

Correctional Health Services



Correctional Health Services

Nova Scotia Health provides health services in all 4 of the adult provincial correctional facilities in Nova Scotia.

Central Nova Scotia Correctional Facility

- › 90 Gloria McClusky Avenue
Dartmouth, NS B3B 2B9
- › Hours: 24 hours, 7 days a week

Northeast Nova Scotia Correctional Facility

- › 10202 Sherbrooke Road, RR 4
New Glasgow, NS B2H 5C7
- › Hours: 7 a.m. to 10:15 p.m., 7 days a week

Cape Breton Correctional Facility

- › 136 Gardiner Road
Sydney, NS B1M 1A1
- › Hours: 8 a.m. to 8 p.m., 7 days a week

Southwest Nova Scotia Correctional Facility

- › 227 Forest Street
Yarmouth, NS B5A 4A8
- › Hours: 8 a.m. to 8 p.m., 7 days a week

Services

Your health care team will check your health care needs. Depending on your needs, they may offer you:

- Nursing assessments and interventions
- Medication delivery
- Diagnostic services (tests that help your health care team diagnose conditions and develop treatment plans), such as:
 - › Sexually transmitted infections (STI) tests
 - › Blood work
 - › Urine (pee) tests
 - › Blood pressure checks
- Doctor appointments

- Healthy living
- Preventing illness and disease
- Emergency care
- Dental care
- Mental health services, such as:
 - › Assessment
 - › Diagnosis
 - › Medication management
 - › Individual therapy
- Special programs, such as:
 - › Opioid agonist therapy
 - › Hepatitis C treatment
 - › Human Immunodeficiency Viruses (HIV) treatment
- Immunizations
 - › Hepatitis A and B
 - › Tetanus
 - › Flu shot

The services available at each facility may be different.

- If your health care team decides that they cannot meet your care needs at your current facility:
 - › You may be referred to an external (outside) health care provider.
 - › Outside care providers may come to your facility.
 - › You may be transferred to a different correctional facility or to a hospital.

Your health care team is made up of:

- Registered Nurses (RN)
- Licensed Practical Nurses (LPN)
- Family Physician (doctor)
- Dentist
- Psychiatrists
- RNs specializing in mental health
- Social worker
- Paramedics
- Administrative and clerical staff

Please note that not all team members may be available at each facility.

How do I get access to health care services at my facility?

If you have a health concern or need:

- Ask a health care team member or correctional officer for a *Health Care Request Form*.
- Fill out the form. Make sure you give as much information as possible about your health concern(s). If you need help filling out the form, please ask a member of the health care team.
- Give the completed form to a health care team member or ask a correctional officer to do so for you. You can put the form in a sealed envelope for confidentiality. You will be given a receipt to confirm your form was received.
- The health care team will review your form within 24 hours (1 day). All requests are reviewed by the health care team and services are provided based on clinical need. You may be asked to come to the health care unit to be checked by a nurse or given an appointment to see a doctor. Please note the wait time for an appointment will be similar to the wait time in the community.
- **If your health changes or you need emergency medical care, tell a correctional officer and they will contact the health care team and/or Emergency Health Services.**
- Your Health Care Request Form will be kept on your confidential Nova Scotia Health record. This record is only accessible to health care staff.

You do not need to fill out more than 1 request form for the same issue or concern.

Trans, gender diverse, and women's health

- Please note on your health request form if you have specific concerns or requests related to trans, gender diverse, or women's health. For example, a request to be seen by a health care provider of a specific sex or gender.
- We will work with you to meet your needs. While we cannot guarantee that we will be able to accommodate your request, we will do our best and make sure you are comfortable.

Medications

- When you arrive, the health care team will review your medication history. They will make sure you get all of the medications you need while you are in the facility.
- This will include talking with you about your medication(s) and checking what prescriptions you have in the community. Depending on your needs, our doctors may change your medication(s) or use a similar medication instead, due to availability in the facility.
- Medications can only be ordered or changed by a doctor in our facility. Please talk with a health care team member about any medication concerns or fill out a health care request form.

Note: Your community health care providers are not able to provide medication(s) for you while you are in a facility. Only the facility doctors can provide your medication(s) while you are with us.

- We will do our best to make sure you do not have to wait for your medication(s), but it may take up to 24 hours (1 day) before you get your first dose. You may have to wait depending on several things:
 - › Any current prescriptions with community providers need to be checked.
 - › The facility doctors must review your current medication(s) and order new medication(s).
 - › The medication you need may not be available in the facility.
 - › The pharmacy must fill the order and deliver the medication.

If you have any concerns, please talk with a health care team member.

- You may not be given all of the medications you took in the community while you are in a facility. This may be because:
 - › The medication is not on the approved medication list and the doctor cannot prescribe it.
 - › The doctor has decided that you do not need the medication.
 - › The medication is not available. If this happens, we will talk with you and give you other options to meet your health care needs.

How do I get my medication(s)?

- You must show your armband for identification every time you get medication.

It is Nova Scotia Health policy that a health care team member must correctly identify you **every time** they give you medication.

