Justice Health and
Forensic Mental Health Network

Justice Health NSW Policy

Optometry Services

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Together for
Healthier Tomorrows

Optometry Services

Policy Number 1.303

Policy Function Continuum of Care

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Risk Rating Low

Summary This policy outlines the processes for the provision of optometry services to patients in Justice Health & Forensic Mental Health Network facilities.

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/1303

Change summary
- Updates to template, branding, forms and links

Authorised by Chair, Policy Steering Committee

Revision History

#	Issue Date	Number and Name	Change Summary
5	April 2024	1.303 Optometry Services	• Updates to template, branding, forms and links
4	January 2018	1.303 Optometry Services	• Update to appointment waitlist procedure • Procedural update • Non Prescription Spectacle Program form is updated
3	July 2014	1.303 Optometry Services	• Policy updated to include the Non Prescription Spectacle Program (NPSP)
2	November 2011	1.303 Optometry Services	• Slight change to wording in section 4.1.7 of the policy.
1	June 2011	1.303 Optometry Services	• New policy

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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 (Justice Health NSW) provides equitable and appropriate optometry services for patients located within centres operated by Corrective Services NSW (CSNSW), Youth Justice New South Wales (YJNSW) and patients within the Forensic Mental Health Network, within available allocated resources.

The delivery of a high quality and equitable optometry service throughout Justice Health NSW requires that:

- Optometry services be provided by optometrists regulated by the Health Practitioner Regulation (Adoption of National Law) Act 2009.
- The Non-Prescription Spectacle Program (NPSP) is utilised, if appropriate, prior to placing patients on the optometry waiting list.
- The Operations Manager, Primary Care – Services & Programs (OMPC-S&P) determines the frequency and duration of clinics at each location.
- Waiting lists are kept and subject to regular review.
- Optometrists provide services as per the approved hours of the Service Level Agreement.
- Optometry consultation, examination, and prescription are retained in the patient's Electronic Medical Record (EMR).

2. Policy Content

2.1 Roles and Responsibilities

Operations Manager, Primary Care- Services & Programs is responsible for the implementation of this policy including preparation and review of Service Level Agreements with Optometry service provider/s, determining the schedule of frequency and duration of optometry clinics at identified sites, maintaining, and reviewing patient waitlists, assessing, and accepting referrals, approving the replacement of lost or damaged spectacles and resolution of complaints.

Justice Health NSW Primary Care Administration Staff are responsible for monitoring the Optometry email address, and the ordering and distribution of Non-Prescription Spectacles.

The Nursing Unit Manager is responsible for consulting with the OMPC-S&P in relation to optometry services requirements and confirm the completion of services on the Optometrists Service/Attendance summary form.

Justice Health NSW Nursing staff are responsible for performing visual acuity tests using the Non-Prescription Spectacle Program assessment package, placing patients onto the optometry or the General Practitioner (GP) waiting list, organising appointments for young people at an approved generic outsourced provider.

The Justice Health NSW contracted Optometry Service Provider and Optometrists are responsible for providing Optometry services to patients in accordance with the Service Level Agreement, document clinical assessment in the patients EMR and consult with the OMPC-S&P relating to the provision of service under this policy.

3. 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.

4. Optometry Services within Justice Health NSW

Justice Health NSW provides optometry services to Correctional Centres, Youth Justice Centres, Long Bay Hospital, and the Forensic Hospital through the contracting of optometry service providers. Optometry services will be provided by optometrists regulated by the *Health Practitioner Regulation (Adoption of National Law) Act 2009*.

The practice of optometry within Justice Health NSW settings involves service provision, attendance, or procedure, or the providing of advice, which includes one or more of the following:

- Examination of the eye for the purpose of diagnosis and/or treatment of conditions of the eye and the ocular adnexa, including the prescription and administration of ocular medications. An optometrist whose registration has an endorsement under section 94 of the *Health Practitioner Regulation National Law (NSW) 2009* that qualifies the optometrist to possess, use, supply or prescribe certain Schedule 2, 3 or 4 medicines, is authorised under section 17B of the NSW Poisons and Therapeutic Goods Act 1966 to possess, use, prescribe, supply and administer those medicines in the practice of optometry.
- All registered optometrists may possess and administer those Schedule 2, 3 and
- 4 medicines which are approved by the Optometry Board of Australia for administration for diagnostic purposes by optometrists holding general registration.
- Diagnosis and treatment of conditions affecting vision, including employment of methods for the measurement of refractive errors and binocular vision disorders.
- Prescription and dispensing of optical devices and optical appliances used to correct, remedy, or relieve defects of the eye/vision.
- Prescription and fitting of contact lenses (subject to specific criteria).
- Enhanced services including vision therapy in specific clinical circumstances, approved by the OMPC-S&P.

