

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

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September 2024 Overall Non-Production Report									
Facility	Court	Visits	Production Refusal¹	Walkout²	Programming	Barbershop	Recreation	Other³	Total
EMTC	521	3	598	3	4	9	34	182	1,354
GRVC	96	0	709	2	0	0	0	0	807
NIC	114	2	259	9	2	1	10	38	435
OBCC	294	46	2,478	31	0	36	15	1,794	4,694
RESH	35	0	345	24	0	0	0	79	483
RMSC	218	8	1,092	48	2	10	2	69	1,449
RNDC	177	23	1,399	25	39	24	138	1,761	3,586
WEST	68	2	335	8	2	1	12	65	493
Total	1,523	84	7,215	150	49	81	211	3,988	13,301

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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September 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	575	1	22	598
GRVC	420	0	289	709
NIC	254	0	5	259
OBCC	10	2,125	343	2,478
RESH	57	0	288	345
RMSC	279	791	22	1,092
RNDC	1,180	31	188	1,399
WEST	282	42	11	335
Total	3,057	2,990	1,168	7,215

September 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	3	0	0	3
GRVC	2	0	0	2
NIC	0	0	9	9
OBCC	0	29	2	31
RESH	2	1	21	24
RMSC	14	15	19	48
RNDC	6	7	12	25
WEST	2	1	5	8
Total	29	53	68	150

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.