

Remote Off-site After Hours Medical Services and After Hours Clinical Services Policy

Policy Number 1.300

Policy Function Continuum of Care

Issue Date 9 September 2019

Summary Justice Health and Forensic Mental Health Network maintains an on-call service for health staff to contact After Hours Nurse Managers, Primary Care GP's, Drug and Alcohol, Psychiatrists specialists and Senior Operational Nurse Managers to assist with the clinical and operational issues that arise outside of normal working hours.

Responsible Officer Executive Director 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 (Youth Justice NSW)
- Long Bay Hospital
- The Forensic Hospital

Previous Issue(s) Policy 1.300 (Dec 2015, Sep 2012)

Change Summary

- Grammatical changes
- Clarification of procedures

TRIM Reference POLJH/1300

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

1. Preface

Justice Health and Forensic Mental Health Network (the Network) maintains a 24 hours per day/7 day per week on-call service (state-wide). Staff within adult and adolescent health centres must contact the Nurse Manager Operations, Access and Demand Management (NMOADM) (business hours)/(state-wide) After Hours Nurse Manager (AHNM), Primary Care General Practitioners (GPs), Drug and Alcohol Specialists (D&A Specialists), Psychiatrists and Adolescent Health (AH).

Please Note: In this Policy; the NMOADM [business hours: 08.00 – 14.00 hours Monday - Friday] and the (state-wide) AHNM [after hours] will be referred to as AHNM.

The Network maintains a communication system with the appropriate senior manager for problems that may arise within the corporate responsibilities, such as food, information communications and technology and equipment management.

The Forensic Hospital has separate 'after hours and on-call arrangements' that pertain to psychiatry.

2. Policy Content

2.1 Mandatory Requirements

- To ensure the Network staff have 24 hour access to the Network AHNM, GPs, D&A Specialists, Psychiatrists and Adolescent Health (AH) for advice on matters pertaining to health service delivery to patients and health service operations.

2.2 Implementation – Roles & Responsibilities

2.2.1 Remote Off-Site and Afterhours Medical Services (ROAMS)

A clinician [Nurse Manager or Medical Officer (MO)] who is managing a telephone call regarding patient management remotely, that being, from any location at any time, while at any location are referred to as the Remote Offsite After-hours Medical Officers (ROAMS).

ROAMS is responsible for:

- Ensuring that he or she is available to be contacted at all times when rostered.
- Clarifying information received from the assessing nurse
- Providing advice consistent with currently accepted best clinical practice. This may require reference to the following documents:
 - The Network [Policies and Procedures](#) intranet page
 - The Network Clinical Pathways (available on intranet Link Clinical Pathways)
 - The Network [Drug and Alcohol Procedure Manual](#) intranet page
 - Standard clinical practice guidelines such as that in Therapeutic Guidelines (available on CIAP)
 - The Network [Psychotropic Medications – Guideline for Prescribing and Monitoring Use Within Custodial and Forensic Mental Health Settings](#)

- Providing a clear and concise management plan to the assessing nurse and ensuring that this is understood and recorded.
- Ensuring instructions/recommendations are read back, verbatim by the assessing nurse and checking they are an accurate representation of the instructions given.
- Consideration of altered calling criteria as per SAGO chart.

Please refer to the [Remote/Offsite/Afterhours Medical Services \(ROAMS\) Protocol](#) for further information.

3. Procedure Content

3.1 Remote Offsite After-hours Medical Officers (ROAMS)

3.1.1 ROAMS – (state-wide) After Hours Nurse Manager (13000 76267 - Option 1)

The ROAMS AHNM is available 24 hours per day, seven days per week by phone on 13000 ROAMS / 1300 076 267 - Option 1

During business hours the NMOADM can be contacted for patient access/patient flow and clarifying or providing advice on patient care in centres that have no Network staff.

When a Network staff member is not available at a health centre, including Corrective Services NSW (CSNSW), Youth Justice NSW (YJNSW), Court and Police Cells Complexes (C&PCC); and clinical advice pertaining to a patient is required, a senior CSNSW or YJNSW staff member must call 13000 ROAMS / 13000 76267 by choosing Option 1. The AHNM may provide advice directly or advise staff to transfer patient to an external hospital for further review.

