Medical Appointment Information Response

The Department of Corrections (DOC) deeply appreciates the feedback shared regarding the anxiety residents experience when they do not know the purpose or timing of their upcoming medical appointments. We recognize that this lack of information causes undue stress for patients and forces them to rely on a high volume of kites to get basic answers, which slows down the flow of healthcare information. We want to fix this by building a much better communication system.

Moving Toward a Better Scheduling System in 2028

Our department is currently fully focused on implementing an Electronic Health Record (EHR) system scheduled to go live in Spring of 2028.

- **Long-term benefits:** This modern platform will replace our outdated appointment scheduling system. It is designed to host advanced features that will improve visibility, clarity, data security, and communication for years to come.
- **Our commitment:** We have officially documented this SFC request as a core operational need on our future technology roadmap. We are dedicated to exploring how automated appointment notifications and scheduling visibility can be directly integrated into the core design of the new EHR.
- **Alternative options:** If direct integration is not technically possible, we are committed to exploring a separate, secure technical connection to the EHR database specifically to handle these patient notifications.

Improving Communication Right Now

While we build this new system for 2028, we are addressing the human element of this problem and taking action to help patients immediately:

- **Doctor-patient talk:** We are instructing healthcare providers to use face-to-face visit time to talk clearly with patients about their medical conditions and follow-up care.
- **Clear plans:** Doctors, nurses, and specialists will verbally emphasize treatment plans, next steps, and general care timelines during appointments, so residents receive vital context directly from their care team.
- **Reinforcing expectations:** We will continue to actively communicate with and retrain facility healthcare staff to ensure they reinforce the importance of patient clarity and open dialogue during every clinical interaction.

Thank you to the Statewide Family Council for speaking up. Your advocacy ensures that visibility for onsite medical appointments remains a prioritized focus as we transition into our future healthcare system.