



# DEPARTMENT OF CORRECTIONS

Health Services Local Operating Manual

Enter Site Here

Released under the  
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Review Date

## Table of Contents

<b>HEALTH SERVICES.....</b>	<b>4</b>
Roles at site and contact details .....	4
Schedule for clinic's at the Health Centre .....	5
Rostered shifts at the Health Centre.....	6
On-Call procedures .....	7
Doctors clinics .....	8
Registered Nurse Clinics .....	9
Forensic Nurse Clinics.....	10
Forensic Psychiatrist clinic .....	11
After hours staff and services .....	12
Emergency plan for Health Centre .....	13
<b>PRISONER MANAGEMENT.....</b>	<b>14</b>
Appointments for external visits.....	14
At Risk.....	15
Assessment.....	15
Entry to At Risk Unit .....	16
Placement management.....	17
Exit process.....	18
Complaints process with IOMS .....	19
Death in Custody.....	20
Emergency Response .....	21
Non-voluntary segrgation.....	22
Receiving Office Registered Nurse role .....	23
Referrals .....	24
Release / Discharge .....	25
Notification .....	26
Medications .....	27
Health information .....	28
Response time to requests.....	29
Section 45 Mental Health .....	30
Transfers of Prisoners .....	31
Courts .....	32
Other Prisons.....	33
Voluntary refusal of food.....	34
Voluntary Segregation .....	35
<b>IOMS.....</b>	<b>36</b>
Alert.....	36
Placing .....	37
Removing.....	38
Incidents .....	39
Copying Muster photos .....	40
Searching / Find .....	41
Transferability Rating .....	42
<b>HEALTH CENTRE .....</b>	<b>43</b>
Faulty equipment.....	43
Hazard waste .....	44

<b>Laboratory</b> .....	<b>45</b>
Requests .....	46
Follow up process .....	47
Results process.....	48
<b>Medication</b> .....	<b>49</b>
Ordering .....	50
Receiving from Pharmacy .....	51
Returning to Pharmacy.....	52
Special Hospital scripts .....	53
<b>Needle stick injury</b> .....	<b>54</b>
<b>Screening and recalls</b> .....	<b>55</b>
<b>Management of patient test results and medical reports</b> .....	<b>56</b>
<b>Repeat prescribing</b> .....	<b>57</b>
<b>Tracking of medical records</b> .....	<b>58</b>
<b>Cold Chain Policy</b> .....	<b>59</b>

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## 1. Health Services

### 1.1 Roles at site and contact details

<b>TITLE</b>	Rolls on Site
<b>DESCRIPTION</b>	This describes what health roles are available at this site
<b>NUMBER 1.1</b>	
<b>REVIEW DATE</b>	
<b>Health Centre Manager</b>	<ul style="list-style-type: none"><li>• Add name</li><li>• Contact details daytime and after hours</li></ul>
<b>Medical Officers</b>	<ul style="list-style-type: none"><li>• Name</li><li>• Contact details</li></ul>
<b>Registered Nurses</b>	
<b>Administration Support Officers</b>	
<b>Dentist</b>	
<b>Forensic Services</b>	
<b>Physiotherapist</b>	
<b>Add any other like podiatrist etc</b>	
<b>Visiting specialist staff e.g. diabetic nurse from DHB</b>	

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**1.2 Schedule for clinic's at the Health Centre**

<b>TITLE</b>	Schedule for clinic's at ** Health Centre
<b>DESCRIPTION</b>	This informs of the current clinic's that are held at this Health Centre
<b>NUMBER 1.2</b>	
<b>REVIEW DATE</b>	
<b>Medical Officers</b>	<ul style="list-style-type: none"> <li>• Days</li> <li>• Hours</li> <li>• Where on site &amp; ext number of clinic room</li> </ul>
<b>Nurses</b>	<ul style="list-style-type: none"> <li>• Days</li> <li>• Hours</li> <li>• Where on site &amp; ext number of clinic room</li> </ul>
<b>Dentist</b>	
<b>Forensic Psychiatrist</b>	
<b>Forensic Nurse/s</b>	

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### 1.3 Rostered shifts at the Health Centre

<b>TITLE</b>	Rosters and requirements
<b>DESCRIPTION</b>	Current rostered shifts for this Health Centre
<b>NUMBER 1.3</b>	
<b>REVIEW DATE</b>	
Add in shift roster templates.	

