Justice Health and
Forensic Mental Health Network

NSW GOVERNMENT

Justice Health NSW Policy

Clinical Applications Systems – Alerts, Health Conditions, Allergies or Adverse Drug Reactions

Issue Date: 02 January 2025

Together for
Healthier Tomorrows

Clinical Applications Systems – Alerts, Health Conditions, Allergies or Adverse Drug Reactions

Policy Number 4.014

Policy Function Leadership and Management

Issue Date 02 January 2025

Next Review Date 02 January 2028

Risk Rating High

Summary The information contained within the Justice Health and Forensic Mental Health Network (Justice Health NSW) Clinical Applications systems is considered an integral part to the patient's Hybrid Health Record and is used for the provision of direct care, research, quality improvement, education, analysis of data, health service evaluation, planning, workplace health/safety and legal purposes.

This policy has been developed to provide a standard framework for recording and documenting Alerts, Health Conditions and Allergies or Adverse Drug Reactions concerning a patient within the Clinical Application Systems.

Responsible Officer Chief Digital Health Officer

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/4014

Change summary
- General update including hyperlinks and legislations.
- Changes to reporting requirements.
- Updates to recording requirements.

Authorised by Chair, Policy Steering Committee

Revision History

#	Issue Date	Number and Name	Change Summary
6	January 2025	4.014 Clinical Applications Systems – Alerts, Health	• General update including hyperlinks and legislations.

		Conditions, Allergies or Adverse Drug Reactions	• Changes to reporting requirements. • Updates to recording requirements.
5	July 2022	4.014 Clinical Application Systems – Alerts, Health Conditions, Allergies or Adverse Drug Reactions	• Definition of Medication Chart added. • Addition of: All Allergies and Adverse Drug Reactions must be recorded to ensure they display accurately within the Medication Chart. • Ref to Australian Medicines Terminology added. • Medication and Downtime sections updated. Removed definitions and links to rescinded policies that were no longer required.
4	March 2022	4.014 Clinical Application Systems – Alerts, Health Conditions, Allergies or Adverse Drug Reactions	• General update including hyperlinks and legislations. • Addition of Health Conditions, Allergies and Adverse Drug Reaction definitions and data entry details. • Reflection of change in nomenclature of Justice Health & Forensic Mental Health Network (the Network) JH&FMHN to Justice Health and Forensic Mental Health Network (the Network) and Juvenile Justice NSW (JJNSW) to Youth Justice NSW (YJNSW). • Changes to reporting requirements. • Updates to recording requirements.
3	October 2017	4.014 Clinical Application Systems – Alerts, Health Conditions, Allergies or Adverse Drug Reactions	• Addition of the Alerts Definition Document. • Inclusion of CHIME. • General update including hyperlinks, legislations.
2	December 2014	4.014 Clinical Applications – Non-Clinical Alerts, Health Conditions, Allergies or Adverse Drug Reactions	• Justice Health *electronic* Health System Go-Live has resulted in a complete change in Business Processes to Non-Clinical Alerts, Health Conditions and Allergies or Adverse Drug Reactions. The

			change in processes has been addressed within this policy. • Update of legislation, policies and procedures. • Policy name changed from Electronic Information Systems – Alerts.
1	March 2013	4.014 Electronic Information Systems – Alerts	• 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

The information contained within the Clinical Application Systems (iPM Patient Administration System (PAS); Justice Health electronic Health System (JHeHS); Community Health Information Management Enterprise (CHIME)) is an integral part of the patient's Health Record. It is used for provision and review of direct care, research, quality improvement, education, analysis of data, health service evaluation, planning, workplace health/safety and legal purposes. For more information relating to the Network's clinical documentation, refer to the Justice Health NSW's Procedure 9.048 *Health Records*.

