

CHAPTER IV

MEDICAL, DENTAL, AND MENTAL HEALTH SERVICES

I. GENERAL

MDOC, through a contractual agreement, provides comprehensive medical, dental, and mental health services to all incarcerated Inmates located at the three major institutions, county regional facilities, community work centers, restitution centers and the Governor's Mansion.

A. **Medical Services**

Healthcare providers (i.e. physicians, dentists, psychiatrists, nurse practitioners, nurses, and other medical services' staff) will meet the medical needs of inmates through scheduled visits and emergency care 24 hours a day 7 days a week. A hospital is located at MSP and infirmaries are located at CMCF and SMCI to house inmates in need of more acute care.

B. **Dental Services**

Dentists and dental services are available at the major institutions. Inmates are scheduled for appointments based on a Dental Classification Treatment Plan and by inmates submitting a Medical Services Request Form for dental treatment. All requests for dental care will be reviewed, and if necessary, scheduled for the dentist based on the priority of need.

C. **Mental Health Services**

The goal of the mental health services is to provide for the detection, diagnosis, treatment, and referral of inmates with mental health problems and to provide a supportive environment during all stages of each inmate's period of incarceration. Mental health services vary from institution to institution, but psychologists, psychiatrists and mental health staff are available through the institution or through referrals.

II. PROCEDURES FOR REQUESTING MEDICAL, DENTAL, AND MENTAL HEALTH SERVICES

The inmate requesting medical services will fill out a Medical Services Request Form (previously called a "Sick Call Request"), sign, date, and place the completed form in the designated area in the unit. The Medical Services Request Form will be returned to the medical department following the institutional/facility procedures.

Medical staff will review the Medical Services Request Form to determine if the inmate will be seen immediately or can be scheduled for regular sick call. If a visit is required, the inmate will be scheduled for a visit with the appropriate medical service. The inmate's request for medical services will be triaged within 24 hours of receipt of the request.

Appropriate medical staff will respond to any emergency call for inmates in need of healthcare services.

A qualified healthcare professional shall visit inmates in segregation on a daily basis, to address the healthcare needs and to pick up Medical Services Request Forms.

Inmates who wish to address complaints regarding the quality of healthcare services shall utilize the Administrative Remedy Program.

Sick call clinics are normally open during regularly scheduled hours Monday through Friday. Sick call schedules are available at all institutions/facilities.

III. EMERGENCY MEDICAL, DENTAL, AND MENTAL HEALTH SERVICES

Emergency services are available 24 hours per day 7 days a week. The inmate is instructed to seek emergency care for emergency problems only. Inmates not housed in a major institution will be provided emergency services as directed by the medical staff at the parent institution. The inmate may receive an RVR for requesting emergency services in a non-emergency situation.

IV. PROSTHESES AND ORTHODONTIC DEVICES

Prostheses and orthodontic devices will be provided when the health of the inmate would otherwise be adversely affected. This will be determined by the responsible medical staff.

V. INMATE PARTICIPATION IN RESEARCH

It is the policy of MDOC that inmates will not be used for medical, pharmaceutical, or cosmetic experiments. This policy does not preclude individual treatment of an inmate based on his or her need for a specific medical procedure that is not generally available.

VI. MALINGERING OR FEIGNING AN ILLNESS

Inmates will be subject to disciplinary action for abusing medical, dental, or mental health services by malingering or feigning an illness.

VII. PAYMENT FOR SERVICES

A. **Procedures in regard to payment for medical services**

- No inmate will be refused medical, dental, or mental health services because of financial status.
- All inmates may be charged \$6.00 for each self-initiated request for medical, dental, or mental health service. Inmate banking will deduct this fee from the inmates' account. Any questions in reference to a medical charge should be referred to medical services.
- Indigent inmates are those inmates not having sufficient funds to pay the assessed fee at the time of receipt of health-care services. Indigent inmates will be assessed all current funds available in their account and will owe the balance. This will result in a liability being placed on the account pending future receipt of funds.

B. **Inmates will not be charged for the following scheduled services**

- Medical staff referrals or scheduled return visits resulting from the initial request until released from care by the responsible health-care authority. After release from care for an injury or illness, subsequent unscheduled self-initiated requests for treatment for that injury or illness may be chargeable.
- Physicals and health assessments for transfer, lab work, X-rays, immunizations, Tuberculosis testing, treatments instituted by the institution/facility for public health reasons, initial assessments, prenatal care, work related injuries or illnesses, chronic care visit or any other medical visit/service felt non-chargeable by the medical staff.

C. **No shows for medical appointments**

- Inmates will be notified of scheduled medical appointments within security guidelines. It is essential that any inmate requesting medical services or scheduled for a doctor's visit, off-site treatment/visit, chronic care clinic visit or other medical service keep the scheduled appointment.
- Failure to attend a scheduled appointment will result in a co-pay and an RVR for the inmate.
- If failure to attend the scheduled appointment is the result of a documented institutional issue that prevents the inmate from attending the scheduled appointment, the inmate will not be charged the established fee nor receive an RVR.
- If the failure to attend the scheduled appointment would result in a *Use of Force* incident, the inmate will not be transported to the scheduled appointment unless specifically directed by the Commissioner or designee. The inmate will be charged for the visit and an RVR will be issued.

D. **Right to refuse treatment**

- If the inmate wishes to refuse treatment, the inmate must be brought to the medical care area where the inmate will be counseled by medical staff and a Release of Responsibility Form will be executed.
- A mentally competent adult may refuse medical treatment at any time. If an inmate refuses treatment, the inmate will be counseled regarding the risks and consequences of refusing medical evaluation or treatment by the healthcare provider.
- The inmate will sign the Release of Responsibility Form acknowledging that the treatment has been fully explained to the inmate and that he refused treatment. This Release of Responsibility Form will be witnessed by the healthcare provider who counseled the inmate.
- If the inmate refuses to sign the Release of Responsibility Form, this will be documented by the healthcare provider and witnessed by a staff member who is a witness to the refusal.
- In cases of contagious diseases or other communicable diseases, the inmate cannot refuse treatment; and, the healthcare personnel will treat the inmate for the welfare of the inmate, the institution, and the community at large.

VIII. MEDICATION

A. **Keep-On-Person (KOP) medication**

MDOC may allow an inmate to carry non-restricted medication on their person. The following procedures will be followed.

- Inmates may be required to sign for KOP medications prior to receiving the medication packet.
- All prescribed medication must remain in the original prescription contained with labels intact at all times. If an inmate is found with a medication that is not labeled according to standards with his name on the label, the inmate will be subject to disciplinary action for possession of contraband.
- Inmates who are in possession of non-restricted medications **must request refills through medical personnel five days prior to depletion of their medication.** Inmates requesting a refill must present to the medical staff the container, which will allow verification of refill information, prescription number, etc.
- Not all KOP medications are refillable.
- Medications sold in the Canteen may be in the possession of inmates.