

# Requests for Health Care Services

## 1000.1 PURPOSE AND SCOPE

**Agency Content**

The purpose is to establish and implement written policy and procedures for responding to youths' requests for health care services. This policy applies to all juvenile facility staff.

## 1000.2 AUTHORITY AND REFERENCES

**Agency Content**

- Board of State and Community Corrections Title 15, Article 8, § 1433;
- Welfare and Institutions Code §§ 209, 210 & 885.

## 1000.3 POLICY

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Each juvenile facility shall establish a daily routine for youth to request emergency and non-emergency health care services.

## 1000.4 YOUTH REQUESTS FOR HEALTH CARE SERVICES

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Youth shall have the opportunity to confidentially convey either through written and verbal communications request for medical, dental or behavior health services, including provisions for youth who have language or literacy barriers. Requests for medical, dental or behavior health services shall be reported to the duty officer (DO) in the absence of on-site health care or behavior health staff.

Youth requesting or observed in need of medical, dental or behavior health services, shall be given attention by licensed or certified health care personnel.

All medical, dental and behavior health care requests shall be documented and maintained by the medical or behavior health services staff within the youth's medical file.

## 1000.5 STAFF RESPONSIBILITIES

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Staff shall relay requests from the youth, initiate referrals when a need for medical, dental or behavior health care services is observed, and advocate for the youth when the need for services appears to be urgent.

Staff shall inquire and make daily observations of each youth regarding their medical, dental or behavior health including the presence of trauma-related behaviors, injury and illness.

There shall be opportunities available during a twenty-four hour day for youth and staff to communicate the need for emergency medical and behavior health care services.

# Riverside County Probation Department

Policy Manual

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