



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

<b>HSOP VOL IV – 4.3 – 4.01</b>	<b>Statutory Authority:</b> Title 66 of the <u>Code of Virginia</u>
<b>Subject:</b>  <b>Resident Orientation to Health Services</b>	<b>Regulations:</b> 6VAC35-71-80
	<b>Board Policy:</b> None. <b>ACA #</b> 4-JCF-5A-01
	<b>NCCHC #</b> Y-A-11; Y-B-03; Y-B-06; Y-E-01

**4.01-1.0 PURPOSE**

To ensure information about the availability of, and access to, health care services is communicated orally and in writing to residents on their arrival at DJJ, in a form and language they understand.

**4.01-2.0 SCOPE**

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

**4.01-3.0 DEFINITIONS**

*Local Health Authority* – The designated Registered Nurse (RN) (e.g., head nurse) who has been delegated the responsibility: for the management of all health services in the facility; including medical nursing, and dental; and for ensuring the quality and accessibility of all health care services provided to residents. Final medical judgments shall be the sole province of the Chief Physician.

**4.01-4.0 PROCEDURES**

Upon admission to the initial intake facility and/or an intrasystem transfer to a JCC, residents shall be oriented orally and in writing to health services.

**4.01-4.1 Resident Admissions**

1. The intake security series staff, counselor, or nurse shall provide the resident with information regarding access to the medical service request within 24 hours of admission in accordance with SOP VOL IV-4.1-3.21 (Intake and Orientation) and SOP VOL IV-4.1-3.10 (Orientation).
2. A comprehensive orientation shall be completed by the nurse within five (5) days of admission. The orientation shall be documented on the Resident Orientation to Health Services form, signed and dated by the nurse and resident, and filed in the resident's medical record.

3. If the resident has difficulty communicating (e.g., non-English speaking, developmentally delayed, etc.), assistance shall be provided as necessary for the resident to fully understand the procedures.
4. The grievance process for health complaints shall be explained to residents in accordance with SOP VOL IV-4.1-1.15 (Resident Grievance Complaint/Request Procedure).
5. The comprehensive orientation shall include, but is not limited to:
  - a. Means of accessing medical, dental, and mental health services;
  - b. Use of the medical service request forms for medical and dental complaints;
  - c. What constitutes an “emergency”;
  - d. The need to carry the medical status change for an illness, allergy and/or restriction, if necessary;
  - e. How and when medications are administered;
  - f. The need to notify staff immediately if the resident is having side effects from medications;
  - g. What to do in the case of victimization, including physical abuse, sexual assault or attempted sexual assault (immediate notification of staff, not showering, changing clothes or brushing teeth, etc.);
  - h. Situations in which the health services staff will notify security series staff (e.g., being disrespectful or threatening to staff, being disruptive in the medical/nursing area or during the medication administration pass, and “cheeking,” “palming,” or otherwise hoarding medication for any reason); and
  - i. The right to refuse care.

**4.01-5.0 RESPONSIBILITY**

The Local Health Authority shall be responsible for implementing this procedure.

**4.01-6.0 INTERPRETATION**

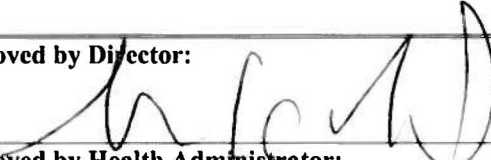

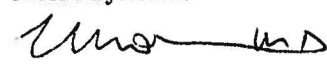
The Health Services Administrator shall be responsible for the interpretation and the exception approval to this procedure.

**4.01-7.0 CONFIDENTIALITY**

All procedures and bulletins are DJJ property and shall only be used for legitimate business purposes. Any redistribution of the documents or information contained in the procedures or bulletins shall be in accordance with applicable state and federal statutes and regulations and all other DJJ procedures. Any unauthorized use or distribution may result in disciplinary and/or criminal action, as appropriate and applicable.

**4.01-8.0 REVIEW DATE**

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

<b>Approved by Director:</b> 	<b>Date:</b> 10/17/14
<b>Approved by Health Administrator:</b> 	<b>Date:</b> 10/9/14
<b>Approved by Chief Physician:</b> 	<b>Date:</b> 10 - 9 - 2014
<b>Effective Date:</b> December 1, 2014	<b>Office of Primary Responsibility:</b> Health Services
<b>Supersedes:</b> July 26, 2013	<b>Forms:</b> Resident Orientation to Health Services