



CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

VOLUME 11: TELEMEDICINE SERVICES	Effective Date: 01/2002
CHAPTER 1: TELEMEDICINE SERVICES PROGRAM	Revision Date: 03/2015
11.1.1: TELEMEDICINE SERVICES POLICY	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

I. POLICY

The 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 Inmate Medical Services Policies and Procedures.

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.

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).

CCHCS Telemedicine Services shall provide oversight to the statewide Telemedicine Services Program and shall be responsible for program scheduling, guidance, auditing, reporting, and training.

The Division of Health Care Services' Mental Health Program shall provide oversight for mental health telepsychiatry services.

II. PURPOSE

To ensure that Telemedicine Services meet the following guidelines:

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

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III. DEFINITIONS

Telemedicine Services: Through the Telemedicine Program, CCHCS coordinates with private health care entities to provide specialty care services using audio-visual technologies to California patients in CDCR institutions. The Telemedicine Program links health care providers and patients with high-definition cameras, electronic medical instruments, and voice to enhance physicians' abilities to diagnose and connect with patients remotely.

Telemedicine Services Program: Provides clinical, administrative, and operational support and oversight to Telemedicine Services to statewide institutions.

IV. RESPONSIBILITIES

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 Inmate Medical Services Policies and Procedures.

IV. REFERENCES

- Inmate Medical Services Policies and Procedures, Volume 4, Medical Services
- Inmate Medical Services Policies and Procedures, Volume 5, Nursing Services
- Information Technology Business Continuity Disaster Recovery Plan