

Chapter: Youth Health
Title: Youth Sick Call Request

Effective Date: 7/15/11, T-1
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Replaces: HHS.25.05
Dated: 2/19/09

ACA Standard(s): N/A

(a) **Standard.**

Youth have unimpeded access to health care. Halfway house staff who have satisfactorily completed Juvenile Health Training are available to receive, respond to, and document youth sick call requests daily. The nurse reviews youth sick call requests weekly to determine the appropriateness and effectiveness of care given. Halfway house staff may contact the nurse for guidance or clarification in response to youth health requests.

(b) **Procedures.**

- (1) Provide youth with unimpeded access to Sick Call Request forms, HLS-910.
Person Responsible: Superintendent
 - (2) Receive the completed HLS-910 form from the youth.
Person Responsible: Human Services Specialist (HSS), Juvenile Correctional Officer (JCO)
 - (3) Record the youth's sick call request, including date and time and treatment provided, on the Treatment and Intervention Record, HLS-505.
Person Responsible: HSS/JCO
 - (4) Document on the HLS-910 form the signature and title of the staff who responded to the youth and the date and time of the sick call response.
Person Responsible: HSS/JCO
 - (5) Maintain the completed HLS-910 form in the daily health record binder for review and scanning into the EMR by nursing staff.
Person Responsible: HSS/JCO
 - (6) Review the youth's Treatment and Intervention Record for previous sick call requests regarding the same health concern and review the HWH Medical/Dental/Mental Health History Report, HLS-107, for any allergies, medical alerts, or chronic care conditions.
Person Responsible: HSS/JCO
 - (7) Respond to the youth's sick call request with first aid or by implementing the appropriate Halfway House Protocol for the Care of Minor Health Conditions.
Person Responsible: HSS/JCO
 - (8) Give the appropriate medication or provide the appropriate care.
Person Responsible: HSS/JCO
 - (9) For protocol medications administered more than one time, prepare the Medication Administration Record (MAR) and place the MAR in the daily health record binder in the youth's individual section. One-time doses of medication are to be documented on the HLS-505.
Person Responsible: HSS/JCO
 - (10) Notify the nurse and/or the health services administrator when a youth needs further intervention.
Person Responsible: HSS/JCO
 - (11) Scan HLS-910 form into the EMR.
Person Responsible: Nurse
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