

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

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March 2024 Overall Non-Production Report									
Facility	Court	Visits	Production Refusal¹	Walkout²	Programming	Barbershop	Recreation	Other³	Total
EMTC	529	5	955	10	11	7	2	255	1,774
GRVC	148	0	824	0	0	0	0	0	972
NIC	96	2	166	10	2	1	7	35	319
OBCC	162	5	2,635	27	0	2	12	1,327	4,170
RESH	38	2	384	2	0	0	0	65	491
RMSC	244	14	1,449	29	20	1	5	355	2,117
RNDC	186	25	1,100	15	47	16	142	748	2,279
Total⁴	1,403	53	7,513	93	80	27	168	2,785	12,122

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.

⁴ Data for the West Facility dorms, where much of the VCBC population was transferred from, was not available at the time of publication.

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March 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	0	0	955
GRVC	522	0	302	824
NIC	161	0	5	166
OBCC	0	1,813	822	2,635
RESH	258	4	122	384
RMSC	712	728	9	1,449
RNDC	689	97	314	1,100
Total	3,297	2,642	1,574	7,513

March 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	9	1	0	10
GRVC	0	0	0	0
NIC	3	0	7	10
OBCC	5	22	0	27
RESH	0	1	1	2
RMSC	0	29	0	29
RNDC	12	2	1	15
Total	29	55	9	93

⁵ 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.