



CALIFORNIA CORRECTIONAL
HEALTH CARE SERVICES



CALIFORNIA DEPARTMENT *of*
CORRECTIONS AND
REHABILITATION

PATIENT ORIENTATION TO HEALTH CARE SERVICES



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Approved Abbreviations

Acquired Immunodeficiency Syndrome (AIDS)

Administrative Segregation Unit (AdSeg)

Americans with Disabilities Act (ADA)

California Department of Corrections and Rehabilitation (CDCR)

CDCR 7362, Health Care Services Request Form (sick call slip)

California Medical Facility (CMF)

Central California Women's Facility (CCWF)

Cognitive Behavioral Intervention (CBI)

Correctional Clinical Case Management System (CCCMS)

Dental Priority Classifications (DPC)

Developmental Disability Program (DDP)

Directly Observed Therapy (DOT)

Durable Medical Equipment (DME)

Electronic Health Record System (EHRS)

Enhance Out Patient (EOP)

Human Immunodeficiency Virus (HIV)

Identification (ID)

Integrated Substance Use Disorder Treatment (ISUDT)

Interdisciplinary Treatment Team (IDTT)

Keep-On-Person (KOP)

Limited English Proficiency (LEP)

Licensed Vocational Nurses (LVNs)

Medication Assisted Treatment (MAT)

Mental Health Crisis Bed (MHCB)

Milestone Completion Credits (MCC)

Nurse Administered (NA)

Opioid Use Disorder (OUD)

Psychiatric In-Patient Program (PIP)

Physician Order for Life Sustaining Treatment (POLST)

Psychiatric Technicians (PTs)

Prison Rape Elimination Act (PREA)

Reception Center (RC)

Recreational Therapists (RTs)

Registered Nurses (RNs)

Secured Housing Unit (SHU)

Test of Adult Basic Education (TABE)

Triage and Treatment Area (TTA)

Tuberculosis (TB)

Introduction

The “Patient Orientation to Health Care Services,” will guide you on how to get health care while you are in a California Department of Corrections and Rehabilitation (CDCR) facility. Health care services are given through clinics, treatment areas and special housing units to meet your health care needs. This handbook will tell you about the health care services we offer and how to ask for them.

This handbook contains information about:

Medical Services:

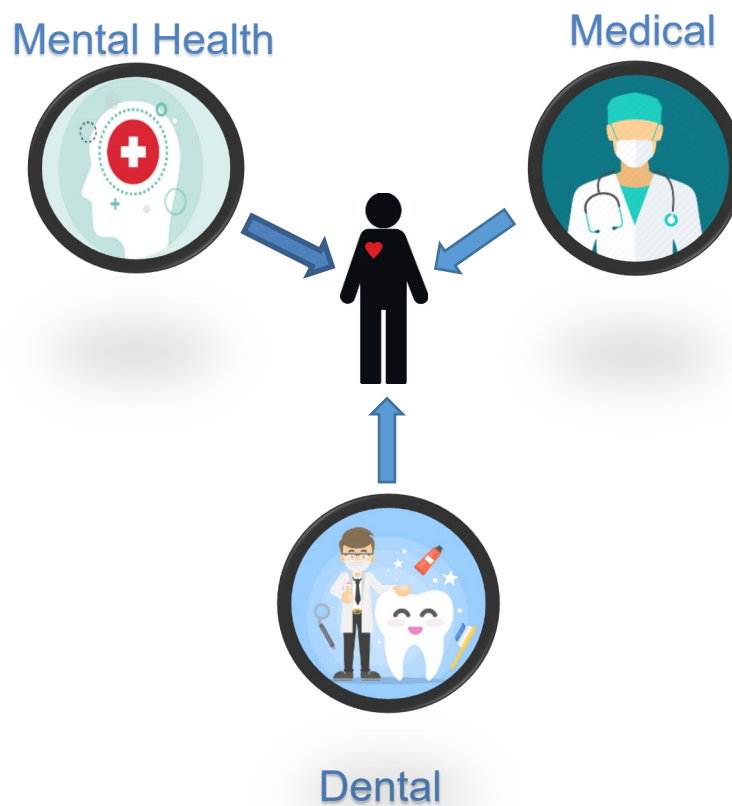
Medical care is provided to you for diagnosis, prevention, and treatment of illness and disease.

Mental Health Services:

This service supports your emotional well-being and provides diagnosis and treatment of mental illnesses and disease.

Dental Services:

Dental services will provide care for your teeth and gums.



