

# INSTRUCTIONS FOR INMATE CLINICAL APPOINTMENT

## LUBBOCK

**BEFORE TRANSPORTING AN INMATE/RESIDENT TO TTUHSC, PLEASE DETERMINE THE LOCATION OF THE APPOINTMENT.**

### THE POSSIBILITIES ARE:

1. Health Sciences Center (HSC) – 4<sup>th</sup> & Indiana
2. Texas Tech Physicians Medical Pavilion – 4<sup>th</sup> & Indiana
3. Medical Office Plaza – (MOP) – 3502 9<sup>th</sup> St
4. International Pain Institute – 4<sup>th</sup> & Indiana

Call the clinic where the appointment is scheduled or the information desk at  
**(806) 743-4636**

### If the scheduled appointment is in:

#### HSC

- Park in spots designated for criminal justice or police vehicles at the east loading/receiving entrance which is located at basement level. If those areas are full, return to ground level parallel parking directly above the loading/receiving area.
- Enter the northeast corner of the building at the dock entrance. \*\*If parked on ground level, utilize the stairs located at the northeast corner of the building to get to the dock area.
- Once in the building locate the telephone labeled “correctional facility phone”. When receiver is picked up the line automatically connects with the information desk. Provide the information desk with the following information:
  - Inmate/resident name
  - Sending facility
  - Escort name
  - Appointment specifics; appointment time, scheduled physician and clinic (Internal Medicine, Surgery, etc.)

The information desk will verify the appointment and provide instructions on how to get to the clinic. If unsure of the proper route to take, ask the information desk for an escort. Information Desk will notify clinic and Texas Tech Police Department of arrival.

- Clinic personnel will meet you at the appropriate entrance to the clinic. At no time should entrance to the clinic be through the main entrance or lobby.
- Upon completion of the appointment, exit the clinic and building in the same manner as entered. Use the “correctional facility notification telephone to inform the information desk that the appointment is completed.
- The information desk will maintain a log of inmate/resident visits to the HSC recording time in and time out of the building (*See Attachment C, Inmate Management Log*).
- A Holding Area/Room will be provided for TDCJ inmates only. All other facilities will proceed to clinic following notification of arrival.

## MP

- Park in spots designated for criminal justice or police vehicles at the east loading/receiving entrance which is located at basement level. If those areas are full, return to ground level parallel parking directly above the loading/receiving area.
- Proceed to southeast corner of Medical Pavilion. Officers push button on “squawk box” which informs staff at Information Desk of arrival.
- Provide the information desk with the following information:
  - Inmate/resident name
  - Sending facility
  - Escort name
  - Appointment specifics; appointment time, scheduled physician and clinic (Internal Medicine, Surgery, etc.)

The information desk will, upon verification of the appointment, release the door for entrance in building and provide instructions on how to get to the designated clinic. If unsure of directions, ask the information desk for an escort. Information Desk will notify clinic and Texas Tech Police Department of arrival.

- Clinic personnel will meet you at the appropriate entrance to the clinic. At no time should entrance to the clinic be through the main entrance or lobby.
- Upon completion of the appointment, exit the clinic and building in the same manner as entered. Use the “squawk box” telephone to inform the information desk that the appointment is completed.
- The information desk will maintain a log of inmate/resident visits to the HSC recording time in and time out of the building (*See Attachment C, Inmate Management Log*).

## HSC/Ophthalmology

- Inmates are referred by the federal, state, and municipal criminal justice systems with possible ophthalmic pathology.
- Criminal justice system personnel wishing to schedule an appointment must call 806-743-2020.
- The Ophthalmology Clinic front desk personnel will take incoming calls and schedule no more than four inmate patients per half day.
- Inmates will arrive/park at the east ground level entrance of Texas Tech University Health Sciences Center (TTUHSC) located at 3601 4<sup>th</sup> St. Use the outside 4-lane staircase (facing south) to get to the patio area. *\*If inmate is **medically non-ambulatory**, entrance will be through ground-level southeast entrance doorway next to walkway connecting main HSC building and Medical Office Plaza. Once inside the building, utilize UMC service elevator to second floor and proceed along the east hallway exiting to the patio area.\** Located beside the clinic access door is a wall-mounted telephone enclosed in a plastic case. **Using preset 1-touch buttons: 1. Contact Texas Tech Police Department (TTPD) identifying self and requesting entrance to Ophthalmology clinic (TTPD will release the lock on the door). 2. Contact clinic front desk to inform them of your arrival providing specific inmate information.**
- If staff physicians decide to schedule surgery or a follow-up appointment for the inmate the front desk personnel will coordinate with the criminal justice unit concerning the date, time, and place.
- At no time are clinic personnel to discuss any of the dates of surgery and/or follow-up appointments with the inmates. Officers and criminal justice system personnel are the only people notified of any upcoming surgery or appointments for inmates.
- On each Friday afternoon clinic supervisory personnel will provide Patient/Physician Relations with a complete list of all inmates that were seen during the current week. This list should include: inmate name, facility name, date, and time of appointment. This information will be added to the “inmate log” kept at the HSC front desk.
- All questions should be directed to clinical department administrator. (806) 743-9500, extension 260.

## MOP

For all appointments scheduled in the Medical Office Plaza (MOP), initial entrance will be through the UMC emergency center (EC). **Suggested arrival is 45 minutes prior to scheduled appointment time.**

- Park in the available area for the EC. The EC is located on the southwest corner of the HSC/UMC complex. Extra parking is available across the street from the EC in a dirt lot.
- Enter the EC at the north most door and locate the prisoner holding area. The inmate/resident will be subject to a search and will be required to change into an orange hospital gown.
- The sending facility officer will notify the designated clinic that inmate/resident is ready for the appointment.
- The inmate/resident will be transported to the designated clinic in a wheelchair by the sending facility officer.
- Clinic personnel will assist in appropriate entrance to use and procedure to follow for appointment.
- Upon completion of appointment, exit the clinic in the same manner returning to the EC and changing into correctional facility attire.

## **International Pain Center & Day Surgery Center**

- IPC is located east of the Medical Pavilion.
- Park on the north side of building.
- Notify clinic of arrival for the appointment (743-7246).
- Enter clinic using staff entrance located on the south side of the building.
- Clinic personnel will meet you at the door and assist with procedures to follow.
- Upon completion of appointment, exit using the same route as entrance.

## **Speech Language & Hearing Clinic (HSC)**

- Criminal justice system personnel wishing to schedule an audiological appointment must call 806-743-5678.
- The Speech, Language and Hearing Clinic front desk personnel will take incoming calls and schedule on designated days.
- Inmates will arrive/park at the east ground level entrance of TTUHSC. Use the outside 4-lane staircase (facing south) to get to the patio area. *\*If inmate is **medically non-ambulatory**, entrance will be through ground-level southeast entrance doorway next to walkway connecting main HSC building and Medical Office Plaza. Once inside the building, utilize UMC service elevator to second floor and proceed along the east hallway exiting to the patio area.\**
- Contact clinic front desk to inform them of your arrival providing specific inmate information.
- Staff audiologists will meet the officers and inmate in the patio area.
- Follow-up appointments for the inmate will be coordinated with the criminal justice unit concerning the date, time, and place.
- At no time are clinic personnel to discuss any of the dates for follow-up appointments with the inmates. Officers and criminal justice system personnel are the only people notified of any upcoming appointments for inmates.
- On each Friday afternoon clinic supervisory personnel will provide Patient/Physician Relations with a complete list of all inmates that were seen during the current week. This list should include: inmate name, facility name, date, and time of appointment. This information will be added to the "inmate log" kept at the HSC front desk.