

GEORGIA DEPARTMENT OF CORRECTIONS



**Standard Operating Procedures**

**Policy Name:** Offender Orientation for Access to Health Services

**Policy Number:** 507.04.20

**Effective Date:** 7/28/2020

**Page Number:** 1 of 2

**Authority:**  
Commissioner

**Originating Division:**  
Office of Health Services  
(Physical Health)

**Access Listing:**  
Level I: All Access

**I. Introduction and Summary:**

Upon arrival, offenders will be oriented regarding access to health services by facility personnel. This policy is applicable to all facilities that house Georgia Department of Corrections (GDC) offenders including county and private prisons.

**II. Authority:**

- A. GDC SOPs: 507.04.19 Receiving Screening and 507.04.25 Health Screening Offender Transfers;
- B. NCCHC Adult Standard: P-E-01;
- C. NCCHC Juvenile Standard: Y-E-01; and
- D. ACA Standards: 5-ACI-6A-01 (ref. 4-4344) (M), 5-ACI-6A-02 (ref. 4-4345), 4-ACRS-4C-01, 4-ACRS-3A-04, 4-ACRS-3A-05, 4-ALDF-2A-27, 4-ALDF-4C-01 and 4-ALDF-4C-02.

**III. Definitions: None.**

**IV. Statement of Policy and Applicable Procedure:**

- A. On the day of arrival at a diagnostic center or permanent facility, each offender will be provided written material orienting them to procedures for accessing health services followed by a verbal/video orientation within 72 hours. The orientation will include the following:
  - 1. Intake screening and medical diagnostics;
  - 2. Sick call;
  - 3. Medication administration;

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4. Chronic care clinics;
5. Infirmery care;
6. Urgent and Emergent care;
7. HIV, Hepatitis, other STDs, and TB education;
8. Offender health care concerns procedures;
9. Co-pay for medical services and medications; and
10. GDC Summary of Healthcare Benefits.

B. Orientation materials will be developed for offenders with special needs such as hearing, vision impairments, and language barriers in collaboration with the Statewide ADA Coordinator.

V. **Attachments:** None.

VI. **Record Retention of Forms Relevant to this Policy:** None.