

GRIEVANCE MECHANISM FOR HEALTH COMPLAINTS

STANDARD NO(S):

NYSSA# 143

DATE:

July 06, 2009

REVISED: 01/14/2011

REFER TO:

Nancy Osborne, RN

I. OBJECTIVE: To establish the Seneca County Correction Facility's policy and guidelines for the handling inmate medical grievances.

II. POLICY: The medical unit will be subject to and comply with the facility's grievance program as established in the Grievance Policy.

III. DETAILS:

- A.** The Health Authority / Facility Physician will work with the Chief Administrative Officer / Grievance Coordinator to ensure that all inmate complaints are handled according to the facility's grievance program.
- B.** Immediate resolution is expected if the complaint involves the inmate's access to health care.
- C.** When a complaint about health care services is received, the health record is reviewed and if necessary the inmate is interviewed. A written response will be given in accordance with the facility's grievance program.
- D.** Every effort will be made to resolve the inmate's complaint.
- E.** If the complaint can not be resolved, the inmate may request an appeal in accordance with the facility's grievance program.
- F.** The Grievance Coordinator will provide the Chief Administrative Officer and the Health Authority with a review and summation of all health related grievances. This information will be included in the "Quality Improvement" portion of [medical] staff meetings.