



JUSTICE HEALTH

Health Service Information

JUSTICE HEALTH
STATEWIDE SERVICE

NSW  HEALTH

Justice Health provides healthcare to men, women and young people within NSW Correctional Centres, Juvenile Justice Centres, some police cells and court complexes and the community. Junee Correctional Centre is privately managed, including healthcare.

Justice Health is managed by the NSW Department of Health and works independently from the Department of Corrective Services and the Department of Juvenile Justice.

Our aim is to provide best practice healthcare for those within the NSW Criminal Justice System.

OUR SERVICES

- Every person entering custody will receive a full health assessment on reception.
- While in custody you may also request to go to the health centre at any time to have a health problem assessed and treated.
- Some services are not available at all sites but you can be referred.

Primary Health Care including...

- Nursing GP; Pharmacy; Optometry; X-ray; Physiotherapy services.

Mental Health Services including...

- A free confidential Mental Health Helpline available 24hrs a day (1800 222 427).

Public/Sexual Health Services including...

- Testing for and management of blood borne viruses such as Hep C, Hep B, HIV, vaccination.

Dental Services including...

- Emergency and routine dental care.

Drug & Alcohol Services including...

- Management of people in withdrawal/detox; assessment for Methadone and Buprenorphine programs.

Aboriginal Health Services including...

- The Aboriginal Vascular Health Programme.

Women's Health Services including...

- Health issues specific to females including sexual health.

OUR RESPONSIBILITIES

We will...

- Respect your culture, religious or spiritual beliefs and practices.
- Treat each person as an individual by taking notice of your physical, cultural and language needs.
- Treat you with dignity, respect and courtesy.
- Provide you with safe and appropriate care.
- Inform you about your treatment and involve you in your care.
- Inform you of other treatment options.
- Provide a system for you to tell us about ways to improve our service.
- Arrange for an interpreter for the explanation of treatment if required.

YOUR RESPONSIBILITIES

You should...

- Let the health staff know **all** the facts about your health history and treatment. For example, any medication (pills) that you have been taking. This includes medications prescribed by a doctor and any others you may be taking.
- Keep in mind that the nurses have a lot of people to see. Try to be patient. Verbal and physical aggression toward health staff is unacceptable.
- Look after your health through asking questions. If you are unclear ask for a further explanation.
- Follow the treatment as explained by the doctor or health staff member.
- 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 staff if you have a problem with your treatment or want to stop a treatment.
- Tell staff if you are happy with your treatment and care.

FREQUENTLY ASKED QUESTIONS

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

If you have a health problem or are concerned about a friend, ask the Officers to put your name on the list to see the health staff.

When you arrive at the health centre, your first point of contact will usually be with a Nurse. The Nurse will talk with you and assess any problems you are having.

Q: What if I need medication?

A number of medications that are available freely in the community are only available on prescription from a Doctor in the centre.

In adult centres:

- Each health centre has certain 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!**

There are some medications, which the nurse is required to supervise. They may bring these medications to your cell after lock in. These are known as supervised medications.

Q: What if I need to see a Doctor?

The Nurse will conduct a health assessment, provide care and may (but not always) book you to see the Doctor.

Your name will be placed on the Doctor's list and you will be seen at the next available time, depending on your problem.

In some centres, the Doctor attends only once or twice a week or fortnight so you may need to wait. Others with more urgent or serious health problems may be seen ahead of you.

FREQUENTLY ASKED QUESTIONS

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.

The next available appointment may not be for 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 contact the Oral Health Hotline. If you can't get through keep trying, as it is a busy number. 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 serious dental problems may be seen ahead of you. The Dentist will assess you and if necessary provide you with treatment. It may take a couple of visits to the dentist to receive all the treatment you need.

Q: What if I need dentures?

Dentures are only available to those serving a non-parole period of 3 years (or more).

If you qualify, approval is required. It may then take a couple of visits to the dentist to have any remaining teeth removed and the new denture fitted.

One-tooth dentures are classified as cosmetic and are not approved. If you want this type of denture then you will have to pay for it yourself.