When You Arrive at a CDCR Facility

A nurse will ask about you about your health and if you are disabled. You will be seen by a clinical staff member such as a nurse, mental health staff member, dentist, or doctor. Things to expect:

- You may get a skin test for tuberculosis (TB) placed in your forearm. It will be checked after two to three days.
 - If you have had a positive TB test before, tell the nurse. You may need to get a chest x-ray or a blood test for results.
- You will be offered testing for diseases that you can get from sex or drug use.
- You will be asked if you use alcohol or drugs, and if you qualify, will be offered treatment for substance use disorder.
- You will be asked if you are taking medicines and why you are taking them. The nurse will ask the doctor if you should continue taking these medicines.
- If you have had major illness or surgery in the past, you may want to sign a release of information CDCR form 7385 to request your medical records be sent to CDCR.
- Females will be offered a Pap smear and breast exam to screen you for cancer. You will also be checked to see if you are pregnant. If you are pregnant, you will get care during your pregnancy and after you have your baby.

Identification Card

You will receive an ID card. Always bring your ID card to make sure your health record is linked to you when you appear for:

- Clinic visits.
- Getting your medicine.
- Going for off-site treatment.

Housing

Your assigned housing may be based on your health care needs:

- If you need extra help in dealing with your health care issues.
- If you are at risk of getting diseases like Valley Fever.

Patient's Rights

You have the right to:

- Access health care services.
 - You do not have to pay any medical bills related to your health care.
 - If you get a medical bill, ask a health care staff to fix it.
- Access your health record.
- Keep your health records private.
- Release your health record to any person with your consent.
- Ask to correct your health record.
- Get treated for diseases and disability.
- Ease serious pain.
- Be treated with respect at all times.
- Be free from any form of abuse.



- Make decisions about your health care, such as:
 - End of life care wishes or plan of care. This is done by filling out an Advance Directive for Health Care or Physician Order for Life Sustaining Treatment (POLST) forms. Talk to your health care team about these forms.
 - Choose a person to decide on your health and care if you cannot decide for yourself.
- Ask health care staff questions about your disease, treatment, and outcome of treatment.
- Have your approved legal agent talk to your health care team about treatment choices.
- Use a person to translate for you if English is not your first language.
- Give informed consent to any treatment or other plan of care.
- Be informed of the rules and complaint process.
- Refuse any treatment or procedure except as required by law such as:
 - TB testing and treatment.
 - When the court orders you to take certain medicine or treatment.
- If you refuse, you will be told the risk to your health for not taking treatment or not following the plan of care, and you will sign a refusal form.

Your rights, as listed above, can only be denied or limited for good cause. Care can be denied or limited based on certain rules or as approved by law. Why your rights were denied or limited are entered in your health record.

Working With Your Health Care Team

You will be assigned to a health care team at the prison. The health care team includes a doctor, nurses, dentist, scheduler, mental health provider and YOU. Your health care team will help ensure you receive the health care you need. You are an important part of the health care team. You are expected to:

- Tell the health care team about any changes in your health or mental state.
- Talk to your health care team if you are using alcohol or drugs like heroin or methamphetamine.
 - Your team cannot give you the right help if they do not have the full picture of your health.
 - What you tell a health care team member is NOT shared with custody.
- Follow the treatment plan by taking your medicines, lab tests, and procedures.
- Show up to your health care visits.
- Tell your health care team if you need more information, do not agree with the treatment plan, or do not want medical care.
- Be respectful when talking to members of your health care team.

How to get Health Care Services

- 1) Fill out a CDCR 7362 (sick call slip). This slip can be found in the housing units and clinics. You can also ask custody or health care staff for a sick call slip.
- 2) If you need help, custody or a health care staff member can help you fill out the sick call slip.
- 3) Drop your sick call slip in the locked boxes at your housing unit. You can also give it to any health care staff or custody officer at any time.

- 4) The nurse collects and reviews the sick call slips daily.
- 5) If the health problem you wrote is not serious, the nurse will see you the next day. During weekends or holidays, the nurse will see you when the clinic opens.
- 6) If it is a serious health concern, the nurse will see you on the same day.
- 7) You will get a pass from a custody officer on the day of your visit.

Ducats or Passes

A ducat or pass is used to show custody and others that you have a health care appointment. The ducat or pass will have the location, date, and time of your health care visit. Even if you do not want to take part in the health care clinic visit, you still must go to the clinic in person, talk to your health care team and sign a form that you refuse the visit.

Emergency Health Care

If you need health care urgently, tell any custody or health care staff and you will be taken to the TTA or primary care clinic. You will receive an evaluation and treatment. If your health problem is serious, custody may call health care staff to come to you (sometimes called “man-down”). The health care staff will assess your health problem and decide the care you will need. The nurse may call the doctor for direction and may send you out to a local hospital for further care if needed.



Telemedicine

Some of your health care may be given by telemedicine. Your doctor or medical specialist visit will be done over video (A) instead of in-person (B). The nurse will help you during this visit so that you can interact with the doctor or medical specialist who is connected by video.