The ROAMS AHNM is responsible for:

- Clarifying and providing advice/guidance from both a clinical and nursing leadership perspective to facilitate and ensure standards of safety and quality;
- Providing high quality, leadership, support, advice and guidance to staff within the Network, NSW Health facilities/Local Health Districts (LHDs) CSNSW/private operators, YJNSW and interagency staff;
- Liaising and supporting LHDs regarding patient access;
- Escalating significant events to the Executive Director Custodial Operations (EDCO);
- Supporting CSNSW/YJNSW with patient health issue outside of Correctional Centre operational hours (e.g. where a Network staff member is not present).

3.1.2 ROAMS – Primary Care General Practitioners (GPs) (13000 76267 - Option 2)

A roster of ROAMS GP's on-call 24 hours a day seven days per week will be maintained for patient care matters related to primary health issues. The roster is posted in advance on the Network Intranet. ROAMS GPs are situated at either the Justice Health Olympic Park office or Long Bay Hospital Administration ROAMS Office during the hours of 08.00 – 16.00 hours Monday to Friday, then offsite from 16.00 – 08.00 hours.

The GP must be contacted by phone on 13000 ROAMS / 1300 076 267 - Option 2 for:

- Urgent or non-routine health concerns for any patient (generally all routine medical issues should be addressed in the routine GP clinic sessions);

- Urgent/emergency orders for medication charts; (for non-mental health medications); and excluding complex mental health medication for level B mental health patients.
- Recommending emergency transfers to tertiary referral hospitals from the Networks Correctional/Youth Centres and consultation/ advice regarding patient transfers to external hospitals;

3.1.3 ROAMS – Addiction Medicine Specialists/Nurse Practitioners (1300 076267 - Option 3)

A roster of ROAMS Addiction Medicine Specialists including Drug and Alcohol Nurse Practitioners (D&A NP) will be maintained 24 hours a day seven days per week for patient care matters related to Drug and Alcohol problems. The rosters for the After Hours D&A Specialists are posted in advance on the Network Intranet. The on-call MO/NP is contactable via the Drug and Alcohol Central Planning Office:

- 0800 - 1630 hours business days Telephone 13000 ROAMS / 13000 76267 by choosing Option 3
- 1630 - 0800 hours business days Telephone 13000 ROAMS / 13000 76267 by choosing Option 3
- Weekends and Public Holidays 24 hours/day 13000 ROAMS / 13000 76267 by choosing Option 3

The addiction medicine MO/NP ROAMS must be contacted for:

- Acute clinical advice/management;
- Telephone orders for management of withdrawal;
- Continuation of opioid maintenance treatment (methadone, buprenorphine, or buprenorphine/ naloxone (Suboxone));
- All pregnant women who are new to custody with substance use.

3.1.4 ROAMS – Adult Mental Health (13000 76267 - Option 4)

A roster of ROAMS consultants/registrars will be maintained 24 hours a day for patient care matters related to psychiatric problems for adults and adolescents. The roster is posted in advance on the Networks Intranet.

The ROAMS Psychiatry Registrar is available by phone on 13000 ROAMS / 13000 76267 by choosing Option 4 for:

- Clinical advice and management of patients that present with mental health issues;
- Telephone orders for psychiatric medications for level B mental health patients; and
- Administrative advice about the mechanisms for referral, assessment, admission, and management of unwell patients.
- There is a ROAMS Child and Adolescent Psychiatrist available to give advice to Network staff during health center hours where this is required and to the Psychiatry Registrar ROAMS in respect of adolescent patients.

- Calls after hours in the health centers should be made to the Psychiatry Registrar or the ROAMS Child and Adolescent Psychiatrist (VMO or Staff Specialist) where deemed necessary.

The Network provides a ROAMS Consultant Psychiatrist support to on-call Psychiatry Registrars.

The Forensic Hospital (FH) and Long Bay Hospital (LBH)

A roster of on-call Registrars and Consultants is maintained 24 hours a day for patient care matters related to psychiatric problems for adults and adolescents within the FH and LBH. The roster is posted in advance on the Network Intranet. The on-call Registrar is based in the FH at all times and should be contacted by phone on 13000 ROAMS / 13000 76267 by choosing Option 4 for:

- Clinical advice.
- Telephone orders for psychiatric medications.
- Administrative advice about the mechanisms for referral, assessment, admission, and management of unwell patients.