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#### 1.4 On-Call procedures

<b>TITLE</b>	On-call Procedures
<b>DESCRIPTION</b>	How the site staff know and contact the “on-call ‘ nurse after hours at the site.
<b>NUMBER 1.4</b>	
<b>REVIEW DATE</b>	
<b>Finding the on call Nurse</b>	
<b>How to ring / contact the On-call Nurse</b>	
<b>How Custody staff know who is on-call</b>	
<b>How to inform the HCM when a nurse has been called back</b>	

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## 1.5 Doctors clinics

<b>TITLE</b>	Doctors Clinic
<b>DESCRIPTION</b>	How to run a doctors clinic and what follow up activities roles and responsibilities are required.
<b>NUMBER 1.5</b>	
<b>REVIEW DATE</b>	
<b>Preparation</b>	<ul style="list-style-type: none"> <li>• By whom</li> <li>• How to book into / what appointment book is used</li> </ul>
<b>How the clinic run's</b>	<ul style="list-style-type: none"> <li>• Days</li> <li>• Hours</li> <li>• Where on site &amp; ext number of clinic room</li> </ul>
<b>Pitfalls to watch for</b>	
<b>Follow up tasks</b>	
<b>Invoice type</b>	

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## 1.6 Registered Nurse Clinics

<b>TITLE</b>	Registered Nurses clinic's
<b>DESCRIPTION</b>	This informs of the current clinic's that are held at this Health Centre
<b>NUMBER 1.6</b>	
<b>REVIEW DATE</b>	
<b>How to book into the RN clinic</b>	
<b>Days held and where Nurses clinic held</b>	
<b>Any movements required</b>	
<b>Security issues</b>	
<b>Invoice type</b>	

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### 1.7 Forensic Nurse Clinics

<b>TITLE</b>	Forensic Nurses Clinic
<b>DESCRIPTION</b>	How a Forensic Nurse clinic is managed at this Health Centre
<b>NUMBER 1.7</b>	
<b>REVIEW DATE</b>	
<b>How to book into</b>	
<b>Days held and where Forensic Nurses clinic held</b>	
<b>Any movements required</b>	
<b>Security issues</b>	
<b>Process for clinical handover and documentation</b>	
<b>Invoice required</b>	

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**1.8 Forensic Psychiatrist clinic**

<b>TITLE</b>	Forensic Psychiatrist clinic
<b>DESCRIPTION</b>	How a Forensic Nurse clinic is managed at this Health Centre
<b>NUMBER 1.8</b>	
<b>REVIEW DATE</b>	
<b>How to book into</b>	
<b>Days held and where Forensic Psychiatrist clinic held</b>	
<b>Any movements required</b>	
<b>Security issues</b>	
<b>Process for clinical handover and documentation</b>	
<b>Invoice type and by whom</b>	

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**1.9 After hours staff and services**

<b>TITLE</b>	After hours staff and services
<b>DESCRIPTION</b>	How to contact staff or services after hours.
<b>NUMBER 1.9</b>	
<b>REVIEW DATE</b>	
<b>MO</b>	
<b>HCM</b>	
<b>Forensic Services</b>	
<b>Methadone Provider</b>	
<b>Pharmacy</b>	

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**1.10 Emergency plan for Health Centre**

<b>TITLE</b>	Emergency plan for Health Centre
<b>DESCRIPTION</b>	
<b>NUMBER 1.10</b>	
<b>REVIEW DATE</b>	

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**2 Prisoner Management**

**2.1 Appointments for external visits**

<b>TITLE</b>	Appointments for External visits
<b>DESCRIPTION</b>	Include how to refer, notify and book external appointments for patients
<b>NUMBER 2.1</b>	
<b>REVIEW DATE</b>	

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2.2 At Risk  
1. Assessment

<b>TITLE</b>	At Risk - Assessment
<b>DESCRIPTION</b>	
<b>NUMBER 2.2.1</b>	
<b>REVIEW DATE</b>	

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2. Entry to At Risk Unit

<b>TITLE</b>	At Risk - Entry to At Risk Unit
<b>DESCRIPTION</b>	
<b>NUMBER 2.2.2</b>	
<b>REVIEW DATE</b>	

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3. Placement management

<b>TITLE</b>	At Risk – Placement management
<b>DESCRIPTION</b>	
<b>NUMBER 2.2.3</b>	
<b>REVIEW DATE</b>	

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4. Exit process

<b>TITLE</b>	At Risk – Exit process
<b>DESCRIPTION</b>	
<b>NUMBER 2.2.4</b>	
<b>REVIEW DATE</b>	

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2.3 Complaints process with IOMS

<b>TITLE</b>	Complaints process with IOMS
<b>DESCRIPTION</b>	
<b>NUMBER 2.2.2</b>	
<b>REVIEW DATE</b>	

