



RHODE ISLAND DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE

DIRECTOR:

Wayne P. Sabat Jr.

**POLICY
NUMBER:
18.34-4 DOC**

**EFFECTIVE
DATE:
10/01/2025**

**SUBJECT:
DAILY HANDLING OF NON-
EMERGENCY MEDICAL REQUESTS
AND SICK CALL**

**LAST REVIEWED:
10/2025**

**SECTION:
HEALTH CARE SERVICES**

**SUPERSEDES:
18.34-3 DOC**

AUTHORITY: Rhode Island General Laws (RIGL) § 42-56-10 (22), Powers of the director

REFERENCES: NCCHC standards JE07 Inmate Care and Treatment, MH-A-01 Access to Care, MH-E-05 Nonemergency Mental Health Care Requests and Services

INMATE/PUBLIC ACCESS: YES

AVAILABLE IN SPANISH: YES

I. PURPOSE:

To provide inmates an opportunity, on a daily basis, to request an appointment for evaluation of health concerns in a medical, dental or behavioral health clinic. These requests are documented and reviewed for immediacy of need and intervention required. Evaluations are conducted by Health Care Services staff in a clinic setting.

II. POLICY:

The Rhode Island Department of Corrections (RIDOC) has implemented a system to ensure all inmates, regardless of housing placement, have access to non-emergency treatment provided within a reasonable amount of time by Health Care Services staff.

III. PROCEDURES:

A. All inmates, regardless of housing assignment, are given the opportunity to submit oral or written health care requests daily.

1. Written health care requests can be submitted to medical staff or placed in a secure health care request box on the unit. Health Care Services Request forms will be available on each housing unit. See attached Health Care Services Request form.
2. Oral requests may be relayed to medical, behavioral health services staff or to correctional staff.
3. Health care requests are processed daily by health staff.
4. Each facility's dispensary shall develop a procedure whereby all inmates' written requests (via the Health Care Services Request form) or oral requests for non-emergency medical services are reviewed and prioritized daily by qualified health professionals, or the health care/mental health liaison if applicable.
5. When a request describes a clinical symptom, a face-to-face encounter for a health care request is conducted by a qualified health care professional or scheduled by the health care/mental health liaison (if applicable), within 24 hours of receipt by health care staff.
6. All aspects of the health care request process, from review to prioritization to subsequent encounter, are documented in the EMR.
7. Each facility's dispensary procedure will include a method to inform inmates of appointments (e.g., calling the mod or posting a list).

NOTE: Any time an inmate is identified as experiencing a medical emergency this inmate is immediately seen by a nursing staff member.

B. Daily Sick Call and Clinic Schedules

1. Medical
 - a. Nursing staff provides Sick Call twice (2x) daily for inmates who have submitted a Health Care Services Request Form. Nursing staff assess these inmates and plan for appropriate disposition of medical, dental, and behavioral health requests.
 - b. Every twenty-four (24) hours inmates in Disciplinary Confinement are given an opportunity to address their medical concerns with a nurse. A Disciplinary Confinement Checklist is attached to the cell

door of every Disciplinary Confinement inmate and nursing staff initials this checklist daily

2. Behavioral Health

- a. Behavioral Health Clinicians make daily clinic schedules based on the level of need presented by inmates on a case-by-case basis. Behavioral Health Services staff reviews inmate request slips on a daily basis and the inmate is:
- b. scheduled for the next available appointment with a Behavioral Health Services clinician, or
- c. placed on the psychiatric clinic schedule, or
- d. seen as soon as possible in the case of a mental health emergency in accordance with RIDOC SOP 'Suicide Prevention'.
- e. All aspects of behavioral health care request process, from review to prioritization to subsequent encounter, are documented in the EMR.

3. Dental

- a. Dental Services staff reviews inmate request slips on a daily basis, schedules inmates for the next available appointment and with appropriate services as dictated by the inmate's condition. Appointments will be expedited as clinically indicated.

NOTE: Every interaction with nursing, medical, dental, or behavioral health staff is documented in the electronic medical record, including refusal of care.

- C. At a minimum, schedules for clinics are made in accordance with the criteria below, or more frequently as dictated by facility needs.

# Inmates Residing in Facility	Minimum # of Medical Clinics Per Week	Minimum # of Dental Clinics Per Week	Minimum # of Mental Health Clinics Per Week
Fewer than 100	One (1)	One (1)	One (1)
100 – 200	Three (3)	One (1)	One (1)
More than 200	Five (5)	One (1)	One (1)

- D. The Medical Program Director and the Assistant Medical Director overseeing all general nursing services annually reviews each facility's dispensary procedures.