

ISSUES FOR HEALTH CARE DELIVERY IN CORRECTIONS

A. DEALING WITH INMATES

1. All inmate interactions shall be conducted in accordance with [33-208.002, F.A.C.](#), which can be referenced for further guidance.
2. Refer to the inmate as inmate and last name.
3. The inmate is to refer to staff by Dr., Mr., Mrs., or Ms. and last name.
4. Do not engage in personal conversation with inmates.
5. Do not perform any personal services or favors for an inmate (e.g., telephone calls, cards, etc.) These services can be provided through security or the chaplain.
6. Do not discuss interdepartmental or interpersonal issues in front of an inmate.
7. Do not leave any inmate in the medical unit unattended.
8. Do not leave doors unlocked or propped open if the room is unattended.
9. **Do not inform inmates of date or time for any outside appointment. This includes pending transfers to other institutions. If the inmate becomes aware of appointment date or time, the appointment must be changed.**
10. Do not give or take ANYTHING from an inmate other than medical or correctional-related information/materials.
11. Maintain an awareness of inmate orderlies. These inmates can become very familiar with staff and departmental procedures. Orderlies are still inmates and the above-mentioned precautions must be followed at all times.

INMATE BEHAVIOR

12. Inmates may attempt to manipulate staff or the system. All staff need to be aware of this potential and respond appropriately.
13. If you are unsure of the intent of an inmate's behavior, utilize the supervisor or other staff for validation.
14. Inmates, especially those in confinement, may exhibit inappropriate behaviors. This should be referred to mental health for follow-up. Reference: [404.001](#) *Suicide and Self-Injury Prevention* and [404.004](#) *Mental Health Inpatient Multidisciplinary Treatment and Services*.

15. Any suicidal gestures or threat must be treated seriously. This must be documented and immediately reported to the appropriate person. Reference: [404.001](#) *Suicide and Self-Injury Prevention* and [404.004](#) *Mental Health Inpatient Multidisciplinary Treatment and Services*.

B. SECURITY

1. Security is available 24 hours a day.
2. Security staff are responsible for physically restraining an inmate. If a problem arises, call the control room for assistance.
3. If you receive any correspondence from an inmate, regardless of content, immediately notify your supervisor and security.
4. When an inmate does not report for a scheduled appointment in the medical department, security must be notified.
5. Security is the primary directive of the Department of Corrections. Therefore, the medical staff should be acutely aware and report any situation that appears suspect of an inmate violating any security inmate rule.