

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Primary Health Policy and Procedure</p>	Policy Issuer (Unit/Program)	JCH
	Policy Number	A01-1411
	Effective Date	02-06
	Revision Date	05-19
Title: Access To Healthcare		Functional Area: Governance and Administration
Approved By: Pamela Gandy-Rosemond, MSN RN CCHP Health Administrator		
Approved By: Scarlett Ong, BSN RN Clinic Manager		

Policy:

Youths have the right to access health care, are given a professional clinical judgment and receive care that is ordered. Health care is provided to meet the serious medical needs of minors. Youths have the right to access care in a timely manner, be given a professional clinical judgment, and receive care that is ordered. The responsible health authority identifies and eliminates any barriers to youths receiving health care.

Procedures:

A. Access to Care

1. Youths are to be advised of health care services upon admission into the facility.
2. Youths must be provided an orientation to health care services and procedures in a language and vocabulary that is understandable and age appropriate.
3. Youths requesting to register a grievance about health care services must be referred to probation staff.
4. Youths must be seen in a timely manner with unimpeded access to care.
5. Notify the health administrator for any of the following unreasonable barriers to health care services:
 - a. Punishing youths for seeking care
 - b. Establishing disincentives to deter youths from seeking care for serious health care needs such as sick call held during unreasonable hours.
 - c. Permitting unreasonable delays before youth is seen by prescribing providers, outside consultants for necessary diagnostic work or treatment for serious health needs.
 - d. Interfering with youths' verbal or written request for healthcare.
 - e. Preventing youth's access to care due to conflicts with school or work programs.

References:

Title 15, Article 8, Section 1411

NCCHC, Y-A-01

Attachments:

N/A

Contact:

N/A