

Section 10: Medical / Mental Health

Subject: Complaints

Minimum Standard: 5120:1-8-09

Revised:

Authorized: _____ Effective date: _____
Sheriff Paul A. Sigsworth

POLICY

The Erie County Jail shall ensure that there is a daily procedure whereby inmates have an opportunity to report medical and mental health complaints through health trained personnel, or for urgent matters, to any jail employee. The jail employee shall contact the appropriate medical or mental health department immediately. An inmate grievance system for medical and mental health treatment shall be established by the health authority. Both daily complaints and grievance shall be addressed in a timely manner, recorded and maintain on file, reviewed daily by qualified health care personnel and treatment or follow-up shall be provided as necessary.

PROCEDURE

- A. Inmates are able to express medical complaints daily for review by the nursing staff by filling out an Inmate Request Slip, marking the Nurse Box. In the comment field they will list the reason for the medical complaint.
 - a. Any Corrections Officer who receives a request slip from an inmate will place a MDRQ (Medical Request) Event in the Jail Shift Log in the Jail Record Management System.
 - b. This event will include:
 1. Date and Time request received
 2. Officer entering the event.
 3. Inmate making the request.
 - c. These complaints will be:
 1. Addressed in a timely manner
 2. Recorded and Maintained on File
 3. Reviewed Daily by qualified health care personnel and treatment of follow-up shall be provided as necessary.
- B. Inmates may file a grievance concerning medical staff and/or treatment using the procedure outline in this policy in Section 14 Grievances.
 - a. These grievances will be:
 1. Addressed in a timely manner.
 2. Recorded and Maintained on file.
 3. Reviewed Daily by qualified health care personnel and treatment of follow-up shall be provided as necessary.
- C. Any Corrections Officers who becomes aware of a medical and/or mental health complaint that requires urgent attention will notify the shift supervisor:
 - a. The Shift Supervisor will:
 1. Speak with the inmate and assess the situation.
 2. Contact the on duty or on call Nurse and advise them of the situation.
 3. Notify the Jail Administration and/or designee, if necessary.