This policy has been developed to provide a standard framework within the Clinical Applications Systems for documenting Alerts (Clinical and Non-Clinical), Health Conditions and Allergies or Adverse Drug Reaction. JHeHS is the source of truth for recording Health Conditions and Allergies or Adverse Drug Reactions. PAS is the source of Alerts, the flow of information across systems between the Justice Health NSW's, Corrective Services NSW (CSNSW) and Youth Justice NSW (YJNSW) including the operational requirement for risk management of patients occurs.

This policy aims to:

- improve patient safety and continuity of care;
- assist with patient movement and transfer;
- provide guidelines to assist standardised documentation; and,
- assist with auditing and reporting needs.

2. Policy Content

2.1 Mandatory Requirements

The policy applies to all the Justice Health NSW staff, including agency staff, contractors, privately operated correctional facilities and other staff who have access to record and manage personal health information of a patient's Health Record stored within the Justice Health NSW's Clinical Application Systems.

Compliance is mandatory under the *Health Records and Information Privacy Act 2002-71* (HRIPA) and the *Privacy and Personal Information Protection Act-1998-133* (PPIPA), for management, personnel and all persons handling electronic information, whether directly or indirectly, involved in patient care

All Alerts, Health Conditions and Allergies or Adverse Drug Reaction Business Processes must meet Ministry of Health PD2025_035 *Health Care Records - Documentation and Management*.

It is the responsibility of all NSW Health personnel and their contractors to be aware of and comply with the requirements outlined in the *NSW Health Privacy Manual for Health Information* and NSW Health Information Bulletin IB2024_055 *Privacy Management Plan*.

2.2 Implementation – Roles and Responsibilities

Justice Health NSW Clinical Applications System users must

- follow required procedures relating to Alerts, Health Conditions and Allergies or Adverse Drug Reactions, and
- ensure they understand their responsibilities under policy and legislation.

Managers are responsible for

- Staff compliance with this policy, and,
- Ensuring staff attend mandatory Clinical Applications Systems training.

Clinicians are responsible for

- Managing Alerts, Health Conditions and Allergies or Adverse Drug Reactions relating to their patients, this includes appropriate updates;
- Assessing the impact of any Alerts, Health Conditions and Allergies or Adverse Drug Reactions by taking the appropriate action to ensure compliance with any risk reduction and management plans detailed within the patient's Health Record;
- Creating, recording, reviewing, and updating Alerts, Health Conditions and Allergies or Adverse Drug Reactions in JHeHS on each occasion of patient contact;
- End-dating Alerts, updating Health Conditions and Allergies or Adverse Drug Reactions status (Active/Inactive/Resolved) that no longer applicable to the patient;
- Discussing clinically significant patient Alerts, Health Conditions and Allergies or Adverse Drug Reactions during clinical handover; and,

Clerical staff are responsible for

- End-dating certain Non-Clinical Alerts as per the local facility; and,
- Ensuring all Downtime packages are available at the Health Centre for use when required.

Clinical Applications team (Digital Health) is responsible for

- Ongoing back-end maintenance of Alerts, Health Conditions and Allergies or Adverse Drug Reactions reference sets.

Health Intelligence and Analytics Unit (HIAU) is responsible for

- Providing education and assisting line managers with the determination of necessary competencies/training requirements for personnel performing work that requires them to use the Clinical Applications Systems;
- Reviewing and maintaining Alerts, Health Conditions, Allergies or Adverse Drug Reactions Reference Sets and Definition documents inclusive of requests for changes and additions;
- Requesting updates to the reference sets via the Clinical Application team;

3. Procedure Content

The level of access a staff member has to manage Alerts, Health Conditions and Allergies or Adverse Drug Reactions in the Clinical Application System depends on

- their roles, and
- the user groups to which they are assigned following training.

3.1 Alert Definition Document

The *Alert Definition Document*, available within the guideline's dropdown in PAS and on the Intranet, categorises Clinical and Non-Clinical Alerts into further subcategories. Staff must refer to the Alerts Definitions Document to understand the Alerts definition rationale for use, rules, the source of the Alert, its review cycle that includes end dating and whether the Alert is shared with CSNSW and/or YJNSW.