Q: What if I need glasses?

Speak to the health staff. Glasses will be provided at no cost to the patient when deemed clinically appropriate by the treating ophthalmologist or optometrist.

FREQUENTLY ASKED QUESTIONS

Q: What if I am worried about Hep C?

If you are worried about Hep C or any other virus, go to the health centre and speak to a nurse. You may then be referred to the Public Health Nurse for further tests. Or you can call the Hep C Helpline (number 3 on the Common Auto Dial List).

Q: How do I get on the Methadone/Buprenorphine program?

Speak to a nurse about starting on either of these programs.

Q: What if I need to see a Psychologist?

You need to talk to a Corrective Services or Juvenile Justice Officer about going to see a psychologist or welfare officer.

Q: What about my shoes?

In adult centres, shoes are issued to you by the Department of Corrective Services. You can fill in a bluey (inmate application form) and give it to a wing officer and you MAY be able to wear your own. If you own special orthotic shoes or soles you will need confirmation of this from your prescribing doctor. If this is the case, talk to nursing staff.

Q: What if my bed is hurting my back?

See your wing officer or youth officer. If your problem continues, talk to a nurse.

Q: What if I need a special diet

Meals are provided by DCS (adults) or DJJ (juveniles). If you need a special diet for health reasons, talk to nursing staff.

OUR PRIVACY OBLIGATIONS

Justice Health is committed to protecting the privacy of your health information. Our staff are bound by law to keep your information confidential.

Your Health Information

- We collect information about your health so that we can provide you with treatment and advice. We collect that information directly from you wherever possible.
- Sometimes we may need to contact other health professionals who have treated you in the past.

Security of your Health Information

- Each person has a paper-based medical file and some of your health information may be stored on a secure computerised database.
- We follow strict rules and policies to ensure that your health information is stored securely.

Using and Releasing your Health Information

- We will release your information to outside bodies to enable health services to be provided to you, for example:
 - To other hospitals or medical specialists involved in your care, including your GP & the Ambulance Service.
 - To release tests, x-rays etc.
 - To students and other staff for training purposes.
 - To authorised third parties, to prevent a serious and imminent threat to someone's life, health or welfare.
 - For managing legal claims.
 - For planning and financial management purposes.

PRIVACY...

- If you *do not* want us to collect, use or release certain information about you, you need to tell us and we will discuss with you any problems this may have for your healthcare.
- 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 diseases.
 - To research projects with strict rules and approval processes.
 - To others, such as the police, if you provide us with information relating to a serious crime.
 - To comply with a court order if your personal information is required as evidence in court.
- We will seek your consent before using your information for any other purpose.

Your Health Information and the Department of Corrective Services/Department of Juvenile Justice

- Your medical file is confidential and cannot be viewed by a Corrective Services or Juvenile Justice Officer.
- Justice Health is obliged to provide some information to the Department of Corrective Services and the Department of Juvenile Justice to make sure that “at risk” inmates/detainees are safe.

PRIVACY...

Accessing your health information

- You are able to request access to your information including your medical record held by Justice Health. 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 eg. If it puts you or another person at risk.
- 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 medical record can be addressed to:

Joint Records Centre
Silverwater Correctional Complex
Holker Street
Silverwater NSW 2128.



For questions about the privacy of your information, talk to the Nursing Unit Manager or write to the Privacy Contact Officer, Justice Health, PO Box 150, Matraville, NSW 2036.

IF YOU HAVE ANY PROBLEMS...

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

First request to speak to the Nursing Unit Manager at your local health centre.

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

Chief Executive
Justice Health
PO Box 150
Matrville NSW 2036

Other contacts outside Justice Health are available on the phone via the Common Auto Dial List. Just follow the prompts to ring:–

- Corrective Services Support Line
- Mental Health Hotline
- Hep C Helpline
- Oral Health Hotline
- Health Care Complaints Commission
- NSW Ombudsman's Office

Please affix local health centre details here

Avery Labels: L7165