Justice Health and
Forensic Mental Health Network

NSW GOVERNMENT

Justice Health NSW Policy

Remote Off-site After Hours Medical Services and After Hours Clinical Services Policy

Issue Date: 21 December 2024

Together for
Healthier Tomorrows

Remote Off-site After Hours Medical Services and After Hours Clinical Services Policy

Policy Number 1.300

Policy Function Continuum of Care

Issue Date 21 December 2021

Next Review Date 21 December 2024

Risk Rating High

Summary Justice Health and Forensic Mental Health Network maintains an on-call service for health staff to contact After Hours Nurse Managers, Primary Care GP's, Drug and Alcohol, Psychiatrists specialists and Senior Operational Nurse Managers to assist with the clinical and operational issues that arise outside of normal working hours.

Responsible Officer General Manager, Primary Care

Applies to
☒ Administration Centres
☐ Community Sites and programs
☒ Health Centres - Adult Correctional Centres or Police Cells
☒ Health Centres - Youth Justice Centres
☒ Long Bay Hospital
☒ Forensic Hospital

CM Reference POLJH/1300

Change summary
- Changed assessing Nurse to assessing person – be that a nurse, CSNSW Officer or a Youth Justice Worker.
- Changed Adolescent Health to COVID-19 Hot Line.

Authorised by Chief Executive, Justice Health and Forensic Mental Health Network

Revision History

#	Issue Date	Number and Name	Change Summary
7	December 2021	1.300 Remote Off-site After Hours Medical Services and After Hours Clinical Services Policy	• Changed assessing Nurse to assessing person – be that a nurse, CSNSW Officer or a Youth Justice Worker. • Changed Adolescent Health to COVID-19 Hot Line.

6	September 2019	1.300 Remote Off-site After Hours Medical Services and After Hours Clinical Services Policy	• Minor changes
5	December 2015	1.300 Remote Off-site and After Hours Clinical Services Policy	• Changes and incorporation of ROAMS • Changes to protocols • Forensic Hospital On-Call arrangements added • Updated to accommodate JH&FMHN development
4	September 2012	1.300 After Hours and On-Call Services Statewide	• Grammatical changes • Clarification of procedures
3	May 2008	1.300 On-Call Services	• Minor changes
2	February 2005	1.300 On-Call Services	• Minor changes
1	September 2000	1.300 On-Call Services	• New policy

PRINT WARNING

Printed copies of this document, or parts thereof, must not be relied on as a current reference document.

Always refer to the electronic copy for the latest version.

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1. Preface

Justice Health and Forensic Mental Health Network (Network) maintains a 24 hours per day/7 day per week on-call service state-wide.

The Network maintains a communication system with the appropriate senior manager for problems that may arise within the corporate responsibilities, such as food, information communications and technology and equipment management.

The Forensic Hospital has separate 'after hours and on-call arrangements' that pertain to psychiatry.

2. Policy Content

2.1 Mandatory Requirements

To ensure the Network staff have 24 hour access to the Network After Hours Nurse Manager (AHNM), General Practitioner (GP), Drug and Alcohol (D&A) Specialists, Psychiatrists and COVID-19 Advice for advice on matters pertaining to health service delivery to patients and health service operations.

2.2 Implementation – Roles & Responsibilities

2.2.1 Remote Off-Site and Afterhours Medical Services (ROAMS)

ROAMS provides a 24 hours, seven days a week on-call service state-wide.

ROAMS number is [redacted]. There are 5 options for staff to choose from:

- Option 1 After Hours Nurse Manager (state-wide)
- Option 2 Primary Health
- Option 3 Drug and Alcohol
- Option 4 Psychiatry
- Option 5 COVID-19 Advice

ROAMS calls are managed by a Nurse Manager, Medical Officer (MO), Psychiatrist or Nurse Practitioner (NP) remotely or from any location at any time.

ROAMS is responsible for:

- Ensuring that he or she is available to be contacted at all times when rostered.
- Clarifying information received from the assessing person - be that a nurse, CSNSW Officer or a Youth Justice Worker.
- Providing advice consistent with currently accepted best clinical practice. This may require reference to the following documents:
    - The Network Policies and Procedures intranet page
    - The Network Clinical Pathways (available on intranet Link Clinical Pathways)
    - The Network Drug and Alcohol Procedure Manual intranet page

- Standard clinical practice guidelines such as that in Therapeutic Guidelines (available on CIAP)
- The Network 6.015 *Guidelines for Psychotropic Medications*
- The Network 9.041 *Infection Prevention and Control*

- Providing a clear and concise management plan to the assessing person- be that a nurse, CSNSW Officer or a Youth Justice Worker and ensuring that this is understoodand recorded.
- Ensuring instructions/recommendations are read back, verbatim by the assessing person- be that a nurse, CSNSW Officer or a Youth Justice Worker and checking they are an accurate representation of the instructions given.
- Consideration of altered calling criteria as per SAGO chart.