Americans with Disabilities Act

All CDCR prisons have an ADA Inmate Assistance Program. This program is to help if you have a disability that may stop you from getting to:

- Programs.
- Services.
- Activities.

ADA workers are trained to support participants with disabilities and are known by their labeled vest. Staff can ask for their assistance as needed.

Developmental Disability Program

A staff member will meet with you and ask questions to assess your thinking and learning skills. This will help to place you in the correct housing to ensure that:

- You receive proper support.
- Your basic needs are met.
- You understand CDCR rules.

Disabled Person

Inform your health care team if you have one or more of these, and they will assess you if you need more help:

- Blind or have vision problems.
- Deaf or have hearing problems.
- Mute or have problems talking.
- Problem with walking.
- Problem with learning.
- Problem with mental health.
- Problem with doing daily task or work.

The health care team may ask you to wear a special vest for your safety.

Durable Medical Equipment

The health care team may order certain devices such as durable medical equipment or arrange for certain accommodations to help you. You can keep ordered devices as long as you need them unless:

- They pose a safety or security risk.
- Your care team decides you no longer need it.
- You have tampered with or altered it.

DME may include:

- Walkers-wheelchairs-canes.
- Orthopedic braces and shoes.
- Hearing aids.
- Blood sugar monitor.
- Sleep apnea machine.
- Oxygen tank.
- Nebulizer machine.

Effective Communication

Staff will make sure to give you information that you can understand. They will also help if you have problems understanding details related to:

- Medical exams.
- Procedures.
- Proceedings or hearings.

Notify the health care team if you have any problems with:

- Hearing.
- Vision.
- Speech.
- Test of Adult Basic Education (TABE).
- Learning abilities.
- Limited English Proficiency (LEP).
- Mental health concerns.
- Developmental disabilities.



Asking for Help

If you need help with understanding information, ask health care staff for:

- A translator if English is not your first language.
- A person that does sign language.
- Use of common words, and speaking slowly or louder to help you understand what is said.
- A pen and paper to write if you cannot speak.
- An explanation of what is being said if you have a hard time hearing the loud speakers.

Electronic Health Record System

CDCR keeps your health records electronically. If you have questions about the EHRS, feel free to ask your nurse or doctor.



Release of Health Care Information

If you or someone else wants to look at your health record, you need to:

- Fill out a CDCR 7385, Authorization for Release of Protected Health Information form.
- Turn it in to the Health Information Management (Health Records) Department.

The CDCR 7385 must:

- Be signed by you or your authorized legal representative.
- List the information (type of health records) you want released.
- Say who receives the information and their address.
- Say why they need the information.
- Say when the authorization expires (up to a year).
- Choose a time for the information to be ready.

Health care information and records, including treatment for substance use disorder, are confidential and shared only with the treatment team except under certain situations including but not limited to:

- During medical emergencies.
- If required by legal proceedings such as, but not limited to, Board of Parole Hearings.
- Purposes of audit or program evaluation.
- If permitted by law.

Complaints About the Health Care You Receive

If you have any complaints about your health care or health care staff, you can file a CDCR 602 HC, Health Care Grievance. You can find this form in the housing units and in the law library. You must turn in supporting forms with your complaint. Submit this form and supporting forms to the health care grievance coordinator.

There are two levels of review for health care grievances. You can look at the California Code of Regulations, Title 15, Sections 3999.225 through 3999.237 to find more information.

Prison Rape Elimination Act

Sexual harassment, any sexual contact between inmates or between an inmate and staff is not allowed. If you become a victim of sexual assault or sexual harassment, tell custody staff or your health care team right away. Preserve any proof of sexual assault. If you do not want to talk to staff, please tell a friend or family member to make a report for you.

Cognitive Behavioral Intervention Classes

The Division of Rehabilitative Programs (DRP) will sign you up for CBI Life Skills classes. These classes will help you understand how the way you think and feel can lead to poor choices and behaviors. If you have substance use issues, you will be signed up for specific CBI classes to help you become sober and live a healthier life. Classes focus on education, promote recovery, and teach you healthy coping strategies to help with your addiction.

MEDICAL SERVICES



Medical Services

You are assigned to a primary care team who will help you with your medical care needs. This medical care includes both prevention and treatment of illness and disease.

Prescribed Medicine

When medicine is prescribed or ordered by your health care team, you will go to the medicine line to either get up to a month's supply of medicine to take yourself as instructed on the label or the nursing staff will give you a single dose to be taken right then at the medicine line.

There are scheduled times that you will go to the medicine line. The custody staff in your housing unit will tell you the time and place, and how the medicine line works in your area.

