


**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
DIVISION OF YOUTH SERVICES  
OAKLEY YOUTH DEVELOPMENT CENTER**

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| <b>Subject:</b><br><b>Access to Health/ Mental Health Care</b>   |  | <b>Policy Number: 13</b>  |
| <b>Number of Pages: 4</b>  |  | <b>Section: XI</b>  |
| <b>Attachments</b><br>Health Call Form XI.13.A<br>Health Call Log XI.13.B<br>Physician Health Call Referral Log XI.13.C<br>Welcome Letter Form XI.13.D |  | <b>Related Standards &amp; References</b><br>ACA Juvenile Health Care Performance Based Standards 2009:<br>4-JCF-4C-05, 4-JCF-4C-06, 4-JCF-4C-36, 4-JCF-4C-40,<br>4-JCF-4C-46 |
| <b>Effective Date:</b> 06/09/06<br><b>Revision Date:</b> 03/01/07, 04/16/08, 07/2/09,05/01/11,11/01/13<br><b>Review Date:</b> 11/1/14, 11/12/15        |  | <b>Approved:</b><br><br><b>James V. Maccarone, Director</b>                                 |

**I. POLICY**

It is the policy of the Mississippi Department of Human Services, Division of Youth Services, to provide a mechanism for unimpeded access to health care and for a system for processing concerns and/or complaints regarding health care. This mechanism shall be communicated orally and in writing to youth on arrival at each facility, and conveyed in a language that is easily understood by each youth. When literacy, language problem, or physical handicap prevents a youth from understanding oral and written information, a staff member or translator shall assist the youth. (4-JCF-4C-05, 4-JCF-4C-40)

There shall be a process in place for all youth to initiate requests for health services daily. The Health Call Form XI.13.A shall be readily available to all youth. Requests shall be monitored and responded to daily. (4-JCF-4C-06) Decisions to refer students off campus for consultations shall be the sole province of the physician or dentist and not countermanded by non-health care personnel. (4-JCF-4C-36)

**II. DEFINITIONS**

As used in this policy and procedure, the following definitions apply:

Health Care Personnel – an individual, whose primary duty is to provide health, dental or mental health services to youth in keeping with their respective levels of education, training, and experience. The individual is licensed in the State of Mississippi without restriction to practice Nursing, Medicine, Dentistry, or Psychiatry.

Health Call: A system of structured inquiry and observation, by health care personnel, designed to assess and provide treatment for the youth.

**III. PROCEDURE**

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- A. The Director of Medical Services shall develop a facility specific instruction sheet that educates youth to the process of accessing medical, mental health and dental services upon their arrival to the facility. (4-JCF-4C-05) This form Welcome Letter XI.13.D shall be signed by the youth and is maintained in the health record.
1. These instructions shall be provided both orally and in written form conveyed in a language that is easily understood during the intake process. (See Policy XIII.1)
    - a. The written form shall be provided to all youth at their initial medical/dental screening.
    - b. Each youth shall sign and date this form acknowledging receipt of the instructions.
    - c. This form then shall be filed in the youth's health record.
  2. When literacy, language problem, or physical handicap prevents a youth from understanding oral and written information, a staff member or translator shall assist the youth.
- B. Youths' medical concerns are monitored and responded to daily by health care personnel. Facility staff shall not prevent a youth's access to health care. (4-JCF-4C-05)
1. Scheduled Health Call for non-emergency health care needs, conducted by qualified health care personnel in the medical clinic, shall be available to each youth daily. (4-JCF-4C-06).  
When a physician does not conduct Health Call, a physician shall be available at least two (2) days per week to respond to youth concerns and/or complaints regarding service that they did or did not receive from other health care personnel (4-JCF-4C-06)
    - a. Youth requesting to be seen by health care personnel for non-emergency medical services shall sign-up for Health Call with any health-related concern or complaint.
    - b. The Health Call Form XI.13.A shall be located on each living unit and readily accessible to the youth. Medical department staff shall be responsible for maintaining blank health call forms and facility staff shall be responsible for ensuring the forms are available to youth daily.
    - c. Each youth shall sign his/her name and health concern or complaint to the Health Call Form XI.13.A to access scheduled health call.
    - d. Youth shall place the Health Call Form XI.13.A in an envelope marked "Medical" and place in the medical/grievance drop box, located on each living unit. If a medical drop box is not available on the living unit, the Juvenile Care Worker (JCW) shall submit the Health Call Form XI.13.A to a nurse.

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- e. The youth's name, who signed up for health call, is placed on the Health Call Log Form XI.13.B by the nurse. This log is used for tracking and statistical purposes.
  - f. Following nursing assessment and triage performed in the medical clinic, Non-emergent or non-urgent youth requests shall be referred to scheduled healthcare practitioner clinics. All health care requests of an urgent or emergent nature shall be addressed in a timely manner.
  - g. The Nurse assessing the youth's concern or complaint and subsequent treatment shall document in the youth's health record, Interdisciplinary Progress Notes XI.8.A.
  - h. Any youth referred to be seen by the healthcare practitioner shall be placed on the appropriate Health Call Referral Log XI.13.C
  - i. Any youth who requests to see the Psychiatrist via the health call form shall be referred first to counseling and/or psychology staff for evaluation.
    - i. All other campus-based referrals to the Psychiatrist must be approved by the appointed qualified mental health professionals,
    - ii. And a completed referral form must be provided before the appointment is made. Form XI.13.D.
2. Youths in non-medical isolation shall have access to medical care and such placement shall not adversely effect their medical treatment. The youth in isolation may complete a health call form and shall be transported to the medical clinic for triage and treatment. (4-JCF-4C-46)

The Director of Medical Services shall ensure provision of, and access to, health call for youth in isolation. This facility specific procedure shall address:

- a. Health call forms shall be maintained on the unit which houses youth in isolation.
  - b. Timely assessments appropriate to the individual health care needs of each youth in isolation.
  - c. If a physical assessment is warranted the youth shall be transported, securely to the medical clinic.
  - d. Documentation of the nurse's assessment shall be noted in the Interdisciplinary Progress Notes.
- C. Youth complaints regarding health care services shall be handled by the facility grievance officer/designee personnel refer to DYS policy XV.2 Youth Grievance. (4-JCF-4C-40)
- D. Special Medical/Dental consultations ordered by the responsible clinician shall not be countermanded by non-health care personnel.

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1. All clinical decisions belong to the clinicians.
2. Any consultation deemed “necessary” by a clinician shall be provided by a community provider.
3. If the community provider consultation results in the recommendation of an elective procedure or diagnostic test, the procedure outlined in policy XI.11 Consent and authorization to treat shall be followed to gain approval. The Facility Administrator must approve all elective, non-emergent procedures.

D. The Director of Medical Services shall revise this policy as necessary.