Please refer to the *Remote/Offsite/Afterhours Medical Services (ROAMS) Protocol* for further information.

3. Procedure Content

3.1 Remote Offsite After-hours Medical Service (ROAMS)

3.1.1 Option 1 – After Hours Nurse Manager

During business hours 08.00hrs – 14.00 hrs Monday - Friday the Nurse Manager Operations, Access and Demand Management (NMOADM) can be contacted for patient access/patient flow and clarifying or providing advice on patient care in centres that have no Network staff.

The ROAMS AHNM Service is responsible for:

- Bullet point. Clarifying and providing advice/guidance from both a clinical and nursing leadership perspective to facilitate and ensure standards of safety and quality;
- Providing high quality, leadership, support, advice and guidance to staff within the Network, NSW Health facilities/Local Health Districts (LHDs) CSNSW/private operators, YJNSW and interagency staff;
- Liaising and supporting LHDs regarding patient access;
- Escalating significant events to the Executive Director Custodial Operations (EDCO);
- Supporting CSNSW/YJNSW with patient health issue outside of Correctional Centre operational hours. When a Network staff member is not available at an adult Correctional Centre (CSNSW)/private operators, a Youth Justice Centre (YJNSW), Court and Police Cells Complexes (C&PCC); and clinical advice pertaining to a patient is required, a senior CSNSW or YJNSW staff member must call [redacted] and choose Option 1. The AHNM may provide advice directly or advise staff to transfer patient to an external hospital for further review.

3.1.2 Option 2 – Primary Health (General Practitioners (GP))

A roster of ROAMS GP's on-call 24 hours a day seven days per week will be maintained for patient care matters related to primary health issues. The roster is posted in advance

on the Network Intranet. ROAMS Primary Health GPs are situated at either the Justice Health Olympic Park office or Long Bay Hospital Administration ROAMS Office during the hours of 08.00 – 16.00 hours Monday to Friday, then offsite from 16.00 – 08.00 hours.

The ROAMS Primary Health GP Service is responsible for:

- Urgent or non-routine health concerns for any patient (generally all routine medical issues should be addressed in the routine GP clinic sessions);
- Urgent/emergency orders for medication charts; including level A mental health patients but excluding complex mental health medication for level B mental health patients.(the psychiatrist must be contacted)
- Recommending emergency transfers to tertiary referral hospitals from the Networks adult Correctional Centre (CSNSW)/private operators, Youth Justice Centre(YJNSW) and consultation/ advice regarding patient transfers to external hospitals;

3.1.3 Option 3 – Drug and Alcohol

A roster of ROAMS Addiction Medicine Specialists including Drug and Alcohol Nurse Practitioners (D&A NP) will be maintained 24 hours a day seven days per week for patient care matters related to Drug and Alcohol problems in adult custodial centres.The rosters for the After Hours D&A Specialists are posted in advance on the Network Intranet. Adolescents with D&A concerns should be discussed with Dual Diagnosis CNC during business hours and mental health ROAMS after hours (with support Adolescent Psychiatrist on call).

The ROAMS Drug and Alcohol Service is responsible for:

- Acute clinical advice/management;
- Telephone orders for management of withdrawal;
- Continuation of opioid agonist treatment (methadone, buprenorphine, or buprenorphine/ naloxone (Suboxone) for new receptions
- All pregnant women who are new to custody with substance use.

3.1.4 Option 4 – Psychiatry

A roster of ROAMS consultants/registrars will be maintained 24 hours a day for patient care matters related to psychiatric problems for adults and adolescents. The roster is posted in advance on the Networks Intranet. There is a Child and Adolescent Psychiatrist available to give advice to Network staff during health centre hours where this is required and to the Psychiatry Registrar ROAMS in respect of adolescent patients. The Network provides ROAMS Consultant Psychiatrist support to on-call Psychiatry Registrars. The FH AHNM can provide leadership and support on patient care, administrative and operational matters. The FHNurse Manager can be contacted on [redacted] between the hours of 13:30 and 07:30 Monday to Friday and 24-hours a day on weekends and public holidays.