3.2 Patient Alerts, Health Condition and Allergies or Adverse Drug Reactions

3.2.1 Viewing and Verifying

Clinicians must view the patient's Alerts, Health Conditions and Allergies or Adverse Drug Reactions status at reception and prior to treating the patient on each occasion of service. It is critical that this occurs to ensure the patient's Alerts, Health Conditions and Allergies or Adverse are accurately recorded within the patient's Health Record.

Staff are reminded that the source of truth for Alerts is PAS.

- The Alert flows into JHeHS and is displayed in the patient's Single Patient View and Conditions/Alerts tab as a read-only Alert.

Staff are reminded that the source of truth for Health Conditions and Allergies or Adverse Drug Reactions is JHeHS.

- There are some health conditions, allergies or adverse drug reactions that are recorded within JHeHS but are mapped in the backend of the system to automatically flow and display in PAS as a read-only Alert, which notes the recorded health condition and allergy within the comments field.

3.2.2 Recording

Recording Alerts, Health Conditions, and Allergies or Adverse Drug Reactions is part of patient assessment. All Alerts, Health Conditions and Allergies or Adverse Drug reaction must be recorded within the appropriate Clinical Application on each occasion of patient contact. In case of Downtime; downtime forms should be used, and the data entered in respective Clinical Application System retrospectively.

Table 1

Type	Source of Truth
Alerts	PAS
Health Conditions	JHeHS

Allergies or Adverse Drug Reactions	JHeHS

Health Conditions, Allergies and Adverse Drug Reactions details should be recorded appropriately with the below detail provided for guidance on the categories:

- Severity: fatal, mild, mild to moderate, moderate, moderate to severe, severe
- Reaction (only for allergies and adverse drug reactions): type and severity
- Status: Effect of the health condition on patient's health and well-being
    - Active: The effects of the are ongoing and causing concern.
    - Added in error: If selected, it will not be displayed. In addition, a field is displayed so you can enter the reason for error.
    - Inactive: Currently not affecting the patient's health and wellbeing.
    - Resolved: No longer affecting the patient's health or wellbeing.
    - Duplicate: Is a duplicate
- Onset: The earliest date for the patient
    - At Age: The age at which the patient was affected in years. The system will then allocate this into a day, month and year value. This is usually caused by a discrete event that occurs at a specific age. For example, allergic reaction to metal implants
    - In Date: The date, month, and year the patient was affected. This is usually caused by a discrete event that occurs at a specific time. This can be a year, a month and Year, or a complete date. For example, hip replacement in 2010 or 9 February 2010
    - Since Age: The age it appeared in years. The system will then allocate this into a day, month and year value.
    - Since Childhood: No supplementary information is required if this option is selected.
    - Since date: The date, month and year when first noticed. This can be a year, a month and year, or a complete date.
- Informant: the person who identified, for example, clinic nurse, daughter, father, husband, mother, son, wife, and clinicians.
- Comments: Further description of the nature and the effects it is having on the patient's health and general well-being
- Importance: A checkboxto identify whether it has a significant and long- term effect on the patient's health and wellbeing.

All Allergies and Adverse Drug Reactions must be recorded to ensure they display accurately within the Medication Chart.

All recorded Mental Health Conditions in JHeHS will automatically display in CHIME for assignment at data collection review and/or discharge. The ability to add any Health Conditions in CHIME is not available.

All existing patient Alerts, Health Conditions and Allergies or Adverse Drug Reactions must be reviewed as it may be appropriate to update or end-date a previous Alert, Health Condition and Allergy or Adverse Drug Reaction before creating a new one within the appropriate Clinical Application System.

Staff must not attempt to select an Alert, Health Condition and Allergies or Adverse Drug Reactions for a purpose other than what it is intended to be selected for.

Under the *NSW Health Privacy Manual for Health Information* sensitive clinical information, such as a patient's HIV status, must not be entered in the free text fields of any Alerts, Health Conditions and Allergies or Adverse Drug Reactions.

