



SCDC POLICY

NUMBER: GA-06.14

TITLE: OFFICE OF THE OMBUDSMAN/MEDICAL CONCERNS

ISSUE DATE: October 30, 2024

RESPONSIBLE AUTHORITY: DIRECTOR'S OFFICE

POLICY MANUAL: GENERAL ADMINISTRATION

SUPERSEDES: NEW POLICY

RELEVANT SCDC FORMS/SUPPLIES: NONE

CALEA STANDARDS: N/A

ACA/CAC STANDARDS: 5-ACI-60-02, 5-ACI-6A-03

STATE/FEDERAL STATUTES: HIPAA

PURPOSE: The South Carolina Department of Corrections (SCDC) will establish a system for third party inquiries to be researched and responded to. The Office of the Ombudsman/Medical Concerns (OO/MC) provides a mechanism through which potential or actual inequities within the State's correctional system can be prevented or constructively resolved. It is an integral part of the total administrative process of the SCDC and its function is to ensure that this administrative process is viable, effective, and just to all.

POLICY STATEMENT: The OO/MC is established to ensure effective communication between the SCDC and third parties.

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1. ADMINISTRATION AND AUTHORITY:

1.1 The Director, OO/MC will be responsible only to the Agency Director, and unless the Agency Director directs otherwise, will report directly to the Agency Director.

1.2 Staff members responsible to the Director, OO/MC will have all necessary authority to perform their assigned duties.

1.3 No individual, or office of the South Carolina Department of Corrections will refuse any information or access to information from files, charts, ledgers, or any official document requested by the Director, OO/MC.

1.4. Written requests for information by the Director, OO/MC, will be answered without reasonable delay.

2. RESPONSIBILITIES OF THE DIRECTOR, OO/MC:

2.1 The Primary responsibilities of the Director, OO/MC are to:

2.1.1 Receive, evaluate, and make appropriate assignment of inquiries, problems, and complaints of inmates of the SCDC.

2.1.2 Initiate inquiries whenever facts come to the attention of the OO/MC from any source, which indicates that an inquiry should be made.

2.1.3. Be thoroughly familiar with SCDC policies and procedures relating to inmates, inmate rules and regulations, and disciplinary practices.

2.1.4 Ensure maintenance of comprehensive and complete records of each inmate transaction to include all actions taken, pertinent dates, and final dispositions. Statistical data will also be maintained.

2.1.5 Ensure periodic visits on a regular basis to each institution as time permits, examining and observing the services, programs, conditions, and procedures within SCDC institutions.

2.1.6 Work closely with all SCDC personnel as necessary and with other agencies as appropriate.

2.1.7 Provide statistical data to the Agency Director as requested.

2.1.8 Perform other related duties as may be assigned by the Agency Director of the South Carolina Department of Corrections.

3. RESPONSIBILITIES OF THE STAFF: SCDC employees assigned to the OO/MC will assist the Director, OO/MC in the execution of his/her responsibilities as instructed by the Agency Director.

4. PROCEDURE FOR HANDLING COMPLAINTS/MEDICAL CONCERNS:

4.1 All complaints, regardless of origin, must be registered with the OO/MC. They will then be classified, given a file number, and immediately forwarded to the appropriate staff who will determine their initial disposition.

4.2 All information which comes to the attention of the OO/MC must be treated in strict confidence.

4.3 An acknowledgement of receipt of a complaint will be made within five working days.

4.4 Appropriate action will be taken in each case determined by the OO/MC to be meritorious. In any case determined not meritorious, the complainant will be so informed.

4.5 When the final disposition of a case has been made, all required documentation will be included and the electronic record will be closed. Documentation will be retained for 6 years.

SIGNATURE ON FILE

s/Bryan P. Stirling, Director

Date of Signature

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