- You must pick up KOP medication within four days after being told it is ready for pick up.
- You should never take medicine that was given to another person, or medicine that does not have a label.
- **Over-the-counter medicine:** Some medicines are available in the canteen. There are limits to how many over-the-counter medicines you can get each month. The rules are posted in the canteen area.

Moving to a Different Institution and Your Medicine

If you move to another institution, it is important that all of your medicine goes with you. The medicine you get from the nurse at the medicine line will be sent by them to your new institution. It is your job to take all of your KOP medicine with you. Do NOT pack medicine in your property since you may not get your property for a couple of days. Keep the medicine separate from your other belongings, and the nurses will be sure your medicine goes with you.

Refusing Prescribed Medicine

You have the right to say no to taking medicine. In some cases there may be a court order making you to take medicine where you cannot refuse. Tell your health care team if you have side effects or other problems with the medicine you are taking and/or if you do not want to take your medicine anymore.

Medicine Refills

- If you need a medicine refill, fill out a sick call slip (CDCR 7362) and ask for more medicine, for example "Running out of Pepcid, please refill". It is best if you write the exact name of the medicine on the CDCR 7362 so your health care team knows exactly what you need. You may also ask the medicine line nurse to ask for a refill for you.
- Medicine that you take every day for chronic conditions such as High Blood Pressure will be refilled regularly without you asking. If you are prescribed medicine for a chronic condition and have no more refills, your health care team will get a message from the pharmacy to reorder it. If you have not been seen recently and your health care team has questions, they may ask you to come for a clinic visit before re-ordering the medicine.



- Medicine which is only used as needed or others such as creams, ointments, and inhalers are not refilled unless you ask for a refill. If the label says, "REQUEST REFILL," you will need to ask for a refill using the CDCR 7362 as described above.
- You will be told when your medicine(s) are ready for pick up. You have four days to pick them up, after that, they will be returned to the pharmacy. If your work hours makes it hard to pick up your medicine, tell one of the nurses or custody officers.
- When a dose is changed before the 30-day supply has been used up, there may be times when you are asked to bring old medicine container with you when you pick up your new medicine.

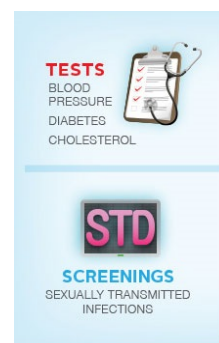
Medical Tests

Certain tests and exams may be needed to check your health such as blood tests, x-ray, scans or other tests. There are some tests where fasting (not eating from midnight until test is done in the morning) is needed for the test. For some tests, you may have to put urine or stool in a plastic cup with a cover. You will be given a paper with directions of what to do before each test. If you have questions, be sure to ask. Your health care team will give you the results either by mail or a face-to-face visit.



Preventive care services are offered to keep you healthy, stop you from getting serious diseases, and find out early if you have a serious disease. These include:

- Cancer screening (like testing stool to look for colon cancer).
- Vaccines (like flu and COVID shots).
- If you use tobacco, helping you to quit.
- Classes on healthy life styles.
- Measuring your weight and blood pressure.
- If you are 35-70 years old, checking your blood sugar.
- Testing to see if you have hepatitis, HIV, or other diseases.



Screening for Diseases

- Every year, you will be asked questions to see if you might have TB. You cannot refuse the annual TB questions.
- **HIV test:** HIV is a virus that causes AIDS. You may ask for a HIV test. Your health care team will talk to you about the results.
- **Valley Fever screening:** Cocci is caused by a fungus that lives in the soil in certain parts of California. It can enter your body. Most of the time it does not cause a problem. However, for certain groups of people (high risk), the Cocci fungus can cause severe illness or death.
 - You will be offered a skin test to see if you have been exposed to this fungus. People who have been exposed are mostly safe to be housed in any institution.

People who have not had prior exposure to Cocci and have some high risk medical conditions will not be housed in an institution in an area where Cocci is common.

- **Hepatitis B and C screening tests:** Hepatitis B and C are infections of the liver caused by viruses. Your health care team will recommend testing for both hepatitis B and C.
- You may also ask to be tested for other hepatitis diseases.

Both types of hepatitis can be passed from person to person by sharing needles or other items that may have blood or other body fluids on it. Ways to protect you from getting this disease:

- Do not share things like needles or straws used for drug use.
- Use a condom during sex. You can get condoms in your housing unit. **Note:** Although you can get condoms, sex is not allowed while in prison and is illegal.
- Do not share ANY needles (tattooing or piercing).
- Do not share any forks, knives, spoons.
- Do not share razors, nail clippers, or toothbrushes.
- If you do not have hepatitis B, you can get a vaccination to stop you from getting it.