4.1 Adult Optometry Services

The frequency of adult optometry services is dependent on the size and presenting need of the facility population. Where an acute need is identified, applications can be sent directly to the OMPC-S&P.

The Optometry Service Level Agreement outlines agreed hours to provide services to Justice Health NSW. The OMPC-S&P will determine the frequency and duration of clinics at each location, including new locations once commissioned.

Patients remanded or sentenced to custody for short periods (i.e., less than six months who are returning to the community) will be provided optometry services only in exceptional circumstances, where their health or well-being may be significantly impacted. This need is assessed on a case-by-case basis with treatment options approved by the OMPC–S&P or Service Director, Primary Care (SDPC), in consultation with the Nursing Unit Manager (NUM) and the optometrist.

4.2 Accessing Optometry Services

Patients can request an optometry examination or to access optometry-based service.

In the first instance, nursing staff should provide an assessment of visual acuity with the reading chart provided in the NPSP assessment package to evaluate the patient. If the NPSP will assist the patient with short term relief for near vision tasks, the appropriate application process should commence as per Section 4.1.3 of this policy.

If the NPSP is not appropriate, nursing staff should place the patient on the Optometry waiting list. If the patient presents with an acute visual health issue, the patient should be placed on the GP waiting list or contact should be made with the Remote Offsite After-Hours Medical Service (ROAMS) as appropriate. Where replacement spectacles are sought as a result of loss or damage to lenses and/or frames a further eye examination may not be required. Refer to Section 4.1.6 of this policy for details.

4.2.1 Provision of Spectacles

Spectacles will be provided under the following circumstances:

- When deemed clinically appropriate by the treating optometrist to assist with vision correction.
- When the patient's current spectacles (complete units, lenses, or frames) have been lost or damaged beyond repair.
- The Program will provide:
    - Single vision lenses or bifocals only.
    - Plastic or metal frames from within the approved range of frames. Patients are not permitted to use existing (own) frames or purchase frames outside of the approved range as part of their order for spectacles.
    - All other prescriptions will only be provided by Justice Health NSW, when deemed clinically necessary by the optometrist and only with the prior approval of the OMPC-S&P in consultation with the SDPC.
- In the event that non-program lenses are prescribed, prior approval must be sought from the OMPC–S&P.

4.2.2 Non Prescription Spectacle Program (NPSP)

The NPSP assists patients with short term relief for near vision tasks. One pair of non-prescription reading glasses is available to all patients if required.

Prior to testing, check with the patient to ensure that they do not have a pair of prescription glasses that can be brought or sent into the centre via Medical and Nursing Certificate form (JUS200.025) or CSNSW Inmate Request Form. If the patient has a recent

prescription (within 12 months), the OMPC-S&P can be contacted regarding re-dispensing the prescription.

If the above is not applicable, commence an eye test using the Optometry Assessment Package:

- Complete the *Non-Prescription Spectacle Program Request Form* (JUS200.036).
- Using the reading chart located in the Optometry Assessment Package, hold 40 cm from eye level to read – try different strength glasses in the pack until the patient is happy with the result and reading is clear.
- Once the strength of glasses has been determined, email the completed form to the OMPC-S&P at: [redacted].

Short sighted patients (who have good vision at short distance but poor long-distance vision) receive no benefit from non-prescription glasses and therefore will not be eligible for supply. The patient should be placed on the optometry waiting list for assessment.

Prior to issue of non-prescription reading glasses to the patient, the following steps should be completed:

- Record a 'Visual Impairment' health condition within the Justice Health electronic Health System (JHeHS)
- CSNSW/the private operators' Property Form completed.
- Ensure that the patient signs the disclaimer on the Non-Prescription Spectacle Program Request Form (JUS200.036)

Approved spectacles via the NPSP will be sent via external mail to rural and remote health centres, and via Justice Health NSW courier for metropolitan centres. A copy of the Non-Prescription Spectacle Program Request Form will be included in the delivery. This must be signed by the patient acknowledging receipt of the spectacles and scanned into JHeHS under Clinical Correspondence. Glasses must not be issued from the Assessment Kit.

4.2.3 Contact Lenses

Justice Health NSW will only provide contact lenses where medically indicated and supported by the OMPC-S&P, in consultation with the optometrist and the appropriate Justice Health NSW Clinical Director.

