b> INFORMATION ON HEALTH SERVICES</p>	
<p><b>APPROVED BY THE BUREAU CHIEF:</b> Deputy Chief, Michael Records (signature on file with BHSAMH)</p>		
<p><b>APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE</b> Commissioner Monroe B Hudson Jr. October 20, 2021 (signature on file with BHSAMH)</p>		
<p><b>APPROVED FOR PUBLIC RELEASE</b></p>		

- I. **AUTHORITY:** 11 *Del. C.* §6536 Medical Care
- II. **PURPOSE:** Information about healthcare services is fundamental to the provision of care in a correctional setting. Therefore, all offenders arriving at a facility must receive information about accessing all healthcare services and the Fee for Service (Co-Pay) Program.
- III. **APPLICABILITY:** All Delaware Department of Correction (DDOC) employees and Contract Provider staff, offenders, and any outside healthcare provider servicing DDOC offenders.
- IV. **DEFINITIONS:** See Glossary
- V. **SUMMARY OF CHANGES:** There were no significant changes made to this policy. Examples of the types of behavioral health services were listed out for clarification.
- VI. **POLICY:**
  - A. It is the policy of the DDOC that upon admission at a DDOC facility, all offenders are informed both verbally and in writing of the availability of healthcare services and how to access those services. All written material must be conveyed in language that is easily understood by each offender. This will be accomplished in the following ways:
    - 1.A sign explaining how to access health services is posted in the intake/receiving room area.
    - 2.All offenders will be advised, in writing, at the time of admission to a DDOC facility, information about the following:
      - a. How to access emergency and routine medical, dental, and behavioral health services (includes mental health, substance use treatment, medication assisted withdrawal (MAW), and medication assisted treatment (MAT) services)

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- b. The fee for service (co-pay) program
    - c. The grievance process for healthcare complaints
  - 3. Procedures are in place to ensure that offenders who have difficulty communicating (e.g., non-English speaking, intellectually or developmentally disabled, illiterate, mentally ill, visually impaired, hearing impaired, etc.) understand how to access healthcare services.
    - a. The use of interpreters or assistive devices is recommended and should take into account the specific offenders needs and abilities.
    - b. Offenders and correctional officers should not be used as interpreters except in an emergency.
- B. It is the policy of the DDOC that there will be a co-pay program in place for offenders accessing healthcare services at DDOC facilities.
  - 1. Co-pay charges for healthcare services are as follows:
    - a. \$4.00 for offender initiated sick call request
    - b. \$2.00 for each prescription
    - c. First pair of eyeglasses are free – replacements are \$2.00
    - d. \$4.00 for dentures, when seen at first appointment
    - e. \$4.00 for replacement/repair when needed
  - 2. All offenders will be advised, in writing, at the time of admission to a DDOC facility of the guidelines of the co-pay program.
  - 3. Offenders will not be denied care due to lack of available funds.
  - 4. Co-pays will not be charged when appointments or services, including follow-up appointments are initiated by medical or security staff.
  - 5. Services excluded from the co-pay program include:
    - a. Initial health assessments
    - b. Health assessments required by policy
    - c. Any chronic care clinic, including any behavioral health services which also includes ordered medications to maintain health
    - d. Emergency care
    - e. Infirmary care
    - f. Behavioral health services
    - g. Ordered laboratory and diagnostic services
    - h. Diagnostic and treatment of contagious/communicable diseases
  - 6. Co-pays will not be charged when seen by one or more providers for the same problem three times in a seven-day period.
  - 7. Healthcare staff will not collect co-pays
  - 8. Grievances and other relevant data are reviewed by the site Health Services Administrator (HSA) to ensure that the co-pay program is not impeding offender access to healthcare services.
- C. The Contracted Medical Provider shall develop within 30 days of the effective date of this policy, a site-specific procedure for each Level 4 and Level 5 facility implementing this policy and coordinating the procedure with the BCHS.