

GUIDE FOR:

When

YOU

are in the
hospital.

FAQ FOR INCARCERATED PEOPLE ABOUT
TRANSFER TO OUTSIDE HOSPITALS

RE:STORE
JUSTICE

**IF YOU ARE MOVED FROM A CDCR PRISON
TO AN OUTSIDE HOSPITAL DURING THE
COVID-19 PANDEMIC, OR YOU WANT TO
KNOW HOW YOU CAN BEST BE PREPARED IF
THAT HAPPENS, THIS GUIDE IS FOR YOU.**

Your Basic Rights

If you have been moved to an outside hospital, your basic rights are listed below.

Incarcerated patients are not “wards of the state” and prison staff (wardens, custody officers/guards) do not make medical decisions for patients.

This means:

You have the right to receive the same quality of care as anyone else in the community. This is guaranteed by the U.S. Constitution.

You have the right to make your own medical decisions and the right to choose someone else who can make decisions for you. This person is called a “surrogate decision maker.”

You have the right to all the same services as other patients, including visits from social workers and chaplains.

How do I get permission for my loved one to receive my medical information and updates about my condition and care?

Incarcerated people's medical information is confidential and protected by various laws including the Health Insurance Portability and Accountability Act. (This is usually just called HIPAA).

If you want your loved one to be able to get information about your medical situation, you need to fill out/have on file a CDCR 7385 Authorization for Release of Information. A copy is enclosed at the end of this packet or you can request one from the health care clinic at your institution.

Without approval from you, your loved one will not be provided with any information relating to your health or condition.

If you have been transferred to an outside hospital, tell your doctors that you want your loved ones to get medical updates about your care. The doctors will then ask permission from the prison to contact your family. Then your loved ones will usually be allowed to receive this information.

If you are so sick that you can't make medical decisions for yourself, doctors from the hospital will contact the person you said should make medical decisions for you (your "surrogate decision maker"). Hospital doctors do have to get permission from the prison before contacting that person.

If you have a 7385 form on file, a hard copy (paper version) of this can be sent with you to the hospital.

You may also have completed a form with your decisions about what type of health care you want if you are so sick that you are unable to communicate this to your health care providers. These forms are called a "POLST" or an "advanced care directive."

If you are transferred to the hospital and don't have this form with you, the doctors should check to find out if you have one by contacting the prison you came from.

What is a "Surrogate Decision Maker"?

A "surrogate decision maker" is a person who makes health care decisions for you if you are unable to make them for yourself. This could happen if you are so sick that you become confused or unconscious, or if you have to be put on a ventilator ("life support") if you are having very severe lung problems.

Incarcerated patients are not "wards of the state" and prison staff (Wardens, custody officers/guards) do not make medical decisions for patients. They also cannot sign papers for incarcerated patients.

**YOU HAVE THE RIGHT TO CHOOSE YOUR OWN
SURROGATE DECISION MAKER.**

If you have not chosen a surrogate decision maker, there are guidelines the hospital follows about what to do. In that case, the prison should help doctors contact your family members to see if they might be good people to serve as surrogate decision makers for you.

You are asked to complete a "Next of Kin" Form 127 every year. If you don't have the form, or the form is very out of date, you can ask the prison to update your form. The Correctional Counselor I is the person to contact to find out about this form which is in the CDCR database (SOMS).

Communicating with Doctors and Hospital Staff

Medical staff at outside hospitals usually are not allowed to contact your loved ones without first talking with CDCR/CCHCS custody staff.

Doctors at the outside hospital may be able to give your loved ones updates by phone but contact has to first go through the prison. Once the prison has contacted your loved ones, they will allow doctors from the outside hospital to continue to give your loved ones updates by phone.

Doctors and other health care providers are not allowed to tell your loved ones the location of the hospital you are in, or any details about any plan for when you may leave the hospital.

If there are questions or concerns about what communication is allowed, the hospital can ask the Watch Commander, the Assistant Warden of Healthcare or the medical leadership.

What happens if Correctional Staff (COs - Correctional Officers, "Custody", or "Guards") say that a critically ill patient can't have phone calls or visits with family?

Some correctional staff who are guards at outside hospitals may not know what contact is allowed or not allowed. They may not be aware that contact with family is often allowed when a patient is seriously ill.

If this is your situation, you or the hospital can speak to the Assistant Warden for Healthcare or the prison's medical leadership to clear up what is allowed.

Are patients allowed to be in direct contact with their families while hospitalized? What if a patient is dying - or likely to die - at an outside hospital?

Patients are usually not allowed to speak directly with their families while hospitalized. But if correctional staff have authorized it, critically ill (and dying) patients may be allowed to have an in-person or video goodbye visit.

What if doctors are not able to reach anyone at a prison, but must contact a family member or surrogate decision maker if there is an emergency and they need to be in contact?

In an emergency, doctors at the outside hospital should do what they would do for a non-incarcerated patient. They are supposed to first contact the prison, and then reach out to your loved ones.

If they can't reach the prison, in an absolute emergency it is okay for the doctors to call your family directly.

Contact Information for Medical Providers at the Prison:

The people in charge of medical care at each prison are the "Chief Medical Executive" (CME) and the "Chief Physician and Surgeon (CP&S)". The name of the Health Care CEO for each prison is on the main website for the institution.

The best way to contact the prison is to call the "Triage and Treatment Area" (TTA). This area is open 24/7 and is staffed by a Registered Nurse at all times. This nurse should be able to look at the electronic medical record to see if you have a POLST or Advanced Directive for Health Care, or other important information.