The FH AHNM can provide leadership and support on patient care, administrative and operational matters. The FH Nurse Manager can be contacted on (02) 9661 6749 between the hours of 13:30 and 07:30 Monday to Friday and 24-hours a day on weekends and public holidays.

3.1.5 ROAMS - Adolescent Health (13000 76267 - Option 5)

- You will then be directed to choose from one of the 5 options stated above.
- Relating to the management of withdrawal during business hours, health center staff must contact the on call adolescent psychiatrist ROAMS for telephone orders.
- After business hours, all Adolescent Health D&A issues must go through to Adult Mental Health ROAMS who can contact the on call adolescent psychiatrist.

3.2 On-Call Services - Population Health

The (state-wide) AHNM should be the first point of contact for advice and notification of public health issues, newly admitted patients with HIV or sexual assault. The Clinical Nurse Consultant for Infection Prevention & Communicable Diseases will receive notification and referrals from the AHNM.

3.3 On-Call Services – ICT/Equipment/Food Services

Critical Information and Communications Technology (ICT) issues that may affect health service operations should be logged to the state-wide service desk and escalated to the Chief Information Officer. If a problem arises with Network equipment where it is considered dangerous or compromising to a patient's health status; staff must contact the AHNM to resolve the problem. This also applies to problems with food services that may endanger or compromise a patient's health. These issues must be escalated to the Executive Director, Corporate Services.

3.4 Difficulty Contacting ROAMS

The inability to contact the Remote Off-site Afterhours Medical Service (ROAMS) should not delay an emergency response and/or hospital transfer where required.

Network staff must comply with their local Clinical Emergency Response Systems (CERS); for review and treatment of patients who are clinically deteriorating with referral to higher levels of care where necessary (refer to Network Policy [1.252](#) *Access to Local Public Health Services*).

If attempts at contacting the ROAMS Primary Care GPs, addiction medicine Specialist/NP, or Psychiatrist have been unsuccessful (after 30 minutes); health staff must immediately contact the local Nursing Unit Manager then Cluster/Regional Nurse Manager (during office hours) or the AHNM (after hours) on 13000 ROAMS / 13000 76267 - Option 1. This person must take immediate action to establish whether a problem exists and subsequently, take steps to rectify the problem. If the problem cannot be rectified then the AHNM must escalate the issue to the relevant Clinical Director/Consultant.

The AHNM will also perform an integrity check with the Telstra ROAMS application to ascertain if any issues exist.

4. Definitions

Must

Indicates a mandatory action required to be complied with.

Should

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

5. Contacts

ROAMS (State-wide) After Hours Nurse Manager	13000 ROAMS / 13000 76267 - Option 1
ROAMS Primary Care GP	13000 ROAMS / 13000 76267 - Option 2
ROAMS Addiction Medicine Specialist	13000 ROAMS / 13000 76267 - Option 3
ROAMS Adult Mental Health	13000 ROAMS / 13000 76267 - Option 4
ROAMS Adolescent Health	13000 ROAMS / 13000 76267 - Option 5 (business hours only)
Forensic Hospital After Hours Nurse Manager	(02) 9700 3112
Clinical Director Adolescent Mental Health	(02) 8372 3051 / 0422 001 270

6. Legislation and Related Documents

Network Policies
and Procedures

[Remote/Offsite/Afterhours Medical Services \(ROAMS\) Protocol](#)

[1.080](#) *Clinical Services Provided by Justice Health and Forensic Mental Health Network*

[1.322](#) *Recognition and Management of Patients who are Clinically Deteriorating (ImpG)*

Drug and Alcohol Procedure Manual

[Psychotropic Medications – Guideline for Prescribing and Monitoring Use Within Custodial and Forensic Mental Health Settings](#)

Network Forms *JHeHS Clinical Assessment Template*

NSW Health Policy Directives and Guidelines [PD2013_049](#) *Recognition and Management of Patients who are Clinically Deteriorating*

Others *Standard Adult Observation Chart (SAGO)*
Clinical Emergency Response System