



**DEPARTMENT OF CORRECTIONS
COMMUNITY CORRECTIONS FACILITIES AND PROGRAMS BUREAU
FACILITY OPERATIONAL REQUIREMENT**

Requirement:	PFB 6.2.473	OFFENDER NON-EMERGENCY HEALTH REQUESTS
Effective Date:	08/01/2023	Page 1 of 2
Revision Date(s):		
Reference(s):	PFB 6.2.466; PFB 6.2.475; DOC 4.5.16; 53-1-203, MCA	
Signature / Title:	/s/ Megan Coy, Community Corrections Facilities and Programs Bureau Chief	

This procedure is referenced as PPD 4.5.1600 Offender Non-Emergency Health Care Requests in Section 2.2.9. Services; Healthcare, in the following contracts: Connections Corrections Program (CCP) East, Connections Corrections Program (CCP) West, and WATCH West. This procedure is referenced as ACCD 4.5.1600 Offender Non-Emergency Health Care Requests in Section 3.J. Offender Management; Healthcare, in the following contracts: Alpha House, Butte Prerelease, Elkhorn, Gallatin County Reentry Program, Helena Prerelease, Nexus, Passages, and START.

I. PURPOSE:

All facilities contracted with the Community Corrections Facilities and Programs Bureau (FPB) will follow established procedures in providing a system for offenders to use when requesting non-emergency health care.

II. DEFINITIONS:

Community Corrections Facilities and Programs Bureau – The Bureau oversees the facilities providing assessments and sanctions, prerelease, and treatment services. This Bureau is referenced interchangeably as Programs and Facilities Bureau (PFB) or Facilities and Programs Bureau (FPB) in procedures and forms.

Emergency Care – Health care for an acute illness or an unexpected health need that cannot be deferred until the next scheduled sick call or clinic.

Health Care Request – A verbal or written request for medical, mental health, or dental services.

Health Care Staff – Includes licensed qualified health care professionals and non-licensed health care staff (for example, medical records staff, health care aides) responsible for offender health care administration and treatment.

HSB-Health Services Bureau – The Bureau within the Department responsible for the overall health care functions of medical, mental health, and dental for all programs and facilities.

Triage – A process of sorting and classifying offender health requests to prioritize health care needs and determine place of service delivery.

III. PROCEDURES:

A. GENERAL REQUIREMENTS

1. Each facility will provide a daily means for offenders to request non-emergency health care attention.
2. Offenders will be informed of the procedures for requesting any health care attention during the facility's intake/orientation process.

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3. Offenders must submit health care requests in accordance with facility procedures.
4. Non-medical facility staff may not approve or deny offender requests for health care attention.
5. When it appears an offender is in need of emergency care, *PFB 6.2.475 Emergency Medical Services* will be followed.
6. Facilities with on-site health care staff will ensure that a registered nurse (RN), or a licensed practical nurse with RN oversight, will document, evaluate, and triage each offender non-emergency health care request. Facilities without on-site health care will ensure that the offender has access to community-based resources.
 - a. If indicated after nursing assessment, offenders requiring care beyond nursing will be referred to mid-level or higher care within a timely manner following the nursing assessment.
 - 1) Offenders in treatment facilities or assessment centers will be seen at the earliest available appointment.
 - 2) Prerelease center residents will be advised by staff to seek follow-up services with a community provider.
 - 3) For inmate workers, see *PFB 6.2.466 Inmate Workers*.
7. Qualified health care professionals will evaluate and document each offender health complaint and disposition in the offender's medical file. Staff will provide the offender with a verbal explanation of the assessment findings, any further recommended treatment or evaluation, and any patient education relevant to the health complaint.
8. Non-emergency health care request referrals will be handled in accordance with this procedure.
9. When the Department is expected to pay costs, facilities must obtain pre-approval from HSB of all scheduled outside medical appointments and procedures. Costs for appointments that have not been pre-approved will be the responsibility of the facility.
10. When an offender request does not require a nursing assessment, qualified health care professionals must respond to the request in writing.
11. All staff must protect the confidentiality of offender health information at all times.

IV. CLOSING:

Questions about this facility operational requirement should be directed to the HSB Chief or the FPB Chief or designees.

V. FORMS: (available to facility staff on request from HSB or FPB staff)

Medical Preauthorization Request Form
MT DOC Dental Services Request Form
Non-Formulary Medical Request Form