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|  <p style="text-align: center;">County of Sacramento Department of Health Services Division of Primary Health Policy and Procedure</p> | Policy Issuer (Unit/Program) | JCH |
| | Policy Number | A01-1411a |
| | Effective Date | 07-09 |
| | Revision Date | 08-19 |
| Title: Request for Health Care Services | | Functional Area: Governance and Administration |
| Approved By: Pamela Gandy-Rosemond, MSN RN, CCHP Health Administrator | | |
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Policy:

Every detained youth is provided the unimpeded access to medical evaluation twenty-four hours a day. Access to medical or dental care is not to be denied for any reason. Non-emergency health care request and services will be provided through Sick Call. Sick call is the system in which each detained youth receives appropriate medical service for non-emergency illness or injury from qualified medical staff.

Procedures:

A. Nurse Sick Call

1. The procedure for sick call is explained to each detained youth at the time of the intake health screening.
2. Sick call slips are available in each unit, at each facility, and are designed to be filled out by the juveniles. If a juvenile has trouble filling out the form, the Probation staff will provide assistance. Each slip must have resident's full name, X-Ref number and date completed.
 - a. Sick call slip(s) will be picked up routinely once a day by medical staff from a locked box that is provided at each unit on the evening shift at 9 PM.
3. The NOC shift RN will review the requests and assign to nurse sick call or MD sick call.
4. The detained youth who signed up for sick call will be seen by a qualified health care worker within the next 24 hours (72 hours on weekends).
5. Nursing staff (RN) may provide treatment as necessary according to JCH Nursing Standardized Procedures or schedule patients for MD/Dental sick call during the next available clinic time.
6. Once seen by medical staff, the staff member will date and initial the sick call slip confirming the resident was seen or refused to be seen. The original slip will be placed in the patient's medical chart Electronic Medical Record (EMR).
7. Residents may be seen on the unit in the Screening Room or in the Clinic.
8. Probation staff may refer a juvenile at any time for emergent/urgent complaints.
9. Residents who are seen more than two times for the same issue without resolution will be referred to MDSC.

