

Clinical Services Provided by Justice Health & Forensic Mental Health Network

Policy Number 1.080

Policy Function Continuum of Care

Issue Date 23 April 2018

Summary This policy provides information on how Justice Health & Forensic Mental Health Network (JH&FMHN) fulfils its role, and differentiates services provided by JH&FMHN from those arranged through other providers.

Responsible Officer ED Clinical Operations

Applicable Sites

- Administration Centres
- Community Sites (e.g. Court Liaison Service, Community Integration Team, etc.)
- Health Centres (Adult Correctional Centres or Police Cells)
- Health Centres (Juvenile Justice Centres)
- Long Bay Hospital
- Forensic Hospital

Previous Issue(s) Policy 1.080 (Nov 2014, Jul 2013)

Change Summary

- *Revision of services provided*
- *Updated policy references to current policies*

TRIM Reference POLJH/1080

Authorised by Chief Executive, Justice Health & Forensic Mental Health Network

1. Preface

The role of Justice Health and Forensic Mental Health Network (JH&FMHN) is to provide or arrange for the provision of health services for patients in the custody of Corrective Services NSW (CSNSW); the private operators and Juvenile Justice NSW (JJNSW) consistent with the relevant statutory provisions including, the [Crimes \(Administration of Sentences\) Act 1999](#), and for patients within the Forensic Hospital. If JH&FMHN does not provide a particular clinical service itself, then it may arrange and facilitate the provision of the service by other health care providers based on clinical priority and need. These may include the public hospital and associated health services or, in specific circumstances, private providers. Refer to JH&FMHN policy [1.252 Access to Local Public Hospitals](#).

JH&FMHN does not routinely provide or facilitate cosmetic or discretionary procedures. Complementary treatments and discretionary surgery such as plastic surgery and tattoo removal should only be approved in exceptional circumstances. Refer to JH&FMHN policy [1.100 Plastic Surgery and Tattoo Removal](#).

2. Policy Content

2.1 Mandatory Requirements

The policy of JH&FMHN is to provide clinical services equivalent to those available to the general community that are necessary for the preservation of health. JH&FMHN is responsible for providing health services in a variety of settings and facilities. JH&FMHN provides health care in a complex environment to people in adult correctional centres, to those in courts and police cells, juvenile detention centres, those within the NSW forensic mental health system and those in the community.

2.2 Implementation - Roles & Responsibilities

JH&FMHN staff have overall responsibility for the development, review and implementation of this policy.

3. Procedure Content

3.1 Services provided directly by JH&FMHN

JH&FMHN provides primary and some specialist health services in Long Bay Hospital and the Forensic Hospital and in all designated correctional centres, Juvenile Justice Centres (JJC) and selected Court and Police Cell Complexes. These services include, but are not limited to:

- Nursing services
- General Practitioner (GP) services
- Dental services
- Pharmacy Services
- Allied Health Services
- Specialist services such as hepatology, psychiatry, and addictions medicine
- Out Patient Department specialist services such as orthopaedics, ophthalmology, and podiatry

3.1.1 Seven day, twenty four hour services:

Seven day, twenty four hour services are only available at the following sites:

- Silverwater Women's (SWCC)
- John Morony Correctional Complex
- Parklea Correctional Centre
- Metropolitan Remand and Reception Centre (MRRC)
- Long Bay Correctional Complex
- Forensic Hospital

3.1.2 Long Bay Hospital

Long Bay Hospital has:

- A 15 bed Aged Care and Rehabilitation Unit (ACRU)
- A 30 bed Medical Subacute Unit (MSU) and
- A 40 bed Mental Health Unit (MHU) and provides 24 hour nursing services, seven days a week.

3.1.3 Mental Health Screening Units (MHSU)

Mental Health Screening Units (MHSU) are located at SWCC and the MRRC. These allow for the screening and ongoing management of patients with mental illness.

3.1.4 Forensic Hospital

The Forensic Hospital is a 135 bed high secure mental health facility providing specialist mental health care for adult and adolescent forensic patients, correctional patients, and a small number of high risk civil patients who are unable to be managed in conditions of lower security. The Forensic Hospital provides 24 hour nursing services, seven days a week and provides a range of allied health and psychiatric services during business hours.

