

Article 4 – Telehealth

3.4.1 Telemedicine Services

(a) Policy

- (1) California Correctional Health Care Services (CCHCS) shall maintain a Telemedicine Services Program in California Department of Corrections and Rehabilitation (CDCR) institutions to provide care to the patient population in accordance with applicable state law and the Health Care Department Operations Manual (HCDOM).
- (2) Telemedicine services shall be utilized by institutions whenever possible to reduce custodial costs for specialty services delivered outside of the institution, increase community safety by reducing transports to outside facilities, and optimize availability of specialty care for institutions where specialists in the community are not readily accessible.
- (3) Primary care telemedicine and other medical services (e.g., dietary, HIV) shall be used as a resource for institutions with recruitment and retention issues and when providers are unavailable (e.g., military leave, sick leave, maternity leave).
- (4) CCHCS Telemedicine Services shall provide oversight to the statewide Telemedicine Services Program and shall be responsible for program scheduling, guidance, auditing, reporting, and training.
- (5) The Mental Health Program shall provide oversight for mental health telepsychiatry services

(b) Purpose

To ensure that Telemedicine Services meet the following guidelines:

- (1) Improve patient access to constitutionally adequate medical services utilizing telecommunications technology;
- (2) Provide medical specialty, primary care, and other medical services (i.e., dietary services) to the patient population;
- (3) Standardize the delivery of telemedicine services; and
- (4) Comply with legal and regulatory requirements related to telemedicine services.

(c) Responsibility

The Chief Executive Officer, or designee, at each CDCR institution shall ensure that the Telemedicine Services Program operates in accordance with applicable state law and the HCDOM.

References

- Health Care Department Operations Manual, Chapter 3, Health Care Operations
- Health Care Department Operations Manual, Chapter 1, Article 4, Health Care Governance and Administration, Professional Workforce
- Information Technology Business Continuity Disaster Recovery Plan

Revision History

Effective: 01/2002

Revised: 03/2015