Introduction

Justice Health and Forensic Mental Health Network (JH&FMHN) is a Statutory Health Corporation established under the Health Services Act (NSW) 1997 and is funded by NSW Ministry of Health.

JH&FMHN provides health care in a complex environment to people in the adult correctional environment, to those in court and police cells, to juvenile detainees and to those within the NSW forensic mental health system and in the community.

Our Service works in collaboration with Corrective Services NSW (CSNSW).

Our Vision

Achieving the best health care outcomes for people in contact with the forensic mental health and criminal justice systems across the community and custodial setting.

Our Services

• Every person entering custody receives a full health check on reception to ensure a comprehensive and coordinated approach to your care.
• While in custody you may also request to go to the Health Centre at any time to have a health problem assessed and treated. In most centres you must complete a Patient Self-Referral form which can be found in the wings/pods or the Health Centre. You should place the completed referral form in the locked box in your wing/pod or at the Health Centre. Nurses will look at these referrals and organise an appointment depending on the urgency of your health problem.

• If your health issues are urgent you should advise a Corrective Services officer and go immediately to the Health Centre. You do not require a Patient Self-Referral form.

• In an emergency you can contact CSNSW using the buzzer in your cell.
Services provided by JH&FMHN

General Health Care

This includes nurses, doctors, pharmacy (pills, medicine), radiography (X-ray) and in some locations, physiotherapy and management of long term illnesses. Tertiary health services are provided at Prince of Wales Hospital in Sydney or within the local health district.

Mental Health Services

JH&FMHN provides mental health assessment, treatment and review by qualified mental health clinicians (nurses and doctors). Mental health services are available in most centres and can be accessed by speaking to a nurse in the Health Centre who can then refer you to a mental health nurse. Not all centres have a mental health nurse available full time so you may not be able to see the nurse immediately but you will be seen within a reasonable period of time. If you are waiting to see either a mental health nurse or psychiatrist and you are moved to another centre, your referral will be transferred with you and you will be seen at your new centre. Please speak to your nurse if you have any concerns.

A free Mental Health Helpline staffed by mental health nurses is available 24 hours a day on 1800 222 472. The helpline is
accessed by entering your MIN number, followed by your PIN number then choose option 2, and then 09#. A call to the Helpline will not be charged to your account. Relatives and friends who may be concerned about the welfare of a person in a correctional centre can also call the Helpline for information and advice.

**Care Navigation Services**

Care Navigation Support Program helps you look after your long term (chronic) illnesses. The program helps you get the care you need while you are in custody and when you are released. When you visit the Health Centre, a nurse can talk to you about the program and whether you are suitable. Phone access can be made by entering your MIN number, followed by your PIN number then choose option 2, then 17#. Once released call 1800 880 894.

**Public/Sexual Health Services**

This service provides testing for and management of blood borne viruses (such as Hepatitis C, Hepatitis B, HIV) and sexually transmissible infections such as chlamydia, gonorrhoea and syphilis. If you do not know or can’t remember having been vaccinated for Hepatitis B, or you want to check your Hepatitis B vaccination status, you can make an appointment at the health centre to talk to the nurse about having a Hepatitis B vaccination.

At reception you will also be given information about condoms, sexual assault, bleach and safe tattooing and injecting practices to help keep you safe while in custody.
Dental Services

Emergency and general dental services are available for people in custody. Phone access can be made by entering your MIN number, followed by your PIN number then choose option 2, then 04#.

Drug & Alcohol Services

If you are at risk of going into withdrawal from alcohol or other drugs or you usually have methadone or suboxone / buprenorphine, the nursing staff will ensure that you receive treatment and continue your current Opioid Substitution Treatment (OST) Program while in custody (if clinically appropriate).
Aboriginal Health Services

The Aboriginal Chronic Care Program provides a screening service for Aboriginal people to ensure they receive care for any form of long term illnesses that they may have, such as heart disease, diabetes and kidney disease.

