



## COMMUNITY CORRECTIONS FACILITIES AND PROGRAMS BUREAU FACILITY OPERATIONAL REQUIREMENT

Requirement:	<b>FPB 6.2.473 OFFENDER NON-EMERGENCY HEALTH REQUESTS</b>
Effective Date:	08/01/2023 <span style="float: right;">Page 1 of 2</span>
Revision Date(s):	04/24/2026
Signature/Title:	/s/ Scott Eychner, Rehabilitative and Enterprise Division Chief

**This facility operating requirement 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 facility operating requirement 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

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

### II. DEFINITIONS (see Glossary)

### III. REQUIREMENTS

#### 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.
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 that an offender is in need of emergency care, *FPB 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 *FPB 6.2.466 Inmate Workers*.
7. Qualified health care professionals (QHCPs) 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 facility operating requirement.
9. When the Department is expected to pay costs, facilities must obtain pre-approval from the Health Services Bureau (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, QHCPs 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. REFERENCES**

- A. 53-1-203, MCA
- B. DOC 4.5.16 Offender Non-Emergency Health Requests and Sick Call; FPB 6.2.466 Inmate Workers; FPB 6.2.475 Emergency Medical Services

#### **VI. FORMS (available to facility staff on request from HSB or FPB staff)**

*Medical Preauthorization Request*

*MT DOC Dental Services Request*

*Non-Formulary Medical Request*