

2281 MEDICAL APPOINTMENTS IN THE COMMUNITY

Chapter: **Sununu Youth Services Center**

Section: **Healthcare**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive:

Approved:

Effective Date: **01-01-09**

Scheduled Review Date: **01-01-10**

William W. Fenniman, DJJS Director

Related Statute(s):

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s):

Bridges' Screen(s) and Attachment(s):

It is essential to balance security and public safety with our resident's need to receive timely quality health care in the community. Medical and residential personnel must work together to ensure the proper balance.

Purpose

The purpose of this policy is to establish the SYSC procedure for medical appointments in the community.

Procedure

I. Medical Department Appointment Making

- A. When you call a private practitioners office to make a medical appointment for one of our residents please complete the following steps:
 1. Clearly identify yourself as a SYSC (YDC) employee.
 2. Clearly identify the youth as a SYSC (YDC) resident.
 3. Ask if there are any special instructions regarding entering/exiting the building.
 4. Ask if there are any special requests regarding handcuffs.

II. Nurse Notifications

- A. After making the appointment the nurse shall contact the unit and operation office and give them the residents name, the date, time, and location of the appointment.
- B. Nurse will then note the resident's name, the time of the appointment, location of appointment and the name of the staff notified at the unit and at operations on the appointment calendar.
- C. Inform unit/operations if there is any paperwork to go with the resident.

III. Preparation for Appointments

- A. When preparing for appointments the following procedure will apply:

1. Building supervisors and operations officers need to check their schedule daily for all appointments.
2. Arrangements for staff coverage for the appointment need to be made well in advance.
3. Make sure that you leave SYSC early enough to arrive at the office 10 minutes before the scheduled appointment time.
4. Arrangements for a vehicle need to be made well in advance of the planned departure time.
5. Prior to leaving the facility the staff transporting the youth shall contact medical department to ensure that they have any (all) necessary paper work for the appointment.
6. Ensure that you have accurate directions to the appointment.

IV. **Appointments**

- A. At the office remember to present yourself in a professional and courteous manner.
 1. As a general rule of thumb, remove the handcuffs before entering the office. Keep the handcuffs on your person.
 2. Upon arrival to the office, identify the youth as a SYSC (YDC) resident. Please complete this identifying procedure as quietly and as confidentially as possible.
 3. Youth counselor shall stay with the resident at all times unless specifically requested to leave the room.
 4. If asked to leave the room, carefully check the room for possible escape routes and check all exits. Let the office staff know that you need to position yourself outside the door to prevent escape.
 5. If you know the youth to be at high risk for escape or assault, request that you be permitted to stay with the youth for safety and security reasons.
 6. If there is a conflict between the medical needs of the resident and the safety needs for the community do not argue with the office staff. Inform the office staff (or doctor/nurse) that you need to seek further direction from the SYSC Bureau Chief, Manager of Health Services or the Manager of Residential Services regarding your safety and security concerns.
 - (a) If there is a medical emergency involved and the medical issue for the resident is potentially life threatening, express your safety concerns to the physician/nurse and then abdicate your monitoring responsibilities to the medical staff. Notify the SYSC (YDC) Bureau Chief, Manager of Health Services or Manager of Residential Services immediately. Maintain surveillance in as close proximity as allowed by the medical staff.

7. While in the office do not roam around; the work that goes on with other patients is private and confidential.
8. Before leaving the office make sure you have all pertinent paperwork that needs to be returned to the medical department.
9. Reapply handcuffs once you have exited the office.

V. **Upon return to SYSC (YDC)**

- A. Deliver reports and youth to medical department immediately upon return to the building. Do not have the youth rejoin population until report is given to nurse.
- B. Prior authorization is needed for the Bureau Chief or Manager of Residential Services if you are not planning to remove the cuff's at any time during the appointment or if you are not planning to remove the cuff's until after entering the medical building. If postponing cuff removal is approved, then the transporting youth counselor shall notify the medical office staff that the youth will be arriving in handcuffs due to safety issues.
- C. For appointments at the Dartmouth Hitchcock Clinic, use the back entrance if the resident is in cuffs or in "a uniform."

Health Authority Signature

Date