Women’s Health Services

Women’s health issues include services like sexual health, gynaecological (reproductive) health, breast examinations, contraception, pap smears, pregnancy test and menopause counselling and treatments.
Midwifery Services

This includes full antenatal (before birth) and postnatal care (after birth) and education including breastfeeding education.

Not all services are available at each centre but maybe organised if required.
To support JH&FMHN in providing the healthcare you need it is important that you...

- Let the Health Centre staff know all the facts about your health history and treatment. For example, any pills that you have been taking. This includes pills prescribed by a doctor and any others you may be taking including herbal medicine.

- Look after your health through asking questions. If you are unclear ask for more information.

- Follow the treatment as explained by the doctor or Health Centre staff.

- Keep appointments, the Health Centre is very busy. If you need to cancel, tell the Health Centre in advance. Someone else can be seen in your place.

- Tell the Health Centre staff if your treatment is helpful and working for you and what can be improved.

- Tell the Health Centre staff if you have a problem with your treatment or want to stop a treatment.

- Tell Health Centre staff if you are being threatened or stood over by other people for your pills or other medicines. If we don’t know about it, we can’t help you.

- Keep in mind that the nurses and doctors have a lot of people to see. Try to be patient. Shouting and swearing at Health Centre staff is not OK.
Frequently Asked Questions

Q: What should I do if I have a health problem?

When you come into custody you will receive a full health assessment/ check at reception to make sure you get the right care. Tell the reception staff if you need help.

If you have a health problem or are concerned about a friend, please complete a Patient Self-Referral form and place it into the secure box in your wing/pod/or at the Health Centre. Only Health Centre staff will see your form. Your referral will be assessed and people with the most serious illness/ urgent issues will be seen first.

If the issue is urgent you should take yourself immediately to the Health Centre. After hours (in an emergency) you need to contact a Corrective Services officer using the buzzer in your cell. In these cases a Patient Self-Referral form is not needed.

Q: What will happen when I arrive at the Health Centre?

When you arrive at the Health Centre, you will usually see a nurse. The nurse will listen to you and assess any problems you have. The nurse will conduct a health assessment, provide care and (but not always) book you to see the doctor.

If you do need to see a doctor your name will be placed on the doctor’s list and you will be seen as soon as possible.

In some Health Centres, the doctor comes only once or twice a
week or every fortnight so you may need to wait. Others with more urgent or serious health problems may be seen first.

**Q: What if I need medication (medicine)?**

Medications are provided by the Pharmacy Service (chemist). Some medications that you can get easily in the community are only available on prescription from a doctor in the Health Centre.

- Each Health Centre has set times each day when medications are given out. It is your responsibility to come to the Health Centre at that time to get your medication.

- Medications will not be given out without first showing your identification card.

**No ID = No Medication**

If you are prescribed medication that needs to be taken outside the Health Centres set medication times, the nurse may call you to the Health Centre or if you are required to take the medication in the evening (after hours) the nurse may bring the medication to your cell block. This is commonly known as supervised medications.

**Q: How do I get on to the methadone/ buprenorphine/ suboxone program?**

People who come into custody on an Opioid Substitution Treatment (OST) program such as methadone, suboxone or buprenorphine will generally continue to receive it while in custody unless it is not medically safe, to do so. If you have concerns
about your current treatment program or would like to change your dose, speak with the clinic nurse who can refer you to the drug and alcohol nurse or doctor.

**Q: What is the monthly medication program and how do I get on it?**

The monthly medication program allows you to get a one month supply of your prescribed medication from the Health Centre. This means that you don’t have to go to the Health Centre each day to collect your medication. Speak to a nurse in the Health Centre, who will assess your needs.

**Q: What if I need to see a Specialist?**

If the doctor thinks you need to see a specialist an appointment will be made for you. Your name will be placed on the NSW Health Waiting List.

Appointments can take up to several months and you will need to go to Sydney to attend the appointment.

**Q: What if I have a problem with my teeth?**

If you have a toothache or want a dental check-up, phone access can be made by entering your MIN number, followed by your PIN number then choose option 2, then 04#.