There is medicine treatment for hepatitis C. You will be offered this medicine if you have hepatitis C. Over 90% of people who take the full course of medicine are cured of their hepatitis C. Hepatitis B is more difficult to treat and in most cases you will need to see a specialist if you have hepatitis B. Both types of hepatitis can lead to liver cancer if not treated.

Prevention of Communicable Diseases

People who live in prisons can get sicknesses that can easily be passed from person to person. People can quickly pass sicknesses like COVID-19, flu, chicken pox, mumps and monkey pox to another person. This will cause a lot of people in the prison to be very ill. Getting a shot may help keep you well. Health care will check your health record and offer you shots to protect you such as:

- COVID-19.
- MMR (Measles, Mumps and Rubella).
- Varicella (Chicken Pox).
- Hepatitis A.
- Hepatitis B.
- Tetanus (Tdap).
- Influenza (Flu).

To prevent the spread of sickness:

- Wash your hands.
- Keep your area clean.
- Don't share personal things.
- Visit the doctor when you are sick.

The vaccines for COVID-19 work very well and have been shown over and over to help people avoid severe illness, hospitalization and death related to COVID-19. You are strongly encouraged to get the COVID-19 vaccine and recommended boosters.

Your health care team will discuss other ways to help you stay free of COVID-19. These include wearing a mask, keeping your distance from other people, getting tested, and being treated early when testing positive and showing even mild to moderate symptoms.

Dietary Services and Counseling

CDCR gives you three meals a day. Each meal has MORE calories than you need so you can skip eating something in your meal that you do not like and still get enough calories. If you always eat all the food on your tray at every meal, you may gain weight.



If you have medical conditions, your health care team may order a special diet, extra snacks, vitamins or give you other advice based on your health care needs. They may also refer you to a Registered Dietitian to talk about how the food you eat can affect your health and what you may need to change. Talk with your health care team if you have food allergies, religious, or dietary restrictions.

Your health care team will talk with you about:

- How to stay healthy.
- Treatments for conditions you may have.
- Any special health care that you may need.
- Any health education or information you may want.

Health care education topics may include:

- Wellness.
- Prevention.
- Information about newly diagnosed illness or disease.
- Treatment plan (for example, diet, medicines, special braces, or equipment).
- Tests.
- Procedures.
- Before and after surgery care.
- Following your treatment plan.
- Lifestyle changes (for example, exercise, quit smoking, nutrition).

What Are Opioids?

Opioids are a class of drug that activates receptors in the brain that relieves pain and triggers other chemicals in the brain that can cause a euphotic (“high”) feeling and be very addictive. There are many types of opioids including illegal drugs such as heroin, as well as legal prescription medicines used to treat pain, such as morphine, codeine, methadone, and hydrocodone.

Opioid Overdose

At high doses, opioids cause breathing to slow or possibly stop. Each year dozens of people in CDCR die of accidental overdose, usually linked to opioid use. Illegal street drugs such as heroin are often mixed with other dangerous drugs or chemicals like fentanyl. Many CDCR

patients have died of accidental overdose due to using street drugs that they did not know what was in them. Suspected opioid overdoses may be investigated by custody.

What Happens to Your Body When You Overdose?

- You stop breathing.
- Your brain does not get oxygen.
- Your heart stops beating.
- If not treated quickly, there is a strong chance that you will die.

What Are the Signs and Symptoms of an Opioid Overdose?

- Cold clammy skin
- Slow, shallow or no breathing.
- Fingernails or lips turning blue/purple.
- Extremely small “pinpoint” pupils.
- Slow heartbeat.
- Sleepy and not responsive.
- Vomiting.

What Can You Do to Prevent Death From Opioid Overdose?

- If you, your cellmate, or someone else has the signs above, call for help right away!
- Do not take medicine that is not prescribed to you.
- Do not drink alcohol.

CDCR uses Narcan (also known as naloxone) which is a medicine that reverses the effects of opioids. Using Narcan, with the help of emergency services (911), will increase the chances of survival. People releasing from CDCR are given Narcan to take with them when leaving.

Integrated Substance Use Disorder Treatment Program

CDCR and CCHCS have a program to treat persons with SUD. The program includes:

- Screening every person arriving at the RC for substance use disorder (SUD).
- Referring each person to services based on their own needs.
- Programs or classes for people with SUD at every institution.
- Medications to treat patients with opioid use disorder or alcohol use disorder.
- Random monitoring with urine drug screens.
- Supportive housing options to support ongoing recovery
- Linking those releasing with community health care teams and services for continued treatment.
- Giving persons releasing from CDCR a supply of Narcan.

The goal of ISUDT is to improve the health of the CDCR population, decrease deaths from overdose, help make institutions safer for all who work and live in them, increase the chance for successful rehabilitation programming, and help people be successful when they go back to their home communities.

If you want treatment for SUD, turn in a CDCR 7362 (sick call slip) and speak with health care staff. Health care staff can help you get treatment and education.