3.1.5 Drug & Alcohol Services

Drug & Alcohol Services have a comprehensive *Drug & Alcohol Procedure Manual* which sets out the standard of care for managing drug and alcohol issues in this target population.

The *Forensic Hospital Drug & Alcohol Manual* outlines clinical and administrative processes for managing patients with substance use disorders in the Forensic Hospital only, to reflect the different environmental/legislative setting and should be used in conjunction with the more comprehensive JH&FMHN [Drug & Alcohol Procedure Manual](#).

3.1.6 Pharmacy Services

The JH&FMHN Pharmacy Department provides a pharmaceutical service to patients commensurate to that found in the wider community. The service is comprised of both direct and indirect pharmaceutical services to all health centres and inpatient facilities. The Pharmacy Department hours of operation are 07:00 to 17:00 hours Monday to Friday. However, the on call pharmacist is available afterhours via the AHNM on ROAMS for any medication related issues. Additionally, if required, after-hours access to medications can be facilitated through Public Hospitals and selected community pharmacies. Refer to

JH&FMHN policy [1.020 Medication Management](#) and [JH&FMHN Medication Guidelines](#).

3.1.7 Dialysis Services

Haemodialysis is provided in Long Bay Hospital for suitable patients. Otherwise patients requiring haemodialysis are transferred to the LHD three times a week or as requested by the specialist team.

Peritoneal dialysis may be provided in the ambulatory setting.

3.1.8 Medical Imaging Services

The JH&FMHN Radiology Department provides digital radiology services to the adult patient population within the custodial environment. The state-wide service model provides general X-ray services at eight correctional facilities (Parklea, Long Bay, MRRC, SWCC, Goulburn, South Coast, Wellington and Mid North Coast). Ultrasound Services for male inmate patients are available at Long Bay Hospital Sector 2 (LBH2). The radiology clinics are provided once a week, twice a week or fortnightly, weekdays for non-urgent health services. JH&FMHN Imaging reports are outsourced and provided by a private contractor. After hours and all other urgent services are provided through partnerships with public and private radiology facilities.

3.1.9 Physiotherapy Services

The JH&FMHN Physiotherapy Department provides a state-wide physiotherapy service to patients within the custodial environment. The service is primarily based on site at LBH2 and is available to patients within the Long Bay Correctional Complex and Outer Metropolitan areas. The Physiotherapy Department also has satellite clinics in the MRRC, Parklea, Dawn De Loas, SWCC, John Morony and the Outer Metropolitan Multipurpose Centre. The Physiotherapy service primarily provides a musculoskeletal outpatients service, as well as covering Long Bay Hospital inpatients other physiotherapy related matters, and facilitating an orthopaedic clinic. Patients requiring further specialist physiotherapy are referred externally and followed up to ensure continuum of care. The Physiotherapy Department's hours of operation are Monday to Friday from 08:00 to 16:30 hours.

3.1.10 Optometry Services

Refer to JH&FMHN policy [1.303 Optometry Services](#).

3.1.11 Hearing Aids

JH&FMHN must meet the cost of a first hearing aid for any patient who:

- Has a non-parole period of three years or more; or
- Has been diagnosed as hearing impaired during the course of his/her trial where a hearing aid would be of assistance in following the proceedings.

JH&FMHN must meet the cost of a replacement hearing aid when the old unit has exceeded its useful life or the hearing aid has been lost or damaged in reasonable circumstances. Where it appears that the loss or damage to a hearing aid is intentional or the period of sentence is less than a non-parole period of three years, the patient should be asked to bear part or all of the cost.

3.1.12 Dental (Oral Health) Services

Refer to JH&FMHN policy [1.130 Dental Services](#).

3.1.13 Prostheses/Orthoses/Special equipment and appliances

A prosthesis is an artificial substitute for a missing body part, whereas an orthosis is an orthopaedic aid generally associated with movement of a limb. When clinically indicated, JH&FMHN should provide prostheses, for example, an artificial eye and orthoses such as specially built shoes or modifications to ordinary shoes. The service must be guided by the standards provided by NSW MoH [PD2011 027 EnableNSW - Assistive Technology for Communication, Mobility, Respiratory Function & Self-Care](#).

Note that JH&FMHN does not provide monies for ordinary shoes.