When your call is answered, you will be asked some questions and you will be given priority according to your problem.

You will then be given the next available appointment with the
dentist at your Health Centre. Remember, others with more urgent dental problems may be seen first. The dentist will assess you and if necessary provide you with treatment. You may have to see the dentist more than once to finish a treatment.

**Q: What if I need dentures?**

Free dentures are only available to those people serving a non-parole period of 3 years (or more) and who are Australian citizens or permanent residents. If you do not qualify for free dentures then you will have to pay for them yourself. One-tooth dentures are not free.

It may take a couple of visits to the dentist to have your teeth cleaned, restored and removed before dentures are made and the new denture fitted.

**Q: What if I need glasses?**

If you think you need glasses talk to the Health Centre staff. Your name can be put on the list to see the optometrist (eye doctor).

If the optometrist (eye doctor) thinks you need glasses, you can get standard prescription glasses free. Non-prescription reading glasses may also be available while you are waiting to see the optometrist – ask one of the nurses.

**Q: What if I am worried that I have caught a blood borne virus or sexually transmissible infection (STI)?**

If you are worried about having been exposed to a blood borne virus or STI speak to a nurse at the Health Centre. You may then be referred to the public/sexual health nurse for further tests.
Phone access to the Hep C Helpline can be made by entering your MIN number, followed by your PIN number then choose option 2, then 03#.

**Q: What if I am anxious or worried about my mental health?**

If you are anxious or worried about your mental health talk to a nurse at the Health Centre. The nurse will discuss with you the best person to see.

Phone access can be made to the Mental Health Helpline by entering your MIN number, followed by your PIN number then choose option 2, then 09#, this call will not be charged to your account. Relatives and friends who may be concerned about the welfare of a person in a correctional centre can call 1800 222 472.

**Q: What if my bed is hurting my back?**

Speak to your Corrective Services wing officer. If your problem continues, talk to a nurse in the Health Centre.

**Q: What if I need special shoes?**

In adult centres, shoes are given to you by CSNSW. If you own special orthotic shoes or soles you will need proof of this from your doctor. If this is the case, talk to a nurse in the Health Centre.

**Q: What if I need a special diet**

Meals are provided by CSNSW. Vegetarian and religious diets are arranged by CSNSW.
If you need a special diet for health reasons talk to a nurse in the Health Centre.

**Q: Who can help me with my chronic or long term illness?**

If you have a chronic or long term illness e.g. trouble with your heart, diabetes or asthma; let your nurse know.

They can refer you to the Care Navigation Support Program. This service can give you information about your illness and help you manage it better while you are in custody and in the community.

You can ask for brochures about the heart, lung, kidney, eye and mouth illnesses, muscle and bone problems, osteoporosis, asthma, cancer, epilepsy, stroke, depression, arthritis and diabetes.

**Q: What is the Care Navigation Program?**

The Care Navigation Support Program helps you look after your long term (chronic) illnesses. The program helps you get the care you need while you are in custody and when you are released. Phone access can be made by entering your MIN number, followed by your PIN number PIN, and then choose option 2, then 17#. Once released by calling 1800 880 894.
Our Privacy Obligations

Our Service is committed to treating your personal information in accordance with privacy law.

Your health information

We collect information about your health directly from you where possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with appropriate health care.

Security of your health information

Your information may be held in a variety of ways. Most commonly, your health information may be held as a paper record, and/or an electronic record forming part of a secure computerised database. Some information may also be held in the form of images including x-ray or photograph, or as an audio or video recording. We follow strict rules and policies regarding the secure storage of personal information in all formats in order to protect your information from unauthorised access, loss or other misuse.