Palliative Care

Palliative care is care that focuses on improving the quality of life for patients facing chronic, serious and life-shortening illness. If you have a life-shortening illness, you may have the choice to go to the hospice unit at the CMF or SNF at CCWF where the health care staff are very skilled in taking care of patients close to the end of life. You may also be eligible to apply for compassionate release. Talk to your health care team to discuss your preferences for palliative care and if you may be eligible for compassionate release.

Advance Care Planning

Advance care planning tells both your family and your health care team about your wishes in the event you are not able to speak for yourself if you are really sick or hurt. Changes in your health may happen when you do not expect it. It is important to complete advance care planning forms to help others know what type of medical care you want and who can serve as a decision maker when you are no longer able to interact with your health care team. You can change these forms at any time if you change your mind, get new information, or there is a change in your health.

An Advance Directive for Health Care and POLST are legal forms that you complete to tell your health care team what type of care you want if you are seriously ill or injured and unable to make decisions.

- An Advanced Directive allows you to:
 - Choose a person to make health care decisions for you when you cannot make them.
 - Tell the health care team about any wishes you have such as you not wanting to be on breathing machines if you are dying.
 - Tell the health care team if you want to donate any organs or tissue after death.
- A POLST is a medical order form that gives direction that is more specific over health care treatments for those who are seriously ill. Speak with your doctor and discuss your medical condition, treatment options, and your choices for end of life care such as CPR, mechanical breathing, using a feeding tube, or your preference to focus on comfort care.

If you fill out one of these forms, you can change your wishes at any time. Discuss with your health care team if you want to complete these forms, have any questions, or wish to make changes to existing forms.

MENTAL HEALTH SERVICES



It's OK to get help

Mental Health Services



You can ask for Mental Health any time, day or night, seven days a week. Mental Health is private. Mental Health provides someone to listen to your feelings and problems and help when you do not know what to do. You can also ask Mental Health about medicine, if you need it.

Mental Health CARES about you!

What You Need to Know

- **You are not alone.** You might feel like you are, but it is normal to feel tired, stressed and unable to think, especially in prison. Many people have hard times. Some may even think about suicide. Talking about it helps.
- Keep as safe as you can. Do not use drugs or drink alcohol. They change the way you think and cause you to act badly. In the end, drugs and alcohol make you feel worse.
- Take all your medicine. Do not stop or change medicine until you and your doctor decide together. Do not take medicine from other people or share yours. Only take medicine your doctor prescribed for you.
- When you are not doing well, ask for help right away. Find a staff you trust and talk to them. There are people who will help when you ask.

When you need help, talk to any staff. If you cannot talk to staff, send in a sick call slip. Give this paper to staff or put it in the locked sick-call mailbox in your housing area.

**ASKING FOR HELP IS A
STRENGTH, NOT A
WEAKNESS.**

Staff or Self-Referral

When you turn in a sick call slip, ask for Mental Health or ask staff to send you to Mental Health. Write as much information as you can about your problem. Make sure to include your name and CDCR number. Please do not hide problems or think you have to make up symptoms to get help. It is best to tell the truth about the things you find hard to cope with so you can get the help you need. Mental Health will see you within seven days if your request is not an emergency. When you need care quickly, Mental Health will see you as soon as possible. Tell staff right away if you are thinking about hurting or killing yourself or others.

Mental health problems are hard to manage.

Ask for help, if you:

- Feel:
 - Trapped.
 - Ashamed and guilty.
 - Very angry.
 - Depressed and anxious.
 - Feel alone or lost.

- Do not care about yourself. If you are making bad decisions and think you have nothing to lose.
- Are using alcohol or drugs.
- Are overwhelmed by problems in prison or at home and think you cannot handle it. Are you afraid of others, having legal issues, or facing more time? Are you going through divorce/break-up, no contact with your kids, death or sickness of a loved one?
- Have long-lasting pain or a serious illness.
- Are angry, scared, or do not know how to cope with being in AdSeg/STRH or SHU/LTRH.
- Are not able to sleep and eat right. Are you sleeping and eating too much or not at all?
- Are not able to enjoy things. Do you believe everything is meaningless?

Serious Signs Before Suicide

- Wanting to die or not wake up.
- Feeling tired of living.
- Thinking suicide is the only thing that will stop your feelings or physical pain.
- Having no hope.
- Giving away your things.
- Planning how to kill yourself.
- Deciding when to kill yourself.
- Saying goodbye to the people you love.
- Writing letters to tell the people you love that you are sorry for killing yourself.



STOP BEFORE YOU ACT!

