

NATIONAL CAPITAL REGION AIRMAN MEDICAL TRANSITION UNIT

Reporting Instructions



Policies, Procedures and Expectations

CAO: Feb 2022

MISSION

Provide compassionate, effective, comprehensive care coordination and administrative support to ill and injured Airmen and Guardians with complex medical needs, and the non-medical attendants/care-givers that support them

VISION

An efficient highly skilled team providing AMTU Airmen with exceptional transitional support throughout the continuum of care

PRIORITIES

Positive Patient Experience, Transparency,
Team Proficiency

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DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 316TH WING (AFDW)
JOINT BASE ANDREWS, MARYLAND 20762

MEMORANDUM FOR AIRMAN MEDICAL TRANSITION UNIT MEMBERS

FROM: 316 MDSS/AMTU
1060 W Perimeter Rd
Joint Base Andrews, MD 20762

SUBJECT: Welcome Letter

1. Welcome to the National Capital Region (NCR) Airman Medical Transition Unit (AMTU). The AMTU is a team of medical administration specialists, nurse case managers, Wounded Warrior Recovery Care Coordinators, and Air Force Medical Liaisons. We are dedicated and fully engaged and stand ready to support the case management, administrative and logistical needs of both you and your family. Here at the AMTU we ensure you are our number one priority so that focusing on your health and recovery is your top priority.
2. The AMTU is a unique Air Force medical resource that combines medical care coordination and administrative support. Our mission is provide compassionate and meticulous care coordination. We will do that by empowering Airmen and ancillary team members to function effectively and efficiently. Overall, this will ensure a safe and smooth medical TDY.
3. To ensure ease of access, the AMTU has two locations. One is located on Naval Support Activity-Bethesda, 2nd floor of Tranquility Hall, Bldg. 62, Rm 2072. The second one is located on Joint Base Andrews (JBA); located at Malcolm Grow Medical Clinics and Surgery Center, 1st floor of Bldg. 1060, Section F. Your medical appointments may occur at Walter Reed National Medical Center, JBA, Fort Belvoir Community Hospital, or a network facility as deemed necessary by your clinical team.
4. We look forward to supporting you and your family and I promise that our team will make every attempt to make your time with us as smooth as possible.

Airmen Medical Transition Unit Team

Point of Contacts: Contact information for the AMTU Team, who will assist you while you are on medical TDY or assigned herein the NCR are listed below. Please elevate any issues or concerns through the AMTU. We will communicate all your needs with your home station command, along with medical or military agencies, as needed.

AMTU Flight Commander Comm: (240) 612-2146 DSN: (312) 612-2146 Cell: (202) 553-3834	AMTU Flight Chief Comm: (240) 612-2203 DSN: (312) 612-2203 Cell: (301) 312-1202
AMTU NCOIC (JBA) Comm: (240) 612-2203 DSN: (312) 612-2203 Cell: (202) 355-2800	AMTU NCOIC (WRMC) Comm: (301) 400-3029 DSN: (312) 469-3029 Cell: (301) 547-1169
AMTU Liaison (WRMC) Comm: (301) 400-0233 DSN: (312) 469-0233 Cell: (202) 281-9159	AMTU First Sergeant Comm: (240) 612-2205 DSN: (312) 612-2205 Cell: (240) 468-6008

Orders:

- **Temporary Duty Orders:** If you traveled via emergent Medical Evacuation (MedEvac), we will request orders from your home unit, track the expiration and request extensions as needed.
- **Permanent Change of Station (PCS) Orders for Airmen Assigned to AMTU:** HQ AFPC/DP2NP initiates PCS orders to the AMTU through your losing installation.
- **Contingency or Exercise Deployment (CED) Orders:** All active duty members arriving to Walter Reed from a deployed location may stay on CED orders until they expire or will be transferred to TDY orders. USAF Reserve/National Guard members will remain on CED orders or will be required to transfer to TDY orders based on unit and Headquarters' discretion.

Medical Appointments: Medical appointments are a mandatory formation. Under no circumstances shall you miss a scheduled appointment unless it is an emergency (you are required to give 24-hour's notice when cancelling or rescheduling medical appointments). The AMTU staff will monitor your scheduled appointments. Any non-compliance will be addressed administratively. While you are receiving treatment, remember your military bearing and be mindful that you are representing the Air Force and should maintain high personal standards of professionalism and respect when interacting with medical providers and staff.

Meals: Personnel on CED orders will be issued a meal card to be used at the Warrior Café or 8901 Café (see AF Liaison for assistance). You must bring a copy of your CED orders to receive your meal card. Airmen who are Attached (TDY) to the AMTU receive per diem, in accordance with Joint Travel Regulations.