A medical officer, dentist, physiotherapist, Nursing Unit Manager (NUM) or delegate, other relevant health professional must assess the patient to ensure an appropriate recommendation for the service is made.

The Prince of Wales Hospital (POWH) provides patients assessed at the Long Bay Complex with orthoses at the expense of POWH. However patients assessed at the Forensic Hospital should be at the expense of the Forensic Hospital. Correctional Centres in outer areas should be supplied by the relevant Local Health District in whose catchment the centre is located. Other requests for provision of appliances for disabled persons should be assessed in accordance with NSW MoH [PD2011 027 EnableNSW - Assistive Technology for Communication, Mobility, Respiratory Function & Self-Care](#).

3.1.14 Ostomy Appliances

JH&FMHN must provide ostomy appliances and make arrangements with the LHD to link the patient with the [Ostomy Association](#) in preparation for ongoing care and discharge. JH&FMHN must pay the initial membership to the [Ostomy Association](#) via a standing order.

3.1.15 24 Hour On-Call Services And After Hours Services State-wide

All JH&FMHN services have access to Remote Offsite After Hours Medical Services (ROAMS). Refer to JH&FMHN policy [1.300 Remote Off-site and After Hours Clinical Services Policy](#) on the JH&FMHN Intranet for further information.

All centres have access to the After Hours Nurse Manager (AHNM) on 1300076267. CSNSW, the private operators and JJNSW have access to the AHNM on 1300076267 when a JH&FMHN staff member is not on duty. Refer to JH&FMHN policy [1.300 Remote Off-site and After Hours Clinical Services Policy](#)

3.2 Role of CSNSW, the Private Operators and JJNSW in health-related services in correctional and detention centres

CSNSW, the private operators and JJNSW are responsible for the provision of:

- Welfare services
- Psychological services
- Alcohol and other drugs rehabilitation services i.e. case management, health promotion and relapse prevention services. Refer to JH&FMHN policy 1.040 Drug & Alcohol Service Provision
- Special services that address offence specific and related behaviour through rehabilitation services in correctional centres.

For referral of patients to CSNSW, see JH&FMHN policy [1.331 Referrals between CSNSW and JH&FMHN \(Adults\)](#). For referral of patients to JJNSW see JH&FMHN policy [1.036 Health Assessment by Nurses \(Adolescents\)](#).

3.3 Resources available from the public health system

All the resources of the public health system, including hospital inpatient, diagnostic, outpatient, allied health, community, crisis assessment and public health services are available at no cost to inmates and detainees in accordance with section 12 of NSW Ministry of Health (MoH) Policy Directive [PD2017 018](#).

Public Hospital Emergency Departments are available 24 hours a day for JH&FMHN patients, as they are for members of the general community. If there is any clinical concern, a patient may be taken directly by the appropriate transport to an Emergency Department for assessment, diagnosis and treatment.

3.4 Ambulance Services

Services provided by the Ambulance Service of NSW are provided free of charge to JH&FMHN patients when the patient is transferred from police cells or a correctional centre/JJC to a Local Health District (LHD) hospital. JH&FMHN pays for inter-hospital transfers from Long Bay Hospital or the Forensic Hospital to a LHD hospital in accord with NSW MoH [PD2017 017](#) *Ambulance Service Charges*.

3.5 Communication of Health issues to CSNSW/the Private Operators/JJNSW

JH&FMHN uses Medical and Nursing Certificates, Health Problem Notification Forms (HPNF), special diets, medical holds and medical transport forms to inform CSNSW and the private operators of any health related requirements of patients, or of any changes in the management of patients and young people for clinical reasons. HPNF and Escort Forms are also used to inform JJNSW that a patient has a medical condition which requires special consideration, equipment or affects their ability to attend work duties or study. Refer to JH&FMHN policies: [1.262](#) *Medical and Nursing Certificates (Adult)*, [1.235](#) *Health Problem Notification and Escort Form (Adolescents)*, [1.263](#) *Medical Holds*, and [1.135](#) *Therapeutic Diets – Clinically Recommended*

Patients with a medical condition with dietary requirements that are not met by standard Correctional Services Industries Food Service meals are able to be provided with a therapeutic diet. The therapeutic diets are selected from the available therapeutic diet options by the issuing of a Clinical Certificate Therapeutic Diet (Adults) for adult patients and a HPNF and Escort Forms for adolescents. A therapeutic diet alert entered into Patient Administration System, populates a therapeutic diet alert into Corrective Services NSW (CSNSW) Offender Integrated Management System (OIMS). Refer to JH&FMHN policy [1.135](#) *Therapeutic Diets – Clinically Recommended*.