Mental Health Crisis

TELL STAFF RIGHT AWAY if you are planning to kill yourself or someone else. If you are confused and cannot think or have other mental health problems, **there is ALWAYS help.**

Mental Health Treatment

Mental Health treatment is free for you. Some ways to see Mental Health are:

- Asking staff to refer you to Mental Health.
- Telling intake staff at Reception about your problems.
- Turn in a sick call slip to ask for Mental Health services.

In private, Mental Health will ask questions about your history and issues. Tell them if you have ever been treated or taken medicines for these problems. Mental health problems include:

- Not understanding life in prison and the rules.
- Having issues you do not think you can deal with in prison like debts, fear for your safety, or legal trouble. Facing problems at home you do not know how to cope with like parting ways, child custody, and loss of loved ones.
- Feeling depressed and worried.



- Being traumatized (sexual, physical, emotional abuse, or gang involvement).
- Hearing voices or sounds that other people cannot hear.
- Seeing things other people cannot see.
- Feeling strange for reasons you do not understand.
- Thinking or planning to harm or kill yourself or someone else.

If you need mental health help, there are four levels of care. In EOP or CCCMS, you normally get treatment on the yard. For AdSeg, EOP patients go to EOP-AdSeg and CCCMS patients go to STRH. For SHU, EOP patients go to PSU and CCCMS patients go to LTRH. In MHCB or PIP (Acute or Intermediate), you receive treatment in a hospital. In all levels of care, your IDTT will work with you to decide the best program, and you will:

- Have a primary doctor.
- Get appointments and cell visits.
- Be part of your own treatment plan.
- Be able to say no to treatment, unless the court orders it.

Your Treatment Team will include:

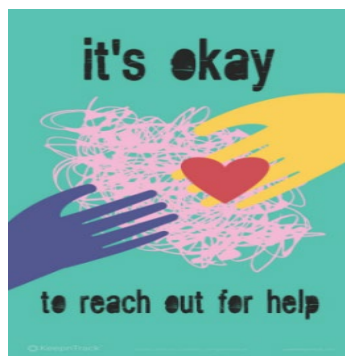
- Doctors, who are Psychologists (Mental Health doctors that cannot prescribe medicine).
- Social Workers.
- Psychiatrists (Mental Health doctors that can prescribe medicine).
- Other kinds of therapists, like Recreational Therapists (RTs) and Music Therapist.
- Nursing staff, who are Registered Nurses (RNs), Licensed Vocational Nurses (LVNs), and Psychiatric Technicians (PTs).

Mental health services can include:

- Individual therapy.
- Medicine.
- Groups and fun activities.

In EOP, you can earn MCCs and get a chance to reduce your sentence. TCMP may work with you to help in your parole planning. Mental Health works with everyone in CDCR and CCHCS to ensure your treatment plan best meets all your program needs.

Give yourself the chance to hope again. Come see Mental Health Staff!



DENTAL SERVICES



Dental Services

You will get dental services that a dentist decides are medically necessary as defined in the California Code of Regulations, Title 15 sections 3999.200 and 3999.98. You can find a copy in the law library.

Dental services may help take away tooth and gum pain. Dental services include finding and treating dental problems that may harm your health or make it hard for you to chew your food.

Dental Services Include:

- Exams.
- Cleanings.
- Amalgam (silver colored) fillings.
- Composite (tooth colored) fillings for front teeth only.
- Extractions/oral surgery (removal of teeth).
- Stainless steel crowns (caps).
- Full and partial dentures (false teeth).
- Treatment to help keep your teeth and gums healthy.
- Information to help you keep your teeth and gums healthy.

CDCR does NOT provide these dental services:

- Gold or porcelain crowns (caps) or bridges.
- Implants (artificial teeth that screw into the jaw).
- Orthodontics (braces).
- Bleaching of teeth (teeth whitening).
- Cosmetic dentistry (dental care only to make you look better).
- Root canals on back teeth.
- Root canal surgery.
- Treatment for pain in your jaw joints.
- Removal of wisdom teeth that do not need to come out.
- Surgery to remove wisdom teeth that are too hard to take out even for a specialist.

If you need dental services, submit a sick call slip.

You will get dental services on a priority basis. The dentist will decide the priority of your dental problems by doing a dental exam.

The Dental Priority Classifications

- DPC 1 – Urgent Care: You need treatment for an injury, pain, infection, swelling, or other serious dental problem.
- DPC 2 – Interceptive Care: You need less urgent, but not routine dental care. For example, if you have deep cavities, many cavities or if you do not have enough teeth to chew your food.
- DPC 3 – Routine Care: You need treatment for dental problems that are not serious and can wait. Your level of oral hygiene (how well you clean your teeth) and the time left on your sentence will determine if you qualify for DPC 3 services.

- DPC 4 – You do not need dental care.
- DPC 5 – You have special dental needs.