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2.4 Death in Custody

<b>TITLE</b>	Death in Custody
<b>DESCRIPTION</b>	
<b>NUMBER 2.4</b>	
<b>REVIEW DATE</b>	
Refer to PSOM IR.03	
DIC flow chart	

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2.5 Emergency Response

<b>TITLE</b>	Emergency Response
<b>DESCRIPTION</b>	
<b>NUMBER 2.5</b>	
<b>REVIEW DATE</b>	

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2.6 Non-voluntary segregation

<b>TITLE</b>	Non-voluntary segregation
<b>DESCRIPTION</b>	
<b>NUMBER 2.6</b>	
<b>REVIEW DATE</b>	

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2.7 Receiving Office Registered Nurse role

<b>TITLE</b>	Receiving Office Registered Nurse role
<b>DESCRIPTION</b>	
<b>NUMBER 2.7</b>	
<b>REVIEW DATE</b>	

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2.8 Referrals

<b>TITLE</b>	Referrals
<b>DESCRIPTION</b>	
<b>NUMBER 2.8</b>	
<b>REVIEW DATE</b>	

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2.9 Release / Discharge

<b>TITLE</b>	Release / Discharge
<b>DESCRIPTION</b>	
<b>NUMBER 2.9</b>	
<b>REVIEW DATE</b>	

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2.10 Notification

<b>TITLE</b>	Release/Discharge - Notification
<b>DESCRIPTION</b>	
<b>NUMBER 2.9.1</b>	
<b>REVIEW DATE</b>	

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2.11 Medications

<b>TITLE</b>	Release/Discharge - Medications
<b>DESCRIPTION</b>	
<b>NUMBER 2.9.2</b>	
<b>REVIEW DATE</b>	

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2.12 Health information

<b>TITLE</b>	Release/Discharge – Health Information
<b>DESCRIPTION</b>	
<b>NUMBER 2.9.3</b>	
<b>REVIEW DATE</b>	

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2.13 Response time to requests

<b>TITLE</b>	Response time to requests
<b>DESCRIPTION</b>	
<b>NUMBER 2.10</b>	
<b>REVIEW DATE</b>	

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2.14 Section 45 Mental Health

<b>TITLE</b>	Section 45 Mental Health
<b>DESCRIPTION</b>	How to complete a section 45 on this site.
<b>NUMBER 2.10</b>	
<b>REVIEW DATE</b>	
<b>Who to contact</b>	
<b>What documentation is required</b>	

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2.15 Transfers of Prisoners

<b>TITLE</b>	Transfers of Prisoners
<b>DESCRIPTION</b>	
<b>NUMBER 2.12</b>	
<b>REVIEW DATE</b>	

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2.16 Courts

<b>TITLE</b>	Transfers of Prisoners - Courts
<b>DESCRIPTION</b>	
<b>NUMBER 2.12.1</b>	
<b>REVIEW DATE</b>	

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2.17 Other Prisons

<b>TITLE</b>	Transfers of Prisoners –Other Prisons
<b>DESCRIPTION</b>	
<b>NUMBER 2.12.2</b>	
<b>REVIEW DATE</b>	
Refer to Healthcare Pathway Policy section 12	

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2.18 Voluntary refusal of food

<b>TITLE</b>	Voluntary refusal of food
<b>DESCRIPTION</b>	
<b>NUMBER 2.13</b>	
<b>REVIEW DATE</b>	
Refer to PSOM IR.04	

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2.19 Voluntary Segregation

<b>TITLE</b>	Voluntary Segregation
<b>DESCRIPTION</b>	
<b>NUMBER 2.14</b>	
<b>REVIEW DATE</b>	

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**3 IOMS**

**3.1 Alerts**

<b>TITLE</b>	Alerts – health alerts in IOMS
<b>DESCRIPTION</b>	The procedure for monitoring Health alerts.
<b>NUMBER 3.1</b>	
<b>REVIEW DATE</b>	

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1. Placing

<b>TITLE</b>	Alerts - Placing
<b>DESCRIPTION</b>	How to place a health alert in IOMS.
<b>NUMBER 3.1.1</b>	
<b>REVIEW DATE</b>	

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2. Removing

<b>TITLE</b>	Alerts - Removing
<b>DESCRIPTION</b>	How to remove health alerts in IOMS.
<b>NUMBER 3.1.2</b>	
<b>REVIEW DATE</b>	

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3.2 Incidents

<b>TITLE</b>	Incidents – in IOMS
<b>DESCRIPTION</b>	When and how to report incidents in IOMS
<b>NUMBER 3.2</b>	
<b>REVIEW DATE</b>	