Patients with a medical condition that requires transportation not met by standard CSNSW vehicles or transport mode are able to be provided with special transport arrangements by issuing a *Medical Certificate Consideration for Special Transport form* JUS200.035 to Court Escort Security Unit (CESU). An alert for special transport is entered into Corrective Services NSW (CSNSW) OIMS by CESU. Refer to JH&FMHN policy [1.395](#) *Transfer and Transport of Patients*.

3.6 Access to Private Health Services by JH&FMHN patients

JH&FMHN provides evidence based clinical services to manage a patient's health care needs. Please see [1.253](#) *Access to Private Health Services* for further information regarding:

- Provision of JH&FMHN Initiated or Endorsed Private Health Services

- Access to and Engagement of Private Health Services at the Patient's Request

3.7 JH&FMHN services available on release or discharge

Refer to JH&FMHN policy [1.335](#) *Referrals of Young People to the Community Integration Team* for young people with mental health and / or drug and alcohol concerns leaving JJC or Correctional Centres to aid successful reintegration into the community.

Refer to JH&FMHN policy [1.327](#) *Referral, Admission & Transfer of Care (Adolescents) Forensic Hospital* for adolescents in the Forensic Hospital.

Refer to JH&FMHN policy [1.141](#) *Release Planning and Transfer of Care Policy – Adult to External Providers* for adults in the custodial setting.

Refer to JH&FMHN policy [1.142](#) *Discharge Planning – Medical Subacute and Aged Care Rehabilitation Unit, Long Bay Hospital* for adults in Long Bay Hospital.

Refer to JH&FMHN policy [1.040](#) *Drug and Alcohol Services*-for release planning services for D&A patients.

Refer to JH&FMHN policy [1.241](#) *Management and Treatment of Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV)*

4. Definition

Must

Indicates a mandatory action to be complied with.

Should

Indicates a recommended action to be complied with unless there are sound reasons for taking a different course of action.

5. Legislation and Related Documents

Legislation	Crimes (Administration of Sentences) Act 1999
JH&FMHN Policies and Procedures	1.020 <i>Medication Management</i> 1.040 <i>Drug & Alcohol Services</i> 1.100 <i>Plastic Cosmetic Surgery or Plastic Reconstructive Surgery and Tattoo Removal</i> 1.130 <i>Dental Services</i> 1.135 <i>Therapeutic Diets - Clinically Recommended</i> 1.141 <i>Release Planning and Transfer of Care Policy – Adult to External Providers</i> 1.142 <i>Discharge Planning – Medical Subacute and Aged Care Rehabilitation Unit, Long Bay Hospital</i> 1.235 <i>Health Problem Notification and Escort Form (Adolescents)</i>

- [1.252 Access to Local Public Hospitals](#)
- [1.253 Access to Private Health Services](#)
- [1.262 Medical and Nursing Certificates \(Adults\)](#)
- [1.300 Remote Off-site and After Hours Clinical Services Policy](#)
- [1.303 Optometry Services](#)
- [1.327 Referral, Admission & Transfer of Care \(Adolescents\) - Forensic Hospital](#)
- [1.331 Referrals between CSNSW and JH&FMHN](#)
- [1.335 Referrals of Young People to the Community Integration Team](#)
- [1.395 Transfer and Transport of patients](#)
- [JH&FMHN Medication Guidelines](#)
- [Remote/Offsite/Afterhours Medical Services \(ROAMS\) Protocol](#)

NSW MoH Policy Directives,
and Guidelines

- [PD2017_027 Eligibility of Persons for Public Oral Health Care in NSW](#)
- [PD2011_027 EnableNSW – Assistive Technology for Communications mobility, Respiratory Function & Self-Care](#)
- [PD2017_017 Ambulance Service Charges](#)

Corrective Services NSW
Policies

- [7.3 Miscellaneous Health Issues](#)
- [7.7 Inmates Access to Private Practitioners](#)

External Resources

- [Ostomy Association](#)