

<b>TITLE: ACCESS TO MEDICAL CARE</b>	<b>POLICY #: 36</b>
Department: Program/Services	Effective Date: 06/25/01
	Applicable Standards:
	3-JCRF-4C-02
<b>Revisions: 7-30-03; 10-30-03; 12-28-07; 12-31-12; 12-9-13</b>	

Policy: All residents at the Ranch will have equal access to available health care services and a system will be administered to process complaints regarding health care.

Definitions: N/A

Procedures:

1. Notification of Access to Care and Processing Complaints

At the time of admission each resident will be informed verbally and in writing of his access to nursing services, routine medical services, and specialized medical care as needed and of the system to process complaints regarding health care. This information will be communicated in a language clearly understood by the resident. Medical practitioners employed by the agency will inform residents at the initiation of services of their duty to report incidents of child abuse and the limitations of confidentiality. **(115.361 d2)**

2. Health Care Services

All decisions concerning access to health care are made by health care staff. Medical office staff will arrange the necessary appointments for medical care unless an emergency arises. The Nurse will keep a log of all health care requests that will include the nature of the request, the resident involved, the date it was made and the date that medical care was received.

3. Resident Complaints

Resident complaints regarding the quality or frequency of medical care that cannot be resolved by talking to the nurse and/or the Associate Director will be made by following the grievance procedure found in the Resident Handbook.

4. Billing of Medical Services

McCrosan Boys Ranch will not be financially responsible for medical services received by any of its residents which are provided by a medical professional in the community except for Federal clients who do not have medical coverage. The Medical Office staff is responsible for insuring that the information on private insurance, Medicaid, and any third party financial guarantor is provided to the medical vendor in order to facilitate payment. McCrosan Boys Ranch does assume financial responsibility for any over-the-counter medication or supplies which are not covered by the above if it is proven to be medically necessary by the Ranch's Medical Director or Nurse.