Even if they recognize you, they are required to formally identify you **every time** they give you medication.

- You may be asked for a “mouth check”. Some medications must be closely monitored and others may require that you be observed after they are given.
- Medications may be given differently at each facility.
- **We make every effort to give all medications on time.** Sometimes, your medications may not be given on time because of:
 - › Security concerns
 - › Facility searches
 - › Emergencies
 - › Staffing shortages
- As your discharge (release) date gets closer, it is important to talk with your community health care provider to make sure you will be able to get the same medication(s) once you are released.
 - › The facility doctors may prescribe enough medication(s) for up to 14 days (2 weeks) after your release. This may be given to you on the day you leave, or made available at a community pharmacy.
 - › If you have concerns about your medication(s) for your release, please talk with a member of the health care team.

Outside appointments

- **If you have any health care appointments outside the facility that were booked before you came to the facility, it is important that you tell us as soon as possible.**
- Your health care team will review your health history and decide how soon you need the appointment. If you need the appointment while you are with us, it may be rescheduled to a new date. This will give us time to organize the visit and protect the safety and security of everyone involved, including you.

Patients' Rights and Responsibilities

Rights:

- You have the right to receive the best and safest health care possible.
- You have the right to the most comfort we can give.
- You have the right to be treated with dignity, respect, and consideration.
- You have the right to receive care in a safe, respectful environment.
- You have the right to ask questions and to receive information, in words you understand, about your health care.
- You have the right to know the names, positions, titles, and professional relationships of everyone on your health care team.
- You have the right to be consulted, to share what you think and notice about your health care experience, and to express your concerns.
- You have the right to review or receive copies of your health record, except in some circumstances. For more information, contact Access to Personal Health Information at Privacy@nshealth.ca. Fees may apply.
- You have the right to know and understand the risks and benefits of any medicine, treatment, or decision about your health care.
- You have the right to choose not to accept any medicine or treatment, except in some circumstances.
- You have the right to choose not to take part in a research study, if such an opportunity is offered to you. Your decision will not affect the quality of care you receive.
- You have the right to be involved in planning for your discharge from our care.
- You have the right to leave the hospital against the advice of your doctor, except in some circumstances. You would then be transported back to the correctional facility.
- You have the right to an explanation and list of any fee for service not covered by a provincial or private health care plan.

Responsibilities:

- You are responsible for being an active, involved, and informed member of your health care team.
- You are responsible for treating all staff, volunteers, and other patients with dignity, respect, and consideration.
- You are responsible for speaking and acting respectfully toward all staff, volunteers, and other patients.
- You are responsible for giving your health care team clear and accurate information about your health.
- You are responsible for asking questions until you feel you have all the information you need to make informed health care decisions.
- You are responsible for following the treatment plan agreed to with the doctor or health care team.
- You are responsible for telling the doctor or health care team about any changes in your health.
- You are responsible for coming to the health care unit for appointments, attending any outside appointments that we coordinate for you, or telling us if you would like to cancel an appointment.
- You are responsible for knowing what your private health care plan covers, if a service is not covered by Nova Scotia's provincial health plan. For more information, visit www.nshealth.ca/fees-and-bill-payments or talk with a health care team member.
- You are responsible for paying any fees for services you receive, right away.

Patient and family feedback

- When you tell us about your experience — good or bad — it helps us improve the care and services we provide. You can share your experience with us by:
 - › talking directly with your health care provider to try and resolve the issue/concern.
 - › requesting a *Health Care Complaint Form* from a health care team member or correctional officer. Fill out the form and give it to a health care team member. A receipt will be made for you within 3 days and placed in the facility mail or given to you directly. The unit supervisor/manager will review your feedback and follow up within 21 days (3 weeks), as per Nova Scotia Health policy. You will receive a response from a member of the health care team in person, by phone, or in writing.
- You may also contact Nova Scotia Health's Patient Relations Team if:
 - › you would prefer to submit your feedback by phone.
 - › you are not satisfied with the response you received from the health care team.
- The Patient Relations team is available to help patients and their families with any questions they may have about their care or experiences in Nova Scotia Health facilities.
 - › Phone (toll-free): 1-844-884-4177
 - › Email: healthcareexperience@nshealth.ca

Privacy

- Your health care records are confidential. They are NOT disclosed or accessible to Department of Justice staff, correctional officers, parole officers, police, lawyers, etc.
- Your health care team is only here to meet your health care needs. All information we get from you is only for that purpose.
- Health care providers are required to maintain the confidentiality and privacy of their patients, as per the Personal Health Information Act, Nova Scotia Health policy, and professional standards of practice.
- **While under our care, you will be treated the same way you would be if you were accessing any other health service provided by Nova Scotia Health.**

How do I access my health record?

- Health care team members are not authorized to give you copies of your health record. **You must fill out a form to request access to your health record.** Health care team members can provide you with the required form, and help you to complete and submit it.
- For more information, contact Access to Personal Health Information at Privacy@nshealth.ca. Fees may apply.

Correctional Health Services is committed to providing you quality care at the same level that you would receive in the community.