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### 3.3 Copying Muster photos

<b>TITLE</b>	Copying Muster photos
<b>DESCRIPTION</b>	
<b>NUMBER 3.3</b>	
<b>REVIEW DATE</b>	
	1. Open Photo Muster Board then minimize
	2. Open IOMS
	3. Find Prisoner <b>double click</b>
	4. Double click the photograph in IOMS. The photo displays in the middle of the screen.
	5. Left click on new photo
	6. Select the <b>Alt (hold down)+ Print Screen/SysRq</b> (top right of keyboard) keys on the keyboard.
	7. Click into Muster board
	8. <b>Right click</b> the mouse to display the menu, Select <b>Paste</b> .
	9. The photo displays and can be cropped by right clicking on the photo which brings up the picture pane.
	10. Using the <b>crop</b> button, crop the photo to what is needed then click the crop button again to deactivate it. Close Picture panel
	11. Click on photo, move and resize as normal.

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3.4 Searching / Find

<b>TITLE</b>	Searching / Find
<b>DESCRIPTION</b>	
<b>NUMBER 3.4</b>	
<b>REVIEW DATE</b>	

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3.5 Transferability Rating

<b>TITLE</b>	Transferability Rating
<b>DESCRIPTION</b>	
<b>NUMBER 3.5</b>	
<b>REVIEW DATE</b>	

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4 Health Centre  
 4.1 Faulty equipment

<b>TITLE</b>	Faulty equipment
<b>DESCRIPTION</b>	
<b>NUMBER 4.1</b>	
<b>REVIEW DATE</b>	

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4.2 Hazard waste

<b>TITLE</b>	Hazard waste
<b>DESCRIPTION</b>	
<b>NUMBER 4.2</b>	
<b>REVIEW DATE</b>	

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4.3 Laboratory

<b>TITLE</b>	Laboratory
<b>DESCRIPTION</b>	
<b>NUMBER 4.3</b>	
<b>REVIEW DATE</b>	

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4.3.1 Requests

<b>TITLE</b>	Laboratory - Requests
<b>DESCRIPTION</b>	
<b>NUMBER 4.3.1</b>	
<b>REVIEW DATE</b>	

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4.3.2 Follow up process

<b>TITLE</b>	Laboratory – Follow up process
<b>DESCRIPTION</b>	
<b>NUMBER 4.3.2</b>	
<b>REVIEW DATE</b>	

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4.3.3 Results process

<b>TITLE</b>	Laboratory – Results process
<b>DESCRIPTION</b>	
<b>NUMBER 4.3.3</b>	
<b>REVIEW DATE</b>	

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4.4 Medication

<b>TITLE</b>	Medication
<b>DESCRIPTION</b>	
<b>NUMBER 4.4</b>	
<b>REVIEW DATE</b>	

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4.4.1 Ordering

<b>TITLE</b>	Medication - Ordering
<b>DESCRIPTION</b>	
<b>NUMBER 4.4.1</b>	
<b>REVIEW DATE</b>	

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4.4.2 Receiving from Pharmacy

<b>TITLE</b>	Medication – Receiving from Pharmacy
<b>DESCRIPTION</b>	
<b>NUMBER 4.4.2</b>	
<b>REVIEW DATE</b>	

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4.4.3 Returning to Pharmacy

<b>TITLE</b>	Medication – Returning to Pharmacy
<b>DESCRIPTION</b>	
<b>NUMBER 4.4.3</b>	
<b>REVIEW DATE</b>	

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4.4.4 Special Hospital scripts

<b>TITLE</b>	Medication – Special Hospital scripts
<b>DESCRIPTION</b>	
<b>NUMBER 4.4.4</b>	
<b>REVIEW DATE</b>	

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4.5 Needle stick injury

<b>TITLE</b>	Needle stick injury
<b>DESCRIPTION</b>	
<b>NUMBER 4.5</b>	
<b>REVIEW DATE</b>	

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4.6 Screening and recalls

<b>TITLE</b>	Screening and Recalls
<b>DESCRIPTION</b>	Local procedure
<b>NUMBER 4.6</b>	
<b>REVIEW DATE</b>	
<b>Screening</b>	Demonstrate the system to identify prisoners eligible for screening and recall
<b>Recalls</b>	Demonstrate local procedure for daily recall lists and who is responsible for this

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#### 4.7 Management of patient test results and medical reports

<b>TITLE</b>	Management of patient test results and medical reports
<b>DESCRIPTION</b>	Local procedure
<b>NUMBER 4.7</b>	
<b>REVIEW DATE</b>	
<b>PERSON RESPONSIBLE</b>	<ul style="list-style-type: none"> <li>• All nurses, medical officers</li> <li>• HCM</li> </ul>
<b>OBJECTIVES</b>	To manage all patient test results to ensure they are followed up accordingly
When laboratory, radiology or other tests are requested by a doctor or nurse	
Electronic results	
Paper results	
Providing of results	If a patient requests their test results, the Registered Nurse or Medical Officer should confirm their identity by asking for name, DOB , and any other identifying information as required. Sensitive results should be discussed with the patient in the Health Centre.

