

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 and restitution centers.

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. Services are available 24 hours a day 7 days a week. A hospital is located at MSP and infirmaries are located at some MDOC facilities to house inmates in need of more acute care.

B. **Dental Services**

Dentists and dental services are available at the major institutions. Inmates are provided a dental exam every two years 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 at the institution or by referrals.

II. HOW TO GET HELP

The inmate requesting medical services should 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 collected by the medical department.

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. The inmate's request for medical services will be triaged within 24 hours of receipt of the request.

Medical staff will respond to any emergency.

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.

Complaints for the quality of healthcare services shall utilize the Administrative Remedy Program.

Clinics are normally open during regularly scheduled hours Monday through Friday.

III. EMERGENCY MEDICAL, DENTAL, AND MENTAL HEALTH SERVICES

Emergency services are available 24 hours per day 7 days a week. 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 proscribed when medically necessary.

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 faking an illness.

VII. PAYMENT FOR SERVICES

A. Healthcare charges

- No inmate will be refused medical, dental, or mental health services because of financial status.
- All inmates will be charged \$6.00 for each request for medical, dental, or mental health service. Inmate banking will deduct this fee from the inmates' account. Any disputes of medical charges should be referred to medical services.
- Indigent inmates are those without sufficient funds to pay the assessed fee at the time of receiving health-care services. 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 return visits resulting from the initial request will not be charged. After release from care for an injury or illness, new 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.
- Mental health requests.

C. No shows for medical appointments

- Inmates will be notified of scheduled medical appointments within security guidelines. Please 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's attendance, there will be no penalty.
- 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 after counseling by a healthcare provider.
- The inmate must sign the Release of Responsibility Form acknowledging that the treatment has been fully explained 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.
- 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 inmates to carry non-restricted medication on their person. These procedures will be followed:

- Inmates will 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.