Emergency Treatment

Emergency dental treatment is available 24 hours a day, seven days a week. If you need dental care right away, tell any staff member. DPC 1 problems are more urgent so the dentist may need to treat them before taking care of DPC 2 or DPC 3 problems.

A dentist may do a screening at the RC and tell you that you need dental treatment. At the RC, you can only get treatment for emergency and DPC 1 dental problems. Dental staff at the RC may also teach you how to brush and floss your teeth if the dentist says you need help.

Requesting Treatment

Soon after you arrive at a mainline facility, dental staff will notify you that you can have a dental exam. After you receive the notification, you must submit a sick call slip if you want to see a dentist for a dental exam. The dentist will make a list of your dental problems during the exam.

You may get treatment for emergency and DPC 1 dental problems no matter how much time is left on your sentence. You may only get treatment for emergency, DPC 1, and DPC 2 dental problems if you have less than 12 months left on your sentence. If you have more than 12 months left on your sentence, you may get treatment for all your dental problems.

You must sign a consent form to give your permission for dental treatment. If you refuse dental treatment, you must sign a CDCR 7225-D, Dental Refusal of Examination and/or Treatment. You must come to the dental clinic, on time, for all dental visits to get treatment or to refuse treatment.

Dental Treatment and Medication

Some people take sublingual medication (Suboxone) for OUD. Many medications that dissolve in your mouth may make it easier to get cavities in your teeth or infections in your mouth. Concern for dental problems is not a good reason to avoid helpful or even life-saving medications. It is a good idea to take extra care of your dental health if you take sublingual medication like Suboxone following these steps:

- 1) Take medication properly as instructed
- 2) Rinse – After the medication is fully dissolved, take a large sip of water, swish it around and swallow.
- 3) Brush later – It is best to wait at least an hour before brushing your teeth.
- 4) Work with your dentist - It is important to ask for your dental exam when you get a notice saying you can have one. It is also important to ask for dental care if you notice changes in your mouth or have dental pain.

Treatment of DPC3

In order to get treatment of DPC 3 dental problems at a mainline facility (except for the treatment of gum disease), you must keep your teeth clean enough to have a good level of oral hygiene.

- A dental staff member will check how many of your teeth have plaque on them and figure out your plaque index score. Dental plaque is a sticky material on your teeth and gums that has bacteria in it. These bacteria cause cavities and gum disease. A plaque index score of 20% or lower is a good level of oral hygiene.
- When your plaque index score is higher than 20%, dental staff will offer to help you improve your score. They will do this by cleaning your teeth or by teaching you how to brush and floss. The plaque index score helps dental staff teach you how important it is to have clean teeth and gums.
- You must practice brushing and flossing for 30 calendar days after dental staff teaches you how to brush and floss your teeth. This is to see if your plaque index score gets better. You must submit a sick call slip at the end of the 30 calendar days to see if your plaque index score is good enough to qualify for DPC 3 dental services.

If your plaque index score remains higher than 20%, or if you refuse the instructions on how to brush and floss, you may receive only emergency, DPC 1, DPC 2 (depending on the time left on your sentence), and DPC 5 dental care.

A Guide to Dental Oral Hygiene (Self-Care)

What can I do to keep my mouth healthy?

- Eat a healthy diet.
- Limit snacks between meals.
- Brush and floss your teeth every day.

Brushing

Establish a routine for brushing your teeth.

- Brush twice a day, when you wake up and before you go to sleep.
- Brush for at least two minutes at a time.
- Use a soft bristled toothbrush with fluoride toothpaste or toothpowder.
- Hold the toothbrush at a 45-degree angle at the gum line.



- Brush all teeth. Start at one place and work all around the mouth.
- Gently brush the front, back, and chewing surfaces using small circular motions.



- Turn the toothbrush and use the tip to brush the back surfaces of the upper and lower front teeth.



- Brush your tongue.



- Rinse with water after you brush.

Flossing

Flossing between your teeth and under the gums is every bit as important as brushing. Use floss at least once a day.

CDCR has authorized you to use a dental flossing device.



How to use the flossing device:

- Position the floss over the spot where two teeth meet.



- With a rocking motion, apply gentle pressure to move the floss between the teeth.



- Slide the floss first under the gum around one of the teeth in a U shape.



- Move the floss up and down the side of the tooth 3-5 times. The floss needs to get under the gum.
- Reverse the U and floss the other tooth.



- Remove the floss and place it between the next two teeth.
- Repeat the process on all remaining teeth.
- After flossing, rinse your mouth with water.

It is up to you to protect your teeth and gums. Tooth decay and gum disease can harm your mouth and affect how you feel about yourself. Brushing and flossing daily will help prevent tooth decay and gum disease. So, take control now to keep your mouth healthy!

Keep your teeth and gums healthy

