



Medical Inquiries

The following procedures are outlined to facilitate the handling of customers as it relates to medications, medical, or mental health inquiries from the public.

MEDICATIONS

Generally, personal medications prescribed by an outside physician are not administered in the detention facility. Medication ordered by jail physicians is provided through the jail pharmacy. However, in the event a member of the public wishes to drop off medication for an incarcerated individual, notify the charge nurse medical desk.

GBDF	(619) 661-2789	LCDRF	(619) 258-3200
SDCJ	(619) 615-2454	VDF	(760) 940-4492

The charge nurse or designee personally greets the visitor and obtains the required information regarding medications.

MEDICAL INQUIRIES – In Person

The public may come to the Custody Information Office requesting information on:

1. The person's medical or mental health condition.
2. The type of treatment they are receiving (medical or mental health).
3. The medications the incarcerated individual is taking.
4. The pharmacy the medication is obtained.
5. Who is treating the incarcerated individual (doctor or other health/mental health professional) and how to get in touch with them.
6. The importance of us promptly attending to the medical condition of the arrested person and continuance of medical treatment and medications.

When a person arrives in person to provide any of the above specified information, please let them know the way to speak to a medical staff member is to call the facility Custody Information line. Assure them their call does get transferred directly to medical staff.

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MEDICAL INQUIRIES – By Telephone

Calls received regarding ANY other medical questions are transferred directly to the charge nurse medical desk. Refer to the contact numbers listed under: [Medications](#)

REMEMBER: Place the caller on hold, contact the nurse’s desk and inform the nurse of the incoming call BEFORE the call is transferred.

MENTAL HEALTH ADVOCACY PROFESSIONAL LINE

A dedicated phone line (619-615-2411) has been established for criminal justice professionals (e.g., Public Defender, District Attorney, Probation, etc.) to report concerns regarding an incarcerated individual who may be at risk for or contemplating suicide. The number is not to be advertised to the public. This centralized number serves the entire jail system but is centrally located at the San Diego Central Jail (SDCJ). Phone calls to this line should be given top priority over other incoming phone calls. The following information should be gathered from the caller:

Mental Health Advocacy Hotline Checklist

<input type="checkbox"/> Date: _____	<input type="checkbox"/> Time of call: _____
<input type="checkbox"/> Inmate Name: _____	
<input type="checkbox"/> Booking Number: _____	<input type="checkbox"/> Facility: _____
* <input type="checkbox"/> Caller's Name: _____	
<input type="checkbox"/> Phone Number: _____	
<input type="checkbox"/> Description or observation of inmate's risk: _____	

<input type="checkbox"/> Other relevant information: _____	

<input type="checkbox"/> ARJIS: _____	

*Although it is unlikely, the caller may request to remain anonymous or may need to be vague about their information or the source of information for a variety of reasons, such as the sensitive nature of active cases or attorney-client privilege. If the caller opts not to provide certain details, we are not to press for the information.

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Once the basic information is taken down, the information will be relayed to the on-duty watch commander of the facility where the Incarcerated individual is housed. If the watch commander cannot be immediately reached by phone, the watch commander or designee will need to be reached by facility radio with the assistance of sworn staff. We are not to transfer the caller to the watch commander.

The various facilities watch commanders can be reached as follows:

SDCJ	619-615-2472	SBDF	619-691-4956
GBDF/FAC8	619-661-2626	VDF	760-940-4820
EMRF	619-661-2670	LCDRF	619-258-3088

A Mental Health Advocacy Hotline Log will be located next to the phone and will also require an entry.

MENTAL HEALTH ADVOCACY HOTLINE LOG

A criminal justice professional will call the advocacy hotline (619) 615-2411 to voice any concerns regarding an inmate's behavior leading to self-harm or thoughts of suicide. The mental health advocacy line will be answered 24/7 by a Detentions Information Assistant (DIA) assigned to SDCJ. The information shall be shared, without delay, with the on duty watch commander (W/C) at the inmate's housing facility.

WATCH COMMANDER'S PHONE LIST:

EAST MESA REENTRY FACILITY: (619) 661-2670
FACILITY 8: (619) 615-2626
GEORGE BAILEY DETENTION FACILITY: (619) 615-2626
LAS COLINAS DETENTION AND REENTRY FACILITY: (619) 258-3088
SAN DIEGO CENTRAL JAIL: (619) 615-2472
SOUTH BAY DETENTION FACILITY: (619) 691-4956
VISTA DETENTION FACILITY: (760) 940-4820

Date	Time	Inmate Name	Booking No.	Facility

If a member of the public contacts a facility regarding concerns of an Incarcerated individual who may be at risk of suicide, the call is NOT to be transferred to the Mental Health Advocacy Hotline. The procedures mentioned above must be taken and the information relayed to the on-duty watch commander of the facility where the Incarcerated individual is located.

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BASIC RULES

- **NEVER GIVE AN ESTIMATED TIME OF RELEASE.**
- Information for individuals out of custody MAY NOT be given. Individuals may request information in person at Sheriff's Records.
- DO NOT release confidential information such as: Driver's License Number, Social Security Number, Non-Court destinations (Clinics or Psych Hearings with the court destination of: SUPEF or, the Reason on Calendar of: ZE), Name of the arresting officer, funds on Incarcerated individual accounts.
- Do not provide Information regarding other scheduled public or professional visitors. This includes times and dates of past, currently scheduled, or future visits.
- DO NOT accept collect calls.
- DO NOT carry on a conversation with a second party while you have an open line. If it is necessary to converse with a second party, put the telephone on "hold" or "mute."
- Telephone calls are transferred to Control or Processing once it is determined by the on-duty DPS, whom to transfer the call to.
- Any request to drop-off medications for an Incarcerated individual, is referred to the charge nurse medical desk.
- Telephone inquiries regarding medication, medical or mental health conditions (not to include risk for suicide) are transferred directly to the charge nurse medical desk.
- All detention facilities have an approved list of items acceptable through the Custody Information Office. All exceptions shall be approved by the watch commander prior to acceptance.
- No messages, verbal, written, are taken over the telephone for Incarcerated individual. If it relates to family health matters, births, or deaths; it is referred to the facility Chaplain, Counselor, or Watch Commander.
- Professional call back requests are taken (via the designated "professional line") and the information forwarded directly to sworn staff in the Incarcerated individual housing module.

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transferred to processing staff (booking).

- NEVER release pending transportation information. Do not inform anyone when an Incarcerated individual is transferred or leaving for Chino, RJD, CRC or other institutions.

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