

5.6.4 Working with Temporary/Relief Registry Providers

(a) Policy

The California Department of Corrections and Rehabilitation/California Correctional Health Care Services (CDCR, CCHCS) staff shall collaborate with a network contractor to develop and maintain a statewide Medical Registry Network and/or Dental and Mental Health Registry Network comprised of registry providers available to deliver temporary/relief medical, dental, and mental health care services to patients housed at CDCR institutions and facilities.

(b) Procedure

(1) Contract and Payment Rate Information

Contract information and payment rates shall be maintained as confidential between the contracting state entity and the network contractor. Releasing this information to temporary/relief registry providers working at the institution/facility or network vendors could result in potential breach of contract or legal actions brought by the network contractor. Institution/facility staff shall:

- (A) Not discuss or release any contract information, including payment rates, with temporary/relief registry providers.
- (B) Inform temporary/relief registry providers that they must contact their network contractor or the network vendor about contract information and payment rates if they inquire.

(2) Temporary/Relief Registry Providers Time Off and Work Schedule Changes

Approval for time off or schedule changes are granted only by the network vendor. The network contractor is responsible for coordinating any approved time off or schedule changes with the institution/facility staff and Direct Care Contract Section (DCCS) to ensure continued staffing coverage. Institution/facility staff shall:

- (A) Refer the temporary/relief registry providers to their network vendor for time off or work schedule change approval.
- (B) Immediately notify the assigned DCCS analyst via email and document in the Registry Workforce Management System when approached by temporary/relief registry providers for time off or schedule changes. DCCS shall coordinate with the network contractor and the institution/facility to ensure continued coverage is maintained and to request that the network vendor counsel the temporary/relief registry providers regarding the process for requesting schedule changes.

(3) Holiday Pay Rates for Temporary/Relief Registry Providers

- (A) Holiday pay is allowed only when included in the contract and for the specific temporary/relief registry classifications listed under the allowance in the contract.
- (B) Authorization from the institution Chief Executive Officer (CEO)/Chief of Mental Health (CMH)/Chief Medical Executive (CME)/Supervising Dentist (SD)/Division of Juvenile Justice (DJJ)/Associate Director (AD) or respective designee is required to receive holiday pay.
- (C) If holiday pay is allowed, pay will commence on the first shift work hours before the holiday through the third shift work hours of the actual holiday.
- (D) The temporary/relief registry provider timecard is reviewed and authorized by the CEO, CME or respective designee as required to receive holiday pay.
- (E) If temporary/relief registry providers have questions about holiday or overtime pay, or any timekeeping/related topics, they shall be directed to their network vendor.

(4) Temporary/Relief Registry Providers Disciplinary Process

Temporary/relief registry providers are not subject to the same Human Resources policies or procedures as civil service employees; therefore, institution/facility staff shall not pursue progressive discipline or provide an appeal process to temporary/relief registry providers who have been disciplined. However, temporary/relief registry providers working on-site at the institution/facility are required to adhere to all CDCR, CCHCS patient care and security policies and procedures.

- (A) Institution/facility staff shall report violations of CDCR, CCHCS patient care and security policies and procedures by temporary/relief registry providers to the network contractor by documenting in the Registry Workforce Management System.
- (B) Institution/facility staff shall also contact the DCCS Help Desk by e-mail at CCHCSHealthcareContractsHelpdesk@cdcr.ca.gov, or by telephone at (916) 691-0698.
- (C) DCCS will work with the network contractor and institution/facility staff to resolve issues in accordance with contract requirements.

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- (D) In cases of egregious performances that warrant removing a contractor and/or temporary/relief registry provider from an institution/facility, the institution/facility or Headquarters staff shall contact the DCCS Help Desk immediately upon removal by telephone or e-mail for instructions on how to proceed.
- (E) As a temporary measure and while pending a response from the DCCS Help Desk, institution/facility leadership may require temporary/relief registry providers to leave the institution/facility grounds immediately and revoke their access to the institution/facility by recovering their state ID badge and chits if their continued presence poses a safety and/or security risk to the institution/facility, other staff members, or patients.

References

- California Code of Regulations Title 15, Chapter 1, Subchapter 5, Article 2, Section 3415, Employees of Other Agencies
- California Correctional Health Care Services, Direct Care Contracts Section Directives and Procedures
<http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Resources.aspx>
- California Correctional Health Care Services, Direct Care Contracts Section Broadcasts
<http://lifeline/PolicyandAdministration/BusinessServices/MedicalContracts/Pages/Resources.aspx>

Revision History

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