

New York City Department of Correction
Monthly Report on Medical Appointment Non-Production November 2024

Pursuant to Local Law 132 of 2019, the Department is required to report on a monthly basis an aggregate report on non-production of individuals in custody to scheduled medical appointments (i.e., encounters). Individuals in custody can refuse an appointment at any time. The Department recognizes the importance of medical care for incarcerated individuals but does not use force to compel them to go to their appointment.

Individuals seeking the medical care provided by Correctional Health Services (CHS) can use the Sick Call Triage phoneline to request a medical appointment. Individuals with chronic conditions or those requiring a close follow up appointment frequently have appointments automatically scheduled for them by CHS. The Department tracks the number of medical appointments (i.e., encounters) scheduled by CHS at facility clinics, elsewhere on Rikers Island, or off-island for any number of reasons, including but not limited to medical, medication distribution, dental, mental health, Brad H discharge planning, and on-island/off-island specialist appointments. On a given day, individuals may have more than one scheduled appointment and they may not complete any or all appointments for a variety of reasons; production to each medical encounter is tracked and reported separately. The below data represents the number of CHS scheduled medical appointments for which an individual was not produced in the month of November 2024.

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November 2024 Overall Non-Production Report									
Facility	Court	Visits	Production Refusal ¹	Walkout ²	Programming	Barbershop	Recreation	Other ³	Total
EMTC	512	0	810	2	1	6	96	286	1,713
GRVC	78	1	854	8	0	0	0	2	943
NIC	81	1	219	13	8	1	8	16	347
OBCC	221	19	3,448	78	1	17	9	1,943	5,736
RESH	25	4	167	3	0	0	0	20	219
RMSC	228	9	1,061	116	3	2	1	65	1,485
RNDC	192	9	941	15	44	12	129	782	2,124
WEST	52	0	240	39	4	0	14	28	377
Total	1,389	43	7,740	274	61	38	257	3,142	12,944

¹ Production Refusal is a term used to describe an instance of an incarcerated individual refusing to be escorted to the clinic for their CHS scheduled medical appointment. In such cases, CHS may reschedule the appointment for a later time or date.

² Walkout is a term used to describe an instance of an incarcerated individual leaving the clinic before being seen by a healthcare professional. In such cases, CHS may reschedule the appointment for a later time or date.

³ Other includes but is not limited to instances where an incarcerated individual chooses to instead attend a work assignment, law library, school or religious services or when maximum clinic capacity has been reached, when no escort is available, or when movement is limited due to a lockdown, search, or alarm.

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November 2024 Production Refusal Reasons				
Facility	"I do not want the service/I do not want to go to the service" ⁵	"I am Not Coming Now and Will Come Later"	No Reason Provided	Total
EMTC	810	0	0	810
GRVC	336	6	512	854
NIC	204	14	1	219
OBCC	732	2,500	216	3,448
RESH	46	1	120	167
RMSC	90	763	208	1,061
RNDC	640	47	254	941
WEST	138	88	14	240
Total	2,996	3,419	1,325	7,740

November 2024 Walkout Reasons				
Facility	"Upon Entry, I do Not Want to Wait"	"I Am No Longer Waiting for the Appointment"	No Reason Provided	Total
EMTC	2	0	0	2
GRVC	0	0	8	8
NIC	0	0	13	13
OBCC	15	0	63	78
RESH	0	1	2	3
RMSC	12	16	88	116
RNDC	7	4	4	15
WEST	21	17	1	39
Total	57	38	179	274

⁴ In some instances, appointments are requested by incarcerated individuals, while in others, CHS schedules follow-up appointments based off their initial assessment. If an individual requests an appointment but no longer wants the service, an additional appointment is scheduled at the discretion of CHS.