

New York City Department of Correction
Monthly Report on Medical Appointment Non-Production April 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 phonenumber 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 April 2024.

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April 2024 Overall Non-Production Report									
Facility	Court	Visits	Production Refusal ¹	Walkout ²	Programming	Barbershop	Recreation	Other ³	Total
EMTC	582	8	972	5	16	1	0	159	1,743
GRVC	121	0	628	1	0	0	0	7	757
NIC	103	1	197	7	3	4	7	21	343
OBCC	258	2	2,004	17	0	2	19	1,563	3,865
RESH	25	0	333	9	0	0	0	39	406
RMSC	263	8	1,162	11	9	7	4	443	1,907
RNDC	222	29	1,052	30	37	19	294	966	2,649
WEST	30	0	2	0	0	0	0	0	32
Total	1,604	48	6,350	80	65	33	324	3,198	11,702

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, religious services, or commissary, 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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April 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	955	13	4	972
GRVC	416	0	212	628
NIC	174	13	10	197
OBCC	132	1,478	394	2,004
RESH	224	8	101	333
RMSC	621	538	3	1,162
RNDC	688	126	238	1,052
WEST	2	0	0	2
Total	3,212	2,176	962	6,350

April 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	3	0	5
GRVC	0	1	0	1
NIC	0	1	6	7
OBCC	0	17	0	17
RESH	0	0	9	9
RMSC	0	11	0	11
RNDC	19	9	2	30
WEST	0	0	0	0
Total	21	42	17	80

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.