Medical Department Contact Numbers

BY PRISON

AVENAL STATE PRISON - (ASP)

(559) 386-0587 EXT. 2336

CALIPATRIA STATE PRISON - (CAL)

(760) 348-4610

CALIFORNIA CITY CORRECTIONAL FACILITY - (CAC)

(760) 246-7600 EXT. 7240

CALIFORNIA CORRECTIONAL CENTER - (CCC)

(530) 257-2181 EXT. 4718

CALIFORNIA CORRECTIONAL INSTITUTION - (CCI)

(661) 823-5054

CENTRAL CALIFORNIA WOMEN'S FACILITY - (CCWF)

(559) 665-8102

CALIFORNIA STATE PRISON, CENTINELA - (CEN)

(760) 337-7900 EXT. 6955

CALIFORNIA INSTITUTION FOR MEN - (CIM)

(909) 606-7270

CALIFORNIA INSTITUTION FOR WOMEN - (CIW)

(909) 597-1771 EXT. 3791

CALIFORNIA HEALTH CARE FACILITY - (CHCF)

(209) 467-1800

CALIFORNIA MEN'S COLONY - (CMC)

(805) 547-7900 EXT. 4099

CALIFORNIA MEDICAL FACILITY - (CMF)

(707) 448-6841 EXT. 2098

CALIFORNIA STATE PRISON, CORCORAN - (CSP-COR)

(559) 992-8800 EXT. 6902

CALIFORNIA REHABILITATION CENTER - (CRC)

(951) 739-3598

CORRECTIONAL TRAINING FACILITY - (CTF)

(831) 678-3951 EXT. 4126

CHUCKAWALLA VALLEY STATE PRISON - (CVSP)

(760) 922-5300 EXT. 7069

DEUEL VOCATIONAL INSTITUTION - (DVI)

(209) 835-4141 EXT. 5881

FOLSOM STATE PRISON - (FSP)

(916) 608-3162

HIGH DESERT STATE PRISON - (HDSP)

(530) 251-5100 - EXT. 7777

IRONWOOD STATE PRISON - (ISP)

(760) 921-3000 EXT. 5496

KERN VALLEY STATE PRISON - (KVSP)

(661) 721-6300 EXT. 5996

CALIFORNIA STATE PRISON, LOS ANGELES COUNTY - (LAC)

(661) 729-2000 EXT. 7841

MULE CREEK STATE PRISON - (MCSP)

(209) 274-4911 EXT. 6104

NORTH KERN STATE PRISON - (NKSP)

(661) 721-2345 EXT. 6007

PELICAN BAY STATE PRISON - (PBSP)

(707) 465-1000 EXT. 4636

PLEASANT VALLEY STATE PRISON - (PVSP)

(559) 935-4900 EXT. 5434

RICHARD J. DONOVAN CORRECTIONAL FACILITY - (RJD)

(619) 661-6500 EXT. 7088

CALIFORNIA STATE PRISON, SACRAMENTO - (SAC)

(916) 985-8610 EXT. 5511

SUBSTANCE ABUSE TREATMENT FACILITY - (SATF)

(559) 992-7100 EXT. 4112

SIERRA CONSERVATION CENTER - (SCC)

(209) 984-5291 EXT. 5115

CALIFORNIA STATE PRISON, SOLANO - (SOL)

(707) 454-3497

SAN QUENTIN STATE PRISON - (SQ)

(415) 454-1460 EXT. 3457

SALINAS VALLEY STATE PRISON - (SVSP)

(831) 678-5500 EXT. 6259

VALLEY STATE PRISON - (VSP)

(559) 665-6100 EXT. 6562

WASCO STATE PRISON-RECEPTION CENTER - (WSP)

(661) 758-8400 EXT. 7543

Inmate* (a.k.a. Incarcerated Person) Health Care Inquiry Line

The California Correctional Health Care Services (CCHCS) Inmate* (a.k.a. Incarcerated Person) Health Care Inquiry Line (916) 691-1404 is the place to report concerns regarding the medical care provided to incarcerated people by the California Department of Corrections and Rehabilitation. In most cases, concerns should be reported to the warden or chief medical executive before using the Inmate Health Care Inquiry Line.

- Callers may leave a voice mail message containing the details of their concerns. It is best to also email a written statement.

- Those individuals who submit issues of concern will receive a written response if the incarcerated person has a form 7385 on file which allows the CCHCS to release medical information to any individual, including family members.

To contact the California Correctional Health Care Services by mail, write to:

California Correctional Health Care Services
Health Care Correspondence and Appeals Branch
P.O. Box 588500
Elk Grove, CA 95758

By Email: CPHCSCCUWeb@cdcr.ca.gov

Telephone: (916) 691-1404

Fax (916) 691-2406 to the attention of the Health Care Correspondence and Appeals Branch.

*A note about language: Labels such as inmate, offender and felon are dehumanizing and harmful. We urge everyone to use humanizing language and use the term "incarcerated person".

Contacting the Office of the Ombudsman

If you are hospitalized and you are unable to receive information about them and have not had success in reaching out to the Medical CEO at their home institution, you can reach out to the Ombudsperson for their institution.

You may contact the Office of the Ombudsman by calling (916) 445-1773, completing the Ombudsman Contact Form, or writing to:

California Department of Corrections and Rehabilitation
Office of the Ombudsman
1515 S Street
Sacramento, CA 95811

This guide was adapted by Re:Store Justice from a guide for Providing Acute Care for Seriously Ill Incarcerated Patients created by Brie Williams, MD, MS and Leah Rorvig, MD, MS.

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Amend at UCSF is a health-focused correctional culture change program led by experts in medicine, infectious diseases, public health, and correctional health and policy that is providing correctional leaders, policymakers, and advocates the evidence-based tools they need to protect the health and dignity of those who live and work in jails and prisons during the COVID-19 pandemic.

For more information: <https://amend.us/covid>

RE:STORE

JUSTICE

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www.restorecal.org

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Re:Store Justice

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