

MEDICAL GRIEVANCE REVIEW

Purpose: The purpose of the Medical Grievance Review Committee is to address chronic complaints from inmates who wish to express concerns about their medical care. Through this process, inmates can express their problems and have resolution to those problems.

General Guidelines: Inmates who have written three (3) or more requests to Prison Health Services Medical about the same medical issue, and feel that their complaint has not been resolved satisfactorily, will be referred to the Medical Grievance Review Committee for immediate resolution.

Once the Committee has set a date and time for review of the inmate's Grievance or chronic complaint, the inmate shall be given written notification twenty four hours (24) prior to the hearing. Inmates may bring documentation to support their claim. The inmate will be able to ask questions relating to his/her complaint or grievance. After the inmate has made his /her presentation, they will be excused from the room for deliberation by the committee. A determination will be made by the Committee if the complaint or grievance is a valid medical issue. If the inmates complaint is determined to be "not a valid medical issue", the complaint will be referred to the proper Bureau within the Jail for review and resolution of non-medical issues/complaints if warranted.

If the inmates complaint or grievance is determined to be "valid" by the committee, recommendations will be forwarded to the Chief Medical Officer, by the Director of Nursing, consulting with the Health Services Administrator for Prison Health Services for resolution of the inmate complaint.

The inmate will be brought back into the room and be given a verbal report of the Committee's findings. The inmate will sign a Committee Review Attendance sheet, showing the date and time the hearing was held, and acknowledging that he /she will receive written notification of the Committee's findings and recommendations within forty eight (48) hours after the hearing. The Medical Grievance Review Committee will seat the following:

1. Director Of Nursing for Prison Health Services
2. Representative from Leon County Jail Medical Security Unit
3. Representative from The Leon County Jail Classification Unit
4. The Leon County Jail Contract Monitor
5. Prison Health Services Utilization Manager

A copy of the final findings of the committee will be distributed to the inmate's medical file and Contract Monitor, who will forward a copy to the Jail Administrator via chain of command.