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|  <p style="text-align: center;">COLORADO Division of Youth Services</p> | POLICY S-12-5 | PAGE NUMBER 1 OF 2 |
| | CHAPTER: Medical and Health Care Services | |
| | SUBJECT: Access to Care NCCHC Standard: Y-A-01, Y-A-05, Y-A-11, Y-B-07 | |
| | EFFECTIVE DATE: January 1, 2024 | |
| |  Anders Jacobson, Director | |
| THIS POLICY RELATES TO: Detention Youth Centers Treatment Youth Centers Regional Offices Central Office | | |

I. POLICY:

To assure that all youth in the custody of the Division of Youth Services have unimpeded access to appropriate health care services, each youth shall be informed, both ORALLY and in writing, of the PROTOCOLS for gaining access to health care services and of the system for processing complaints regarding health care.

II. KEY TERMS: See the Division of Youth Services website for detailed definitions.

 [DYS Policy Key Terms](#)

- A. Clinical Setting
- B. Health Care Liasion
- C. Health Education
- D. Qualified Health Care Professional
- E. Responsible Health Authority
- F. Responsible Physician

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G. Self-Care

III. ASSOCIATED FORMS:

A. [Health Care Request Form](#)

B. Hospital Discharge Process Checklist Form

IV. PROCEDURES:

A. ALL YOUTH SHALL HAVE ACCESS TO CARE THAT MEETS THEIR MEDICAL, DENTAL, AND MENTAL HEALTH NEEDS, WITHOUT UNREASONABLE BARRIERS.

B. HEALTH CARE SHALL INCLUDE AN OPPORTUNITY FOR YOUTH TO SELF-DISCLOSE THEIR HEALTH CONCERNS AND NEEDS.

C. SIGNS EXPLAINING HOW YOUTH CAN ACCESS HEALTH CARE SERVICES SHALL BE POSTED IN THE FOLLOWING AREAS:

1. YOUTH CENTER ADMISSIONS.
2. MEDICAL CLINICS.
3. LIVING UNITS/COMMON AREAS.

D. During the youth's 24-hour orientation period, youth center employees shall provide the youth with oral and written information on the methods of accessing health care services.

1. Information shall include:
 - a. How to access emergency and routine medical, mental, and dental health services,
 - b. The grievance process for health care-related complaints.
2. The information shall be communicated in a language and manner clearly understood by each youth.
3. Each youth center shall have PROCESSES IN PLACE to ensure that youth who have NEEDS RELATED TO COMMUNICATION understand how to access health care services.
4. A sign explaining how to access health care services shall be posted in the intake area.

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- E. Division Of Youth Services (DYS) policies shall be available upon youth request.
- F. Qualified health care professionals shall be available daily, either on-site or on-call (e.g. through accessing the on-call physician), to respond to the youth's requests for medical assistance and to monitor reported medical complaints.
 - 1. Medical and dental services shall be provided by a licensed physician, dentist, or qualified health care professional.
 - 2. Oral and written health care requests shall be reviewed and prioritized daily by qualified health care professionals. THE RESPONSE TO THE YOUTH'S HEALTH CARE REQUEST SHALL BE PROVIDED WITHIN 24 HOURS AND DOCUMENTED IN THE ELECTRONIC HEALTH RECORD.
 - 3. The written request slips shall be dated when received.
 - 4. The written request slips shall be scanned and indexed into the youth's health record within seven days.
 - 5. When qualified health care professionals are not on duty within 24 hours, a healthcare liaison, using youth center protocols established by the responsible health authority, shall review and respond to the youth's health care requests.
 - 6. In all youth centers, a responsible physician shall be available for clinical consultation or examination of the youth as required.
 - 7. Youth shall be seen by qualified health care professionals upon return from hospitalization, urgent care, or emergency department visit to ensure proper implementation of the discharge orders and arrange for a follow-up appointment if needed. The youth shall be seen within 24 hours on weekdays and 72 hours on weekends and holidays.
 - 8. Robust chart reviews shall be completed monthly BY A QUALIFIED HEALTH CARE PROFESSIONAL to ensure appropriate care is ordered and implemented.
- G. Youth who have a complaint about their health care services may file a grievance. GRIEVANCE PROCEDURES ARE OUTLINED IN DYS POLICY S-13-2.

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H. Healthy Lifestyle Promotion:

1. There shall be documentation in the youth's health record that the youth received health education.
2. There shall be educational materials made available on a variety of health topics in areas accessible to all youth.
3. Health educational programs are age and gender-specific.