Walter Reed	Location/Bldg.	Payment Method
Warrior Café	First Floor of Bldg. 62	Meal Card/credit/debt
8901 Café	Basement of Bldg. 9 (Main Hospital)	Meal Card/cash
Main Street Café	Main Hospital (Cafeteria)	cash or credit
Subway	Main Hospital	cash or credit
Dunkin Donuts	Main Hospital	cash or credit
Navy Exchange (NEX)	Panda Express/Subway/Japanese Eatery	cash or credit
Wendy's	Next to the Shoppette	cash or credit

JBA	Location/Phone	Hours
Boston Market	BX food court (Bldg. 1811 G St) Phone: 301-568-1500	Mon-Sat: 1030-1900 Sun: 1030-1700
Burger King	Bldg. 1810 Brookley Ave Phone: 301-736-4864	Mon-Fri: 0600-2000 Sat: 700-2000 & Sun: 0800-1900
Charley's	BX food court (Bldg. 1811 G St) Phone: 301-568-1500	Mon-Sat: 1030-1900 Sun 1030-1700
Dominos	Bldg. 3763 Nevada Ave Phone: 301-516-3030	Sun-Thu 1000-2400 Fri-Sat 1000-0100
Freedom Hall (Dining Facility)	Bldg. 1628 Colorado Ave Phone: 301-981-6516	Mon-Fri: B: 0530-0800, L: 1100-1300, D: 1600-1800 Weekends/Holiday: Brunch: 0700-1200 Supper 1430-1730
Panda Express	BX food court (Bldg. 1811 G St) Phone: 301-568-1500	Mon-Sat 1030-1900 Sun 1030-1700
Starbucks	BX food court (Bldg. 1811 G St) Phone: 240-392-2147	M-F 0630-1600 Sat-Sun 0800-1600
Starbucks (Clinic)	Bldg. 1060 West Parameter Rd Phone: 240-719-2267	Mon 0630-1630 Tue-Fri 0600-1630
Subway	Bldg. 3763 Nevada Ave Phone: 301-735-2435	M-F 0600-2000 Sat-Sun 1000-1700
Taco Bell	BX food court (Bldg. 1811 G St) Phone: 301-568-1500	Mon-Sat 1030-1900 Sun 1030-1700
Tropical Smoothie Cafe	BX food court (Bldg. 1811 G St) 240-619-3856	M-F 0700-1600 Sat-Sun 0800-1600

Lodging: If you arrive in an “inpatient” status, you will be escorted to the Ward/Unit where you will be lodged until discharged. Should you continue treatment at Walter Reed in an outpatient status, reservations for Tranquility Hall (Building 62) or the Gateway Inn/Navy Lodge will be completed prior to discharge from the hospital. If you are TDY to JBA and arrive with a Non-Availability Letter, the AMTU will determine lodging availability after you arrive. If it is determined that lodging is available on JBA, or locally at another military installation, you will be required to stay there due to the AMTU’s need to support your medical case and recovery. If located at the JBA dormitories, members will have their rooms inspected weekly by the AMTU staff.

<u>Lodging at Walter Reed</u>
Fisher House: Contact your AF Liaison, 24 Stokes Rd., Bethesda, www.fisherhouse.org
Navy Lodge: 1-800-NAVY-INN/1-301-654-1795, 1-877-NAVY-BED/1-877-628-9233, www.navy-lodge.com
Tranquility Hall (Bldg. 62): Contact your AF Liaison, 9080 Beale Rd. Bldg. 62, Bethesda

****Please note: All Tranquility Hall (Bldg. 62) requests are completed by the AMTU liaison team. Tranquility Hall - consists of 153 suites, 306 bed rooms, and is used to house the Wounded, Ill and Injured service members. Each suite room is complete with a full kitchen, laundry, pantry, sitting area, iron and ironing board. Each bedroom has a walk-in closet, bathroom, computer and TV. Any questions can be directed 24 hours a day to the front desk at 301-400-0200.***

Cleaning supplies may be checked out at the front desk. However, due to limited supplies it is best to purchase cleaning supplies, dish soap, laundry detergent, toilet paper, etc. (please see packing list example below) prior to or upon your arrival to the NCR. Linen is provided by the Bldg. 62 Front Desk staff, but must be maintained by the resident.

All rooms are subject to weekly inspections and residents are required to maintain daily living standards and comply with Unaccompanied Housing rules and regulations at all times.

***** Please see the attachment on page 13 for the recommended packing list***

<u>Lodging at JBA</u>
Fisher House: Contact your AF Liaison, 1076 W. Perimeter Rd., www.fisherhouse.org
Presidential Inn: 301-981-4614, 1380 California Ave, www.dodlodging.net

**** Please note: All Fisher House requests are completed on a first come first serve basis. There are five Fisher House facilities located on Walter Reed/NSA Bethesda. If you require inpatient care, the Fisher House is available for use by your family member’s for a minimum of three days and up to a 30 day stay. Please contact an AF Liaison for all Fisher House referrals. Please give us as much advance notice as possible for the referral process. Then the Fisher House will contact you directly on availability.***

Non-Medical Attendants (NMA): If you are in a Seriously Ill (SI) or Very Seriously Ill (VSI) status and your medical provider determines that you need a NMA, you will be asked to provide a name for a family member or friend who will be available full-time (24/7) to help in your healing/recovery process. If you are unable to identify a NMA, your unit will appoint one for you. The request will be sent to your home installation's Patient Travel Office, who is responsible for creating the orders. Travel vouchers will be completed through the same office. ****Please note: There is a monthly NMA orientation in Building 62. This is MANDATORY for your NMA to attend upon their arrival, see your AF Liaison to schedule.***

Emergency Family Member Travel (EFMT): If you receive inpatient treatment while in SI or VSI status and a medical provider determines that your family should be at your bedside, an EFMT request will be made for your family. Only *three* family members are authorized to be on EFMT orders. These members will be selected by you or your next of kin.

Vouchers/GTC: Medical TDY vouchers are processed once your TDY has been completed