ADA ACCOMMODATIONS

If you have a disability, you may be entitled to accomodations under the Americans with Disabilities Act (ADA). Each facility has an ADA Liaison who should be your first contact for any ADA-related concerns. If needed, you can file an ADA Grievance using Form 100 through JPAY.

HIPAA

The NJDOC and UCHC-Rutgers are bound legally to safeguard your protected health information under the Health Insurance Portability and Accountability Act (HIPAA). Please advise your loved ones accordingly. Your protected health information cannot be shared unless you sign a medical release form.

ALERTING YOUR FAMILY OF A MEDICAL EMERGENCY

If you become critically ill or injured, your loved ones will be notified according to NJDOC policy. If you are moved to a hospital outside the facility, it can take up to 24 hours for your phone PIN to be updated. As a hospital patient you will be able to make outgoing phone calls, but not receive incoming calls. If you do not have any pending charges, your approved visitors may be allowed to visit with permission from Administration. Visitation policies may vary depending on the hospital.

COMPASSIONATE RELEASE

Incarcerated people may be considered for early release under limited circumstances when they are terminally ill or if they become permanently unable to care for themselves. You, your family, your attorney, or the prison administration can initiate a request for compassionate release. For more information or guidance, it is best to contact administration at your facility.

WORK RELATED INJURIES

If you are injured at work, report it immediately to the detail officer. File an MR-026 form and ask the detail officer to sign it.

CONTACT US

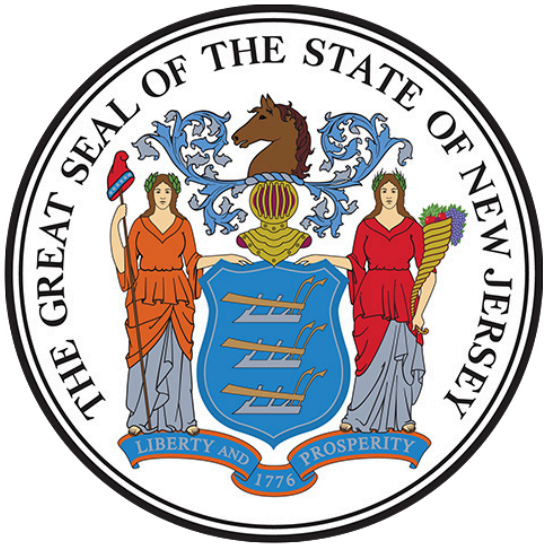
If you've followed the steps in this brochure to advocate for yourself and still need assistance, you may contact the Ombudsperson Office. Please use the language in which you're most comfortable. Translation services are available if needed.

Prison Hotline: 555-555-5555
Halfway House Hotline: 800-305-1811
Public Hotline: 888-909-3244

info@oco.nj.gov

Corrections Ombudsperson
P.O. Box 855
Trenton, NJ 08625

Office of the Corrections Ombudsperson



GUIDELINES FOR ADDRESSING YOUR HEALTH CARE NEEDS

2025

WHEN TO CONTACT THE OMBUDSPERSON OFFICE?

People in prison have a right to access primary, specialty, and emergency health care. This includes medical, dental, and mental health care provided by Rutgers University Correctional Health Care (UCHC) and their partners. The quickest way for you to access the care you need is to reach out directly to your health care providers. The Ombudsperson Office oversees prison conditions and services, but we're often not the ones best positioned to help you. We can evaluate concerns related to health care but cannot diagnose conditions, provide medical records, or require particular courses of treatment. This brochure provides some quick tips and direction to help you get what you need.

IF YOU ARE HAVING A MEDICAL EMERGENCY

Alert your housing officer. They will contact UCHC staff for immediate response. Quick notification ensures faster medical attention. Calling the Ombudsperson Office delays your access to emergency care.

ACCESS TO NON-EMERGENT CARE

To request care for non-urgent matters that can wait 48 hours, submit a JPAY Health Services Request Form MR-007. There are currently no co-pays for sick call. Note: Submitting an 'Inquiry' or 'Grievance' instead of the MR-007 will cause a delay in being scheduled by the nurse.

MEDICATION REFILLS

Submit to JPAY using the Health Services Request Form MR-007 with the subject line "MR007 MEDICAL (MEDICAL)" and description "OTHER." On the form, indicate the need for a refill, and specify the medication name and dosage.

It is a good idea to let the medical staff know how many doses you have left at the time of the refill request. Submit your request at the earliest allowable date on the pharmacy label. (Note: Once the refill is processed, delivery and pick-up may take some time.) If the medication completely runs out, check Medline to see if they have the medication available. (Not all will be available. Some are patient-specific.) If you have no more refills, your prescription may need to be renewed, which most likely requires a doctor visit.

If you have followed all the proper procedures and have not received your medication, you can contact the Ombudsperson office. Please provide us with the name of your medications, the date of the refill request, whether it was available at Medline, and confirmation of any JPAY or written requests.

HOW TO GET YOUR MEDICAL RECORDS

Submit a Health Services Request Form MR-022 to UCHC. These requests may take up to 30 days to process and fees per page may apply. You can reach out to the Ombudsperson office if you get no response after 30 days.

CHRONIC CARE

Chronic care appointments should be scheduled every 90 days. During these visits, medications may be renewed if necessary. You are encouraged to discuss any health concerns you have at these appointments to make sure all your health needs are covered.

MEDICAL TRANSPORTATION

Medical transportation is arranged only when a provider determines it is medically necessary. The NJDOC Central Transportation Unit (CTU) will try their best to get you to your appointment, even if accommodations for your medical condition and mobility needs aren't possible. Missing an appointment will delay your care and require rescheduling. For status updates on your approved outside appointments, speak with the staff on-site.

MEDICATION ASSISTED TREATMENT (MAT)

You can request treatment for substance use disorder at any time. To be considered, send a message to OSAPAS through JPAY. The medical or mental health provider will asses your needs and decide if Medication Assisted Treatment (MAT) is right for you. The Ombudsperson Office cannot influence the decision. You must speak directly to your provider or clinician regarding all matters related to your MAT.