Custodial Operations Policy and Procedures

6.1 JH&FMHN notifications

Policy summary

A *Health Problem Notification Form* (HPNF) is used by Justice Health & Forensic Mental Health Network (JH&FMHN) to communicate advice and recommendations about an inmate's clinical status. These must be implemented unless there are overriding security concerns or issues.

CSNSW staff may contact the After Hours Nursing Manager (AHNM) for medical advice where there are no JH&FMHN personnel on duty. JH&FMHN may:

- issue a *Medical* or *Nursing Certificate* to advise that an inmate has a temporary medical condition
- recommend that an inmate be placed on a medical hold for clinical reasons for a period of time.

Management of Public Correctional Centres Service Specifications

Service specification	Decency and respect
	Health services
	Safety and security

Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW).

It also applies to all CSNSW employees, and where relevant to other personnel such as JH&FMHN, contractors, subcontractors, and visitors.

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1   Health problem notification

1.1   Policy

The HPNF communicates JH&FMHN advice and recommendations regarding an inmate's clinical status to CSNSW. This information may be about an inmate's placement or possible signs of conditions and/or illnesses, such as substance use withdrawal or asthma.

The advice or recommendations detailed in the HPNF must be implemented immediately, unless there are overriding security concerns or other issues impacting implementation.

1.2   Procedures for a HPNF

	Procedure	Responsibility
1.	Complete HPNF and provide a copy to the authorised officer.	JH&FMHN staff
2.	Make sure advice or recommendations detailed in HPNF are implemented, unless there are overriding security concerns or issues impacting implementation. Any concerns or issues about implementation must be discussed immediately with the Nursing Unit Manager (NUM) or Nurse In Charge (NIC) to make sure the inmate's immediate management is addressed and their health is not compromised.	Governor/Officer in Charge (OIC)
3.	Place a copy of the HPNF on the inmate's Case Management File (CMF) and provide a copy to the Functional manager (FM) where the inmate is housed.	Authorised officer

1.3   Procedures for advice to transfer inmate

JH&FMHN may recommend on the HPNF that an inmate should be transferred to another correctional centre. For example the recommendation may request the inmate be transferred to a location with 24 hour nurse coverage or to allow an inmate to receive particular services, such as mental health, drug and alcohol, public/sexual health services.

When the HPNF has such a recommendation, the Governor/OIC must ensure the following procedures are implemented on the day the HPNF is received.

	Procedure	Responsibility
1.	Inform the FM of the locations of the correctional centres that provide the service(s) required by the inmate.	NUM/NIC
2.	Contact the Inmate Transfers Unit (ITU) and advise them of the JH&FMHN recommendations. Check if the inmate can be transferred to one of the recommended locations. Inform the MOS of the advice.	Authorised officer

	Procedure	Responsibility
3.	If there is a delay in transferring the inmate then determine: • any risks associated with the timing of the transfer • any special placement requirements in the interim.	FM/NUM/NIC
4.	Immediately advise the NUM or NIC of advice and discuss: • how the inmate must be managed • where they should be accommodated until the transfer can be done. If the NUM or NIC believe the inmate's health may be compromised by any delay in transferring them, the MOS in consultation with ITU and the NUM must consider whether to arrange for the transfer at an earlier date than specified to: • an appropriate correctional centre or • a local public hospital.	FM/NUM

2   JH&FMHN after hours nurse manager

2.1   Policy

JH&FMHN has a responsibility to provide and facilitate timely health interventions to inmates. If there are no JH&FMHN personnel on duty in CSNSW locations, a JH&FMHN AHNM can be contacted 24 hours per day.

The AHNM may be contacted by telephoning the Remote Offsite Afterhours Medical Services (ROAM) number on telephone 1300 076 267 (13000ROAMS). If there are no JH&FMHN staff on duty and it is a medical emergency, correctional centre staff must dial "000" for an ambulance and notify the AHNM **(refer to COPP section 6.2 Hospitalisation of inmates and 13.2 Medical emergencies)**.

