

# The Sick Call Process and Access to Care

Health Affairs, Compliance, and Quality Division

Deputy Commissioner James Saunders



# Access to Sick Call




- Sick Call is for Non-Emergency Medical or Mental Health Care
- Persons in custody dial the Health Triage Line from:
  - Department-issued tablets
  - Wall phones installed in the housing units
- CHS nurses answer calls weekday mornings from 5 a.m. – 12 p.m. (except holidays), but there is also an option to leave a message
- CHS may:
  - Address the person's concern(s) over the phone (for example, educate on how to take medication) or
  - Require the Department to produce the person for a scheduled appointment.
- Sick Call appointments are considered Scheduled Appointments.



# Operations Order

- The “Daily Sick Call” Operations Order (in effect since 2020) details the Department’s Sick Call process
- This policy outlines that people in custody are entitled to Daily Sick Call upon request via the CHS Health Triage Line
  - Monday through Friday, excluding weekends and holidays
- On a daily basis, CHS provides DOC with a list of scheduled appointments and DOC produces those individuals to the clinic, provided they do not refuse to attend their appointment.
- People in custody may be on the list of scheduled appointments for a number of reasons including, but not limited to, Sick Call. DOC is not privy to the reason why an individual is on a clinic production list.

420E

		THE CITY OF NEW YORK DEPARTMENT OF CORRECTION			
		OPERATIONS ORDER			
<input type="checkbox"/> NEW		<input checked="" type="checkbox"/> REVISED		SUBJECT	
EFFECTIVE DATE 9/4/20		NUMBER		PAGE 1 OF 2 PAGES	
				DAILY SICK CALL	
AUTHORIZED BY THE CHIEF OF DEPARTMENT					
					
HAZEL JENNINGS					
SIGNATURE					

## I. PURPOSE

To establish the New York City Department of Correction's (Department) policy and procedures to provide persons in custody with non-emergency health care evaluations upon request.

## II. POLICY

It shall be the policy of the Department that:

Incarcerated individuals are entitled access to Daily Sick Call upon request. For the purpose of this policy, "Daily" shall mean Monday through Friday, excluding weekends and holidays.

## III. PROCEDURES

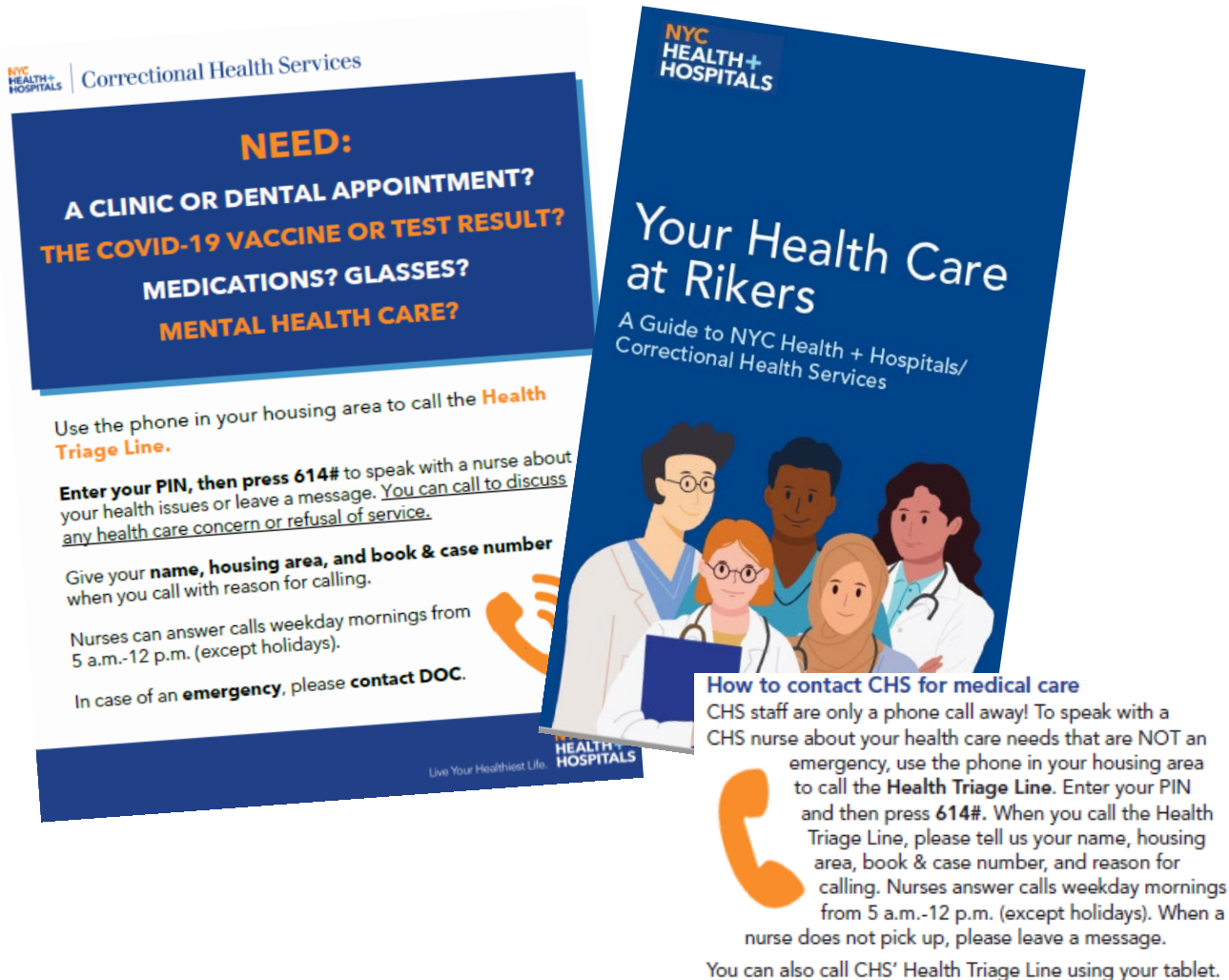
A. Correctional Health Services (CHS) shall provide individuals in custody with telephonic access to nursing staff for non-emergency, routine health care matters/evaluations between the hours of 5:00 am-12:00 pm daily, excluding weekends and holidays.