3.2.3 Editing and Deleting

The need to edit a patient's Alerts, Health Conditions and Allergies or Adverse Drug Reactions will only occur if the user wants to change any details within the comments or date fields.

If any of the patient's Alerts, Health Conditions and Allergies or Adverse Drug Reactions are incorrect, it must be end dated and the correct Alert, Health Condition and Allergy or Adverse Drug Reaction must be recorded in the appropriate Clinical Application System.

A Health Condition and Allergy or Adverse Drug Reaction cannot be deleted by any Justice Health NSW staff. If any are applied to a patient in error, they must be end dated and noted as 'added in error'.

3.2.4 End-dating

All patient Alerts must be end-dated / inactivated, Health Conditions and Allergies or Adverse Drug Reactions must be end-dated, marked as resolved / inactivated if they are no longer applicable to the patient within the Clinical Application System.

Any inbound Alerts from CSNSW Offender Integrated Management System (OIMS) or YJ Client Information System (CIMS) must not be end-dated by Justice Health NSW staff.

3.2.5 Cannot Locate: Request to Add, Change or Remove

When a, Health Condition and Allergy or Adverse Drug Reaction cannot be identified, staff must complete an online JHeHS Change Request Form that is available on the intranet.

HIAU are responsible for the service request to locate the Alerts, Health Conditions and Allergies or Adverse Drug Reactions within the Clinical Application Systems Reference Sets.

When a new PAS Alert is required, staff must complete the Request for a new Alert form and submit it to HIAU. Changes to an existing PAS Alert staff must complete the Request to update an existing Alert Form and submit it to HIAU.

3.3 Downtime

Downtime forms must be made available within all clinical areas. All downtime forms can be accessed and printed via the intranet. There are paper Downtime forms available to document patient Alerts, Health Conditions, Allergies or Adverse Drug Reactions. It is the responsibility of all clerical staff to ensure that there are numerous forms available in the event of a Clinical Application System being unavailable. These forms must be made available for clinical staff to capture information before the individual that completes it then retrospectively updates the

correct Clinical Application System (JHeHS and/or PAS) when Downtime has ended. If required, this should also be communicated via Clinical Handovers.

There is an offline electronic Medication Chart to be utilised for Scheduled downtime and Unscheduled downtime and the business processes must be complied with.

Following downtime and retrospective entry, all Downtime forms must be sent to the Health Information and Record Service for quality checking and appropriate destruction.

3.4 Reporting, Quality Control and Auditing

The following information can be extracted by HIAU to allow continuous data integrity monitoring:

- For Alerts:
  - PAS Activity Dashboard
- For Health Conditions and Allergies or Adverse Drug Reactions:
  - JHeHS Health Conditions Dashboard
  - Conditions/Alerts Search via JHeHS

3.5 Training

The Clinical Applications Systems training team can be contacted via E: [redacted]

4. Definitions

Allergies

An allergy is an immune system response to a foreign substance that's not typically harmful to your body.

Alerts

Alerts are clinical and non-clinical which provide vital, time-sensitive information; warrant immediate actions or attention by clinicians and conveys the highest level of importance.

Health Conditions

Health condition is observed or potential observable aspects of the health state at a given time.

Must

Indicates a mandatory action to be complied with.

Patient Health Record

A hybrid record of paper-based and electronic information pertaining to the health of the patient.

Should

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

5. Related Documents

Legislations	*Health Records and Information Privacy Act 2002-71* *Privacy and Personal Information Protection Act-1998-133*
Justice Health NSW Policies, Guidelines and Procedures	9.048 *Health Records*
Justice Health NSW Forms	Tip Sheets Downtime forms JHeHS Change Request Form Request to update an existing Alert Form Alert Definitions Document *PAS - Guidelines*
NSW Health Policy Directives and Guidelines	PD2025_035 *Health Care Records - Documentation and Management* IB2024_055 *Privacy Management Plan* *NSW Health Privacy Manual for Health Information*
Other documents and resources	Scheduled downtime Unscheduled downtime