

GUIDE FOR:

**When your**

**LOVED ONE**

**is in the  
hospital.**

FAQS FOR FAMILY MEMBERS AND LOVED  
ONES OF INCARCERATED PEOPLE

**RE:STORE**  
**JUSTICE**

IF YOUR LOVED ONE HAS BEEN MOVED FROM  
A CDCR PRISON TO A HOSPITAL OUTSIDE  
THE PRISON DURING THE COVID-19  
PANDEMIC, THIS GUIDE IS FOR YOU.

## Basic Rights for Incarcerated Loved Ones

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

This means:

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

Incarcerated patients have the right to make their own medical decisions and the right to choose someone else who can make decisions for them (if they are too sick to make their own medical decisions). This person is called a “surrogate decision maker.”

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

## How do I get permission to receive my loved one's medical information and updates about their 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 to be able to get information about your loved one's medical situation, they need to fill out/have on file a CDCR 7385 Authorization for Release of Information. You can receive a copy here or by having your loved one request one from the health care clinic at his/her institution. - Or you can print a copy and send to your loved one to complete.

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

If your loved one has been transferred to an outside hospital, the hospital can give you updates after they get permission from the prison. Doctors from the hospital will also contact you if you are your loved one's surrogate decision maker and decisions need to be made about your loved one's care.

If your loved one has a 7385 Form on file, a hard copy (paper copy) of this can be sent with them to the hospital.

Your loved one may also have completed a form with information about what type of health care they would want if they were seriously ill. This form also includes information about who should make medical decisions if they are so sick they can't communicate with their health care providers. These forms are called a "POLST" or an "advanced care directive."

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If your loved one is transferred to the hospital and doesn't have this form with them, the doctors should check to find out if they have one by contacting the prison they came from.

## What is a "Surrogate Decision Maker"?

A "surrogate decision maker" is a person who makes health care decisions for your loved one if your loved one is unable to make them for themselves. This could happen if your loved one is so sick that they become confused or unconscious, or if they have to be put on a ventilator ("life support") if they 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.

**YOUR LOVED ONE HAS THE RIGHT TO CHOOSE  
THEIR OWN SURROGATE DECISION MAKER.**

If your loved one has 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 family members to see if they might be good people to serve as surrogate decision makers for the patient.

Your loved one is asked to complete a "**Next of Kin**" **Form 127** every year. If they don't have the form, or the form is very out of date, you can ask the prison to look at old visiting logs to show that you should be a surrogate. These logs can show that you have a connection with your loved one if there isn't any other official documentation about your relationship. 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 about your Loved One

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

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

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

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## **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 you.

## **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 your loved one has 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](mailto: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 your loved one is 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**

**Website**

[www.restorecal.org](http://www.restorecal.org)

**Address**

**Re:Store Justice**

1370 N. St. Andrews Place  
Los Angeles, CA, 90028

**Email**

[info@restorecal.org](mailto:info@restorecal.org)