

23 May 2019

C107499

Misha  
[fyi-request-10221-42046a80@requests.fyi.org.nz](mailto:fyi-request-10221-42046a80@requests.fyi.org.nz)

Dear Misha

Thank you for your email of 4 May 2019, refining your previous request for a copy of the Health Services Manual to instead request the section headings of the Health Services Manual. Your request has been considered under the Official Information Act 1982 (OIA).

You requested:

*Can you please provide the chapter/section headings only of the health services manual.*

Please find enclosed as Appendix One a list of the section and subsection headings contained within the Health Services Manual. Please note that some of these sections contain a multitude of smaller documents, such as forms or standing orders.

If you wish to request a copy of a specific section or sections of the Health Services Manual, you are welcome to submit a new OIA request for that information.

I trust the information provided is of assistance. Should you have any concerns with this response, I would encourage you to raise these with Corrections. Alternatively you are advised of your right to also raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Jo Field  
Deputy Chief Executive  
Service Development

## Appendix One – Health Services Manual Contents

- Clinical Health Policy
  - Medicines Management Policy
  - Suspected Internal Concealment Policy
    - Managing Prisoners Suspected of Internal Concealment – Flow Diagram
  - Manual Handling for Patients Policy and Procedure
  - Health Care Pathway 2019
  - Waist Restraints Policy and Procedure
- Clinical Tools
  - Alcohol and Drug Withdrawal Guidelines
  - Annual Diabetes Project Flowchart
  - At Risk Assessment - Guidelines for Health Services Staff
  - Death in custody flowchart 2015.v02.
  - Dental and Oral Health First Aid Guidelines
  - Diabetic Patients Chart
  - ECG - Placement of Leads
  - Guidelines for Administering Pneumococcal Vaccine
  - Guidelines for Clinical Management of People Refusing Food
  - Guidelines for Management of Depression in Primary Care
  - Guidelines for the Use of OC/Pepper Spray
  - Harm Minimisation Guideline - Issuing Condoms, Dental Dams and Lubricants
  - Hepatitis B and C Data Collection
  - Managing Hepatitis C in Primary Health Care
  - \*OC Pepper Spray Incidents Guidelines
  - Practise Guidelines for Opioid Substitution Treatment in NZ 2008
  - Release of Prisoners flowchart
  - Standard Drinks
  - Suicide Risk - Assessment
  - TB Protocol
  - Treatment Plan Flowchart
- Consumer Rights
  - Prosthesis Policy
    - Prosthesis Policy
    - Prosthesis Treatment Acknowledgment Form

- Prosthesis Recoverable Financial Support Form
  - Prosthesis Policy Flowchart
- Complaint Policy and Procedures
- Evidence to Support Prisoners Work and Income Eligibility Criteria
- Health Information Policy and Procedure
- IDCCR Act
- Informed Consent
- Management of HS Official Correspondence Policies and Procedures
- Managing Your Health In Prison Pamphlet
- Your Health in Prison Pamphlet
- Human Resources
  - Clinical Training, Professional Development, Study Assistance Policy and Procedure
  - External Provider Induction Process
  - Guidelines for Nurses Performance Development Plan | PDF (493.5 KB)
  - Health Services Return to Practice Programme
  - New Graduate Nursing Programme
  - Nurses Competency Framework | WORD (14.5 KB)
  - Orientation
  - Professional Development and Recognition Programme
  - Recruitment Collateral
  - Student Nursing Placement Programme
  - Nursing Council of New Zealand Guideline: delegation of care by a registered nurse to a health care assistant
- Health Services Management
  - Clinical Governance Framework 2018
  - Continuous Quality Improvement Policy
  - Guidelines to Minimising Falls
  - Clinical Information from Courts
  - Document Control Process for the Health Services Manual
  - Foundation Principles Between the Department of Corrections Health Services and Serco Health Services
  - Health Centre Equipment List
  - Health Centre Manager Responsibilities
  - Health Centre Manager Legal Responsibilities
  - HDU Framework

- HSIR Incident Reporting (HSIR)
  - Incident Reporting Policy
  - HSIR Quick User Guide
  - HSIR User Guide
- Local Operating Manual
  - Local Operating Manual Policy and Procedure
  - Local Operating Manual Template
- Medtech Operational Instructions
  - Medtech Operating Instructions (Full Version)
  - Appendix A - ACC Medical Practitioners' and Nurses' Costs
  - Appendix B - Mandatory Red Codes
- Risk Management Guidelines
- Health Services Manual Forms
- Infection Control Manual
- Multi Disciplinary Practice
- National Standing Orders 2019
  - Standing Orders Practice Manual – April 2018
  - Implementation Standing Orders Policy Check List for Health Centre Manager – April 2018
- Informed Consent Policy