2.2   Procedures

	Procedure	Responsibility
1.	Contact the AHNM on the ROAM number if there are concerns about an inmate's health and there are no JH&FMHN personnel on duty. If the AHNM does not answer, a message should be left detailing the: • Staff members name • Correctional centre/location • Contact telephone number. The AHMN will return the call at the first available opportunity. Note in a medical emergency, 000 must be contacted and the AHNM notified.	Officer in Charge (OIC)

	Procedure	Responsibility
2.	Enter an Offender Integrated Management System (OIMS) case note and detail the: • name of the JH&FMHN personnel providing the advice • details of advice provided.	OIC

3 Medical and nursing certificates

3.1 Policy

A *Medical* or *Nursing Certificate* may be issued by JH&FMHN to advise CSNSW that an inmate has a temporary medical condition which requires special consideration, equipment and/or affects their ability to attend to work.

Medical or nursing certificates must only be issued after inmates have been assessed by a JH&FMHN clinician, and the diagnosis requires either of these certificates to be issued. These certificates may recommend that an inmate be considered:

- for being placed on light duties (re-assessed at regular intervals)
- unfit for work
- fit for work
- for the removal of handcuffs during transport or a medical procedure where clinically indicated (in consultation with the FM to ensure risks are managed appropriately).

When an inmate informs custodial accommodation staff that they are unwell and wish to remain in their cell they must be assessed by a nurse or medical officer. For the inmate to remain 'sick in cell' a nursing certificate must be provided to the OIC accommodation.

The 'sick in cell' nursing certificate should not be accepted by the OIC accommodation if the certificate is for a period longer than 24 hours unless it has been authorised by a Doctor or Nurse Practitioner.

Nursing certificates are not issued to the inmate but are retained by the OIC accommodation until the expiry date on the certificate. Once expired, the nursing certificate must be returned to the clinic and is not to be placed on the inmate's Case Management File.

The recommendations on the nursing certificate must be implemented immediately unless there are some security concerns or other factors that may impact implementation. In this case, the OIC accommodation must consult with the Nursing Unit Manager for review of the recommendations.

6.1 JH&FMHN notifications - version 1.2

The current version of this document is maintained on the Custodial Operations Policy & Procedures website.

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JH&FMHN must not issue a *Medical* or *Nursing Certificate* for the following purposes (as there are specific JH&FMHN forms for these):

- medical holds
- car/bus transport
- health problem notification
- medical alert
- reception health status notification
- special diets
- unfit for court.

The *JH&FMHN policy 1.262 Medical and nursing certificates (adults)* applies in conjunction to this policy.

4   Medical holds

4.1   Policy

JH&FMHN may recommend to CSNSW that an inmate be placed on a medical hold to remain in a particular centre or region for a period of time for clinical reasons, including:

- access to particular specialist services
- to allow inmates who are new to particular treatments to be monitored
- to provide inmates with 24 hour nursing staff coverage
- Mental Health Community Treatment Orders.

A medical hold may be approved for a maximum of three months, after which time it should be reviewed. Reasons for extending a medical hold include a requirement for:

- ongoing clinical assessment, treatment and observation of a standard that would not be available if transferred
- ongoing specialist, medical, or psychiatric therapy not available elsewhere and for which the number of appointments would make the return for appointments unreasonable
- a medical/psychiatric report that is urgent.

A hold may be organised by the Integrated Care Services (ICS) which will organise a medical or psychiatric report if one cannot be obtained from elsewhere within the specified time. This medical hold should be cancelled once the interview for the report has been completed.

5   Quick links

- *[Related COPP](#)*
- *[Forms and annexures](#)*
- *[Related documents](#)*

6   Definitions

AHNM	After Hours Nurse Manager
Authorised officer	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures.
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
FM	Functional Manager
HPNF	Health Problem Notification Form
ICS	Integrated Care Service (formally known as the Medical Appointments Unit)
JH&FMHN	Justice Health & Forensic Mental Health Network
LOPs	Local Operating Procedures
NIC	Nurse In Charge
NUM	Nursing Unit Manager
OIC	Officer in Charge
OIMS	Offender Integrated Management System
ROAM	Remote Offsite Afterhours Medical Services

7   Document information

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1.0		Initial publication (*Replaces section 7.3.2, 7.3.3.5, 7.3.3.6, 7.3.11 of the superseded Operations Procedures Manual)*
1.1	12/03/20	General formatting update and improvements
1.2	18/08/23	Update in line with CSNSW restructure: deletion of reference to Security and Intelligence (S&I).