

SPECIAL PROGRAMS FOR YOUTH	Policy Number: 1.1433
Policy Title: Requests for Health Care Services Corresponds to: Title 15, Article 8, Section 1433	Written: 3/15/2013 Revised: 1/22/2019

## I. POLICY

- A. Youth shall be provided the opportunity to confidentially convey either through written or verbal communications requests for medical, dental and behavioral/mental health care services. Provisions shall be made for youth who have language or literacy barriers.
- B. Sick call forms will be easily available and youth will also be able to verbally request health care services from Juvenile Probation staff, translations of the forms in Spanish and Chinese will be available on each unit at JJC.
- C. Juvenile Probation staff shall relay requests for healthcare from the youth to SPY staff, and advocate for the youth when the need for medical, dental and behavioral/mental health services appears to be urgent.
- D. SPY health care staff shall inquire and make observations regarding the medical, dental and behavioral/mental health, including the presence of trauma-related behaviors, injury and illness of each youth. Juvenile Probation staff shall inquire and make observations regarding the health of each youth in the event of possible injury.
- E. Youth will have unimpeded access to Juvenile Probation staff 24 hours a day to communicate the need for emergency health care services.
- F. All youth requesting health care attention, or observed to be in need of health care, will be assessed by a licensed health care provider.
- G. All medical, dental and behavioral/mental health care requests, whether in writing or made verbally by a youth or a 3<sup>rd</sup> party on their behalf, shall be documented and maintained by SPY.

## II. PROCEDURES

- A. At JJC: Non-emergency medical service, conducted by qualified medical staff, shall be available to each juvenile daily, seven days per week. To facilitate this service:
  - i. Youth will be oriented at Admission on the Sick Call form and how to access and file it, and that they may verbally request healthcare (see policy 1411). There shall be Sick Call forms on each unit and Juvenile Probation staff will give youth unimpeded access to the forms
  - ii. To make a written request, youth are responsible for filling out a Sick Call form and giving to the unit staff. Twice daily, at both morning and evening medication pass, , SPY nursing staff will retrieve the Sick Call forms.
  - iii. If juvenile is unable or unwilling to complete a form, he/she may talk to a SPY nurse during pill call or detention staff at any time. Verbal requests for healthcare will be documented on a Sick Call form or Progress Note by the RN, except for repetitive complaints which the RN feels are being addressed appropriately already. In this case, the RN will remind youth of any plan or assessment and write a brief progress note and refer by date to the most recent assessment and plan documented in the



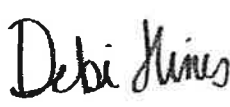


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medical chart.

iv.

- B. Detention staff may not diagnose or treat health complaints; this may only be done by licensed healthcare professionals working in that role. However they may need to decide how urgent a health problem may be and advocate accordingly, including paging RN staff, performing first aid, calling 911, and so on.
- C. SPY nursing staff will assess a youth as soon as feasible after receiving either a written or verbal request for care, including a physical assessment when appropriate. The RN may implement a standing order, schedule the youth to be seen in the clinic, or other measures the RN deems appropriate. The RN's assessment and plan will be documented on the Sick Call form itself, and in the youth's medical chart if necessary. The original form will go in the Progress Notes section of the chart, and a copy will be kept in binder by calendar year for minimum 2 years.
- D. The SPY Director or designee shall conduct a review of Sick Call forms and verbal complaints quarterly, or more frequently if indicated.

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Policy# 1433	Approved by:
Review date:	 <p>Digitally signed by Mona Tahsini Date: 2020.02.05 15:37:42 -08'00'</p> <p>Mona Tahsini, MFT Director, SPY</p>  <p>Helena Chan 2020.02.05 16:11:06 -08'00'</p> <p>Helena Chan, MD Behavioral Health Medical Director, SPY</p>  <p>Digitally signed by Debi Hines Date: 2020.02.26 11:33:59 -08'00'</p> <p>Debi Hines, RN Nurse Manager, SPY</p>  <p>Digitally signed by Luis Recinos Date: 2020.05.11 11:49:12 -07'00'</p> <p>Luis Recinos Director, Juvenile Justice Center</p>  <p>Digitally signed by Katherine Miller Date: 2020.05.27 09:59:43 -07'00'</p> <p>Katherine Miller Chief Probation Officer, Juvenile Probation Department</p>