



**Department of Juvenile Justice  
Health Services Operating Procedure**

<b>HSOP VOL IV – 4.3 – 1.01</b>	<b>Statutory Authority:</b> Title 66 of the <u>Code of Virginia</u>
<b>Subject:</b>  <b>Access to Health Services</b>	<b>Regulations:</b> 6VAC35-71-880; 6VAC35-71-890
	<b>Board Policy:</b> 12-001; 12-004
	<b>ACA #</b> 4-JCF-4C-05
	<b>NCCHC #</b> Y-A-01

**1.01-1.0 PURPOSE**

To ensure residents at the Juvenile Correctional Centers (JCCs) have access to care to meet their medical, dental, and mental health needs.

**1.01-2.0 SCOPE**

These procedures apply to all Juvenile Correctional Center (JCC) employees and staff assigned to the JCCs by other units, agencies, or departments.

**1.01-3.0 DEFINITIONS**

*Access to Care* – In a timely manner, a resident shall be seen by a provider, be given a professional clinical judgment, and receive care as ordered.

**1.01-4.0 PROCEDURES**

The health services unit provides care to all residents, which is necessary to protect life, prevent significant illness or disability, or to alleviate significant pain.

**1.01-4.1 Access to Care**

All residents, including those in special housing, shall be provided the opportunity to report an illness, injury, or any other health concern whenever they occur. Health services may be accessed by verbally requesting services through a staff or by completing the Medical Services Request (MSR) form in accordance with HSOP VOL IV-4.03-4.08 (Medical Service Request). If any staff becomes aware of a resident in need of health services, the staff shall immediately request assistance from the health services staff.

All requests for health services shall be assessed by a nurse to determine the priority. Appointments for health clinics shall be scheduled based on this priority. Medically necessary treatment, including follow-up services, shall be provided by the health services staff.

The Local Health Authority and superintendent shall work together proactively, when possible, to identify and eliminate barriers to timely and appropriate care.

**1.01-4.2 Description of Health Services**

Health services are available to residents at all times. The health services unit provides standby emergent and urgent care, mental health crisis care, and basic general acute care. Outpatient medical, dental, and mental health care shall be provided to all residents of the JCCs. Ancillary services are available to support the medical, mental health, and dental care needs. Medical records shall be available to health services staff for all resident health care encounters and maintained in accordance with HSOP VOL IV-4.3-1.15 (Medical Records).

Emergency services are available for emergency medical care and treatment. Nurses are available to respond to urgent and emergent needs at the JCCs 24-hours a day, seven days a week. Provider consultation after hours, on weekends and holidays is provided by the on-call provider who is available by telephone and able to return to the facility to provide services, as needed.

The health services unit maintains contractual agreements with community hospitals and specialty medical services for care and treatment that is beyond the capabilities of the health services unit. Emergency care is available when necessary at the nearest community hospital offering 24-hour services with transportation by local ambulance services or facility staff, as appropriate.

#### **1.01-4.3 Provider Services**

The Chief Physician is responsible for the daily administration of all health services. The Chief Physician shall designate health services to the Nurse Practitioners, Physician Assistants, Dentists, and nurses, as appropriate. Provider services are provided by licensed healthcare professionals responsible for the care of residents at the facility to include:

- a. Physical examinations;
- b. Diagnostic and treatment services;
- c. Referral for specialty services;
- d. Emergency medical services;
- e. Infirmary services; and
- f. Documentation in the medical record.

#### **1.01-4.4 Dental Health Services**

Dental services are provided by a licensed dentist. Dental examinations are required upon admission and annually thereafter and for the alleviation of significant pain, diagnosis, and treatment of dental conditions in accordance with HSOP VOL IV-4.03-4.07 (Access to Dental Health Services).

#### **1.01-4.5 Diagnostic Services**

The health services staff shall provide clinical laboratory testing, diagnostic testing, and imaging services on-site and through contractual provider services not available at the facility in accordance with HSOP VOL IV-4.3-4.10 (Diagnostic Services).

#### **1.01-4.6 Mental Health Services**

Mental health services and treatment are provided for mental health disorders on a 24 hour a day, seven day a week basis through onsite or on-call consultation in accordance with HSOP VOL

IV-4.03-4.06 (Access to Mental Health Services). Psychiatric and psychological services shall be available and include evaluation, diagnosis, treatment, and discharge planning.

### 1.01-5.0 RESPONSIBILITY



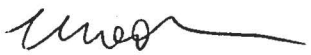
The Chief Physician and BSU Director shall be responsible for implementing this procedure.

### 1.01-6.0 INTERPRETATION

The Health Services Administrator shall be responsible for the interpretation and the exception approval to this procedure.

### 1.01-7.0 REVIEW DATE

This procedure shall remain in effect until rescinded or otherwise modified by the appropriate authority.

Approved by Director: 	Date: 9/10/2014
Approved by Health Administrator: 	Date: 9/5/14
Approved by Chief Physician: 	Date: 9/5/14
Effective Date: October 13, 2014	Office of Primary Responsibility: Health Services
Supersedes: July 26, 2013	Forms: None.