1. Individuals in custody who are interested in contacting the health care provider for non-emergency, routine health care matters shall communicate this through the housing area phone.

# BOC Minimum Standard § 3-02

- The Department fulfills its obligation for Sick Call as outlined in the Minimum Standards.
- BOC Minimum Standard § 3-02 governs access to health care services, including Sick Call. Per the rule, the Department, in coordination with CHS:
  - Makes sick call available at a minimum of five days/week within 24 hours or at the next regularly scheduled Sick Call (excluding holidays and weekends)
  - Provides services by, or under the guidance of, CHS clinicians
  - Does not deny Sick Call requests based on prior requests
  - Provides sufficient security for inmate movement to and from clinic services
  - Maintains a clinic logbook which lists the name of every person in custody who is brought down to the clinic each day
  - Does not disallow those not on the Sick Call list from receiving services
- Per local law, the Department also maintains data on medical non-production which is inclusive of Sick Call data.
- The Department relies on CHS to produce Sick Call data each month.

# Information on the HTL is made available on DOC Tablets



**NEED:**  
A CLINIC OR DENTAL APPOINTMENT?  
THE COVID-19 VACCINE OR TEST RESULT?  
MEDICATIONS? GLASSES?  
MENTAL HEALTH CARE?

Use the phone in your housing area to call the **Health Triage Line**.

Enter your PIN, then press **614#** to speak with a nurse about your health issues or leave a message. You can call to discuss any health care concern or refusal of service.

Give your **name, housing area, and book & case number** when you call with reason for calling.

Nurses can answer calls weekday mornings from 5 a.m.-12 p.m. (except holidays).

In case of an **emergency**, please **contact DOC**.

**NYC HEALTH+HOSPITALS**

**Correctional Health Services**

**Your Health Care at Rikers**  
A Guide to NYC Health + Hospitals/  
Correctional Health Services

**How to contact CHS for medical care**  
CHS staff are only a phone call away! To speak with a CHS nurse about your health care needs that are NOT an emergency, use the phone in your housing area to call the **Health Triage Line**. Enter your PIN and then press **614#**. When you call the Health Triage Line, please tell us your name, housing area, book & case number, and reason for calling. Nurses answer calls weekday mornings from 5 a.m.-12 p.m. (except holidays). When a nurse does not pick up, please leave a message. You can also call CHS' Health Triage Line using your tablet.

**NYC HEALTH+HOSPITALS**

Live Your Healthiest Life.

- A Health Triage Line flyer is uploaded to the tablets as well as an informational pamphlet including information on the HTL.
- Both are made available in English and Spanish
- These materials outline the steps people in custody must take to contact the Health Triage Line

# Other Types of Clinic Appointments



- There are other means by which persons in custody can access the clinic.
- Examples of walk-in appointments (not scheduled appointments) are below:
  - Persons in custody may approach a housing area officer and request to be seen in the clinic.
    - In these situations, the PIC would be escorted to the clinic as an unscheduled appointment
  - Stakeholder agencies and other external entities from across the city flag people in custody who they believe require medical attention
    - Defender organizations reach out via email to DOC Health Affairs, DOC Legal Intake, DOC Constituent Grievance Services, and CHS Patient Relations
    - Medical referrals can also come to DOC through a 311 complaint regarding access to care. These types of 311 calls are routed to DOC's Health Affairs Division, which subsequently makes CHS aware.
- In these more situations, which are not CHS-driven, DOC and CHS communicate in real time. Depending on the nature of the situation, CHS will respond to the referral and instruct DOC on when to bring the person to the clinic.

# Medical Emergency



- If a person in custody is experiencing a medical emergency anywhere in a DOC facility, DOC staff would immediately call for a medical emergency
- This type of clinic visit would also not be considered a scheduled appointment

# Questions?

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