The ROAMS Psychiatry Service is responsible for:

- Clinical advice and management of patients that present with mental health issues;
- Telephone orders for psychiatric medications for level B mental health patients; and

- Administrative advice about the mechanisms for referral, assessment, admission, and management of unwell patients.

3.1.5 Option 5 – COVID-19 Advice (Previously Adolescent Health)

Relating to the management of suspected or confirmed COVID-19 patients or staff during business hours, health center staff must contact the AHNM outside of business hours, who will contact the relevant on call Population Health Clinical Nurse Consultant for appropriate advice.

The ROAMS COVID-19 Advice Service is responsible for;

- Clinical advice and management of patients that present with COVID-19 symptoms;
- Clinical advice on screening, testing and isolation of patients
- Advice on COVID-19 Infection Control measures
- Calls are managed by a CNC or CNS during business hours

3.2 On-Call Services – Population Health

The (state-wide) AHNM should be the first point of contact for advice and notification of public health issues, newly admitted patients with HIV or sexual assault. The Clinical Nurse Consultant for Infection Prevention & Communicable Diseases will receive notification and referrals from the AHNM within normal business hours.

3.3 On-Call Services – Pharmacy

The (state-wide) AHNM should be the first point of contact for advice and notification of pharmaceutical issues. Any compromise to a patient's health status; staff must contact the AHNM to resolve the problem.

3.4 On-Call Services – ICT/Equipment/Food Services

Critical Information and Communications Technology (ICT) issues that may affect health service operations should be logged to the state-wide service desk and escalated to the Chief Information Officer. If a problem arises with Network equipment where it is considered dangerous or compromising to a patient's health status; staff must contact the AHNM to resolve the problem. This also applies to problems with food services that may endanger or compromise a patient's health. These issues must be escalated to the Executive Director, Corporate Services.

3.5 Difficulty Contacting ROAMS

The inability to contact the Remote Off-site Afterhours Medical Service (ROAMS) should not delay an emergency response and/or hospital transfer where required.

Network staff must comply with their local Clinical Emergency Response Systems (CERS); for review and treatment of patients who are clinically deteriorating with referral to higher levels of care where necessary (refer to Network Policy 1.252 *Access to Local Public Hospitals*).

If attempts at contacting the ROAMS Primary Care GPs, addiction medicine Specialist/NP, or Psychiatrist have been unsuccessful (after 30 minutes); health staff must immediately contact the

local Nursing Unit Manager then Cluster/Regional Nurse Manager (during office hours) or the AHNM (after hours) on [redacted] - Option 1. This person must take immediate action to establish whether a problem exists and subsequently, take steps to rectify the problem. If the problem cannot be rectified then the AHNM must escalate the issue to the relevant Clinical Director/Consultant.

The AHNM will also perform an integrity check with the Telstra ROAMS application to ascertain if any issues exist.

4. Definitions

Must

Indicates a mandatory action to be complied with.

Should

Indicates a recommended action to be complied with unless there are sound reasons for taking a different course of action.

5. Contacts

ROAMS (State-wide) After Hours Nurse Manager	[redacted]
ROAMS Primary Care GP	[redacted]
ROAMS Addiction Medicine Specialist	[redacted]
ROAMS Adult Mental Health	[redacted]
ROAMS COVID 19 Advice	[redacted]
Forensic Hospital After Hours Nurse Manager	[redacted]
Clinical Director Adolescent Mental Health	[redacted]

6. Related Documents

Legislations	*Nil.*
Justice Health NSW Policies, Guidelines and Procedures	1.252 *Access to Local Public Hospitals* 6.015 *Guidelines for Psychotropic Medications* 6.138 *Recognition and Management of Patients who are Deteriorating* 9.041 *Infection Prevention and Control* *Remote/Offsite/Afterhours Medical Services (ROAMS) Protocol*

	Policies and Procedures Drug and Alcohol Procedure
Justice Health NSW Forms	*JHeHS Clinical Assessment Template*
NSW Health Policy Directives and Guidelines	PD2025_014 *Recognition and management of patients who are deteriorating*
Other documents and resources	*Standard Adult Observation Chart (SAGO)* *Clinical Emergency Response System*