Your health information

Your personal health information held either in paper or electronic format may be used by this health service, or disclosed outside the health service, to enable appropriate health services to be
provided to you. For example, your information may be used or disclosed as follows:

- to other treating health services, hospitals or medical specialists involved in your care and treatment
- to your nominated GP to contact you at home regarding follow-up appointments
- to your carer to assist them with your care
- to NSW Ambulance
- to process pathology tests, x-rays, and so on
- to contact you for feedback on the services you have received from us to help us evaluate and improve our services
- for billing and debt recovery
- to pastoral care workers, including hospital chaplains, providing spiritual and pastoral care
- to students and other staff for training purposes
- to other health services and authorised third parties to help prevent a serious and imminent threat to someone’s life, health or welfare, such as in an emergency
- to claims managers and associated persons for the purpose of managing a complaint, legal action, or claim brought against the health service or a treating health professional
• for purposes relating to the operation of the NSW health service and treatment of our patients, including funding, planning, safety and quality improvement activities.

If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us and we will discuss with you any consequences this may have for your health care.

**Using and releasing your health information**

We will release appropriate information to outside bodies to enable health services to provide the best care for you, for example:

• To other hospitals or medical specialists involved in your care including your doctor and the Ambulance service

• To students and other staff for training purposes

• To authorised third parties, such as the Police to prevent a serious and imminent threat to someone’s life, health or welfare

• For managing legal claims

• To a legally appointed guardian or financial manager.
Privacy

The law also allows or requires your health information to be disclosed to other third parties, for example:

• to State and Commonwealth government agencies for compulsory reporting purposes such as to report notifiable (infectious) diseases

• to researchers for public interest projects as approved by a Human Research and Ethics Committee

• to other health services or law enforcement agencies, such as the Police, if you provide us with information relating to a serious crime

• to other agencies if the information relates to the safety, welfare or wellbeing of a child or young person

• to comply with a subpoena or search warrant if your personal information is required as evidence in court.
Accessing your health information

- You are able to request access to your information including your health record held by JH&FMHN. You will be asked to apply in writing and you will be charged a fee if you want a copy of your file.

- Access to your information may be declined in special circumstances e.g. if it puts you or another person at risk of mental or physical harm.

- If you believe the information we hold is incorrect, let us know and we will correct it or make a note in the file.

- Requests for access to your health record can be addressed to:
  
  Health Information and Record Service  
  Justice Health and Forensic Mental Health Network  
  Private Bag 144  
  Silverwater NSW 1811

- For questions about the privacy of your information, talk to the Nursing Unit Manager or write to:

  Privacy Contact Officer  
  Health Information and Record Service  
  Justice Health and Forensic Mental Health Network  
  Private Bag 144  
  Silverwater NSW 1811
Your rights as a patient of JH&FMHN

• To have access to services that address my health care needs.

• To receive healthcare that is safe and is of a high standard and provided with professional care.

• To be cared for with dignity and respect for my culture, beliefs and values.

• To have the services and treatment I receive as part of my healthcare plan discussed in a way that I can clearly understand and to be given opportunity to ask questions.

• To be included and able to discuss decisions and choices about my healthcare.

• To have my right to privacy and confidentiality respected, ensuring that my personal information is used appropriately.

• To be able to say how I feel about the standard of healthcare I receive and that my concerns listened to and addressed.
If you have any concerns about the service provided by JH&FMHN

You can complain if you feel that your rights have been denied or you have received poor care.

Firstly, speak with the Health Centre staff as they are often able to answer your questions and assist you.

Each Health Centre is managed by a nursing unit manager (NUM) and you can ask to speak to the NUM about your concern. The NUM is responsible for the coordination of all health care services at the local correctional centre and should be the first point of contact for any concerns relating to your health.

If you are not happy with the result, you may write to the address below and we will do our best to help:

Client Liaison Officer
Justice Health and Forensic Mental Health Network
PO Box 150
Matraville NSW 2036
Other contacts outside JH&FMHN are available. Phone access to the following agencies can be made by entering your MIN number, followed by your PIN number then choose option 2, then press the number listed against the relevant agency.

- 01#  Corrective Services Support Line
- 05#  Health Care Complaints Commission
- 08#  NSW Ombudsman’s Office