For those patients who enter custody with contact lenses, all associated costs including lenses and cleaning solutions will be the responsibility of the patient. No responsibility will be accepted by Justice Health NSW to replace contact lenses which are lost, damaged or out of date. In this instance, the patient should be reviewed by the optometrist for a spectacle prescription.

4.2.4 Repairs

As it is not economical or time efficient, the optometrist will not generally recommend repairing broken frames.

4.2.5 Lost or Damaaged Spectacles

Where a patient has lost or damaged spectacles (complete units, lenses, or frames), and the patient's prescription is current (less than twelve months old) the patient is not required to undertake a further eye examination. The NUM may provide the optometrist with a copy

of the patient's previous prescription from the EMR (JHeHS). In some cases, depending on the patient's age and visual status, an optometrist may recommend that glasses more than twelve months old be re-ordered without the need for re-examination. Replacement spectacles are to be approved by the OMPC-S&P.

4.2.6 Clinical Documentaiton

Optometry consultations must be recorded in JHeHS, together with examination and prescription details.

If spectacles must be ordered for a patient, the optometrist must complete all details on the Optometrists Service/Attendance Summary form and submit the order to the NUM. If either special approval lenses or non- prescription lenses are prescribed, the appropriate Justice Health NSW authorisation must be obtained prior to submission of the order.

4.2.7 Transferred and Released Patients

When spectacles are approved at one facility and the patient is subsequently transferred or discharged, the local facility must make arrangements for the spectacles to be forwarded to the patient. Details must be noted on the CSNSW/the private operators' Property Form, with instruction for the patient to seek professional advice if the spectacles were not fitted prior to transfer. It is the responsibility of the patient to provide the correct forwarding address to the facility on release.

4.2.8 Delivery of Spectacles

Spectacles are generally made available between two and four weeks from the consultation, provided all appropriate approvals have been obtained. The optometry service provider will organise delivery of the spectacles to the Health Centre. Justice Health NSW staff must arrange for the patient to sign the returned Non-Prescription Spectacle Program Request Form or Order Form as acknowledgment of receipt of the spectacles, and scan the completed form into the Clinical Correspondence, 3. External Prescription section of the patients file in JHeHS.

4.3 Adolescent Optometry Services

Optometry services for adolescents are provided when a clinical need is identified during an assessment. Optometry services are provided by local private optometry services; thus, all requests are made and approved via the completion of *Local Private Provision of Health Services Request* form (JUS200.040). Refer to Justice Health NSW Policy 1.253 *Access to Private Health Services* for more information.

Once access to optometry services has been approved, an appointment is made on PAS. If the Health Centre conducts an optometry clinic the appointment is made to this clinic; otherwise, the appointment will be made to an approved generic outsourced provider.

4.3.1 Provision of Spectacles

Spectacles will be provided when deemed clinically necessary by the optometrist, or when existing spectacles are lost or damaged beyond repair, noting that Optometrist will not generally recommend repairs of broken frames. An appointment must be made on PAS when fitting the spectacles for the young person while they are in custody. If the young person has been transferred, the spectacles must be sent to his/her location. If the young person has been released, the spectacles must be sent to his/her discharge address.

4.3.2 Contact Lenses

Justice Health NSW does not provide contact lenses to a young person unless it is clinically necessary and approved by the GMPC. Payment for contact lenses for a young person who comes into custody with contact lenses or who elects to wear contact lenses whilst in custody, should be discussed with the GMPC and the outcome decided on a case-by-case basis.

4.3.3 Clinical Documentation

Correspondence received from the external optometrist must be scanned into the patients file in JHeHS under the relevant title in Clinical Correspondence. If any concerns are identified relating to the eyes and/or spectacles provided to the young person, this must be noted in JHeHS.

4.4 Additional Information

4.4.1 Optometrist's Service / Attendance Summary Form

The NUM (or other authorised Justice Health NSW delegate) must sign the Optometrist's Service/Attendance Summary form to confirm the completion of service provision by the optometrist. This form must be forwarded to OMPC-S&P by the contracted service provider.

5. Related Documents

Legislations	*Health Practitioner Regulation (Adoption of National Law) Act 2009* *Health Practitioner Regulation National Law (NSW) 2009*
Justice Health NSW Policies, Guidelines and Procedures	1.253 *Access to Private Health Services* 1.262 *Medical and Nursing Certificates (Adults)*
Justice Health NSW Forms	JUS200.025 *Medical and Nursing Certificate* JUS200.036 *Non-Prescription Spectacle Program Request Form* JUS200.040 *Local Private Provision of Health Services Request*
NSW Health Policy Directives and Guidelines	
Other documents and resources	