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4.8 Repeat prescribing

<b>TITLE</b>	Repeat prescribing
<b>DESCRIPTION</b>	Local procedure
<b>NUMBER 4.8</b>	
<b>REVIEW DATE</b>	August 2012
<b>PERSON RESPONSIBLE</b>	<ul style="list-style-type: none"><li>• Pharmacy of contract</li><li>• HCM</li></ul>
<b>OBJECTIVES</b>	To ensure no disruption in direct treatment

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#### 4.9 Tracking of medical records

<b>TITLE</b>	Tracking of medical records
<b>DESCRIPTION</b>	Local procedure
<b>NUMBER 4.9</b>	
<b>REVIEW DATE</b>	
<b>PERSON RESPONSIBLE</b>	<ul style="list-style-type: none"> <li>• ASO</li> <li>• HCM</li> </ul>
<b>OBJECTIVES</b>	To track and trace all medical records that have been couriered to Health Providers, including Prison Health Centres
<b>National Policy Health Information Policy Section 13.1.4 Transferring</b>	<ul style="list-style-type: none"> <li>• All records are to be securely covered and have the words 'Private &amp; Confidential' written on the package and secured during transport between prisons.</li> <li>• Where health files are required for external health providers, it is faxed or only a copy is sent. The original copy of health file remains on site.</li> <li>• When transferring health files between prisons without the prisoner, prison transport is to be utilised and if unavailable the health file is to be sent by courier.</li> <li>• When transferring health files with the prison, custody staff responsible for the escort will manage the health file as per Prison Services Operating Manual (PSOM) C.03 Prisoner General File Management.</li> <li>• An entry in the prisoner's electronic clinical file is to be made documenting where the hard copy health file is being sent to, noting who has possession and, if returning, expected return date of health file.</li> </ul>
<b>Local Procedure</b>	

#### 4.10 Cold Chain Policy

<b>TITLE</b>	Cold Chain Policy
<b>DESCRIPTION</b>	Cold Chain
<b>NUMBER 4.10</b>	
<b>REVIEW DATE</b>	
<b>PERSON RESPONSIBLE</b>	
<b>OBJECTIVES</b>	To ensure Cold Chain process is maintained
<b>Definitions</b>	<p><b>Cold Chain</b> The "Cold Chain" is a system of transporting and storing of vaccine at +2° to +8° from the place of manufacture to the point of vaccine administration.</p> <p><b>Cold Chain Accreditation</b> Cold Chain Accreditation is a process that allows primary care practices to demonstrate their management of vaccine stocks in the Cold Chain, as required by the existing Cold Chain standards. This process aims to minimise the levels of wastage and ensures the provision of effective vaccines for the National Immunisation Schedule of vaccines</p> <p><b>Vaccine</b> A vaccine is a biological preparation that improves immunity to a particular disease. A vaccine typically contains an agent that resembles a disease causing micro-organism, and is often made from weakened or killed forms of the microbe or its toxins. The agent stimulates the body's immune system to recognize the agent as foreign, destroy it and remember it so that the immune system can more easily recognize and destroy any of the micro-organisms that it later encounters.</p>
<b>Objective</b>	To ensure the maintenance of the Cold Chain process for the transfer and storage of vaccine held and to follow the appropriate action if the process is not maintained.
<b>Aims</b>	<ul style="list-style-type: none"> <li>• To maintain the efficacy of all vaccines held at the Health Centre by maintaining storage in optimal conditions.</li> <li>• To ensure that the Cold Chain process is monitored and recorded and is the responsibility of the inner wings morning nurse.</li> <li>• To ensure that the staff are aware of the action to be taken should the process not be maintained.</li> </ul>
<b>Recording Temperature</b>	
<b>Temperature</b>	

<b>Organisation of fridge</b>	
<b>Fridge Maintenance</b>	
<b>Chilly Bin and Transporting vaccine</b>	
<b>Vaccine Fridge</b>	
<b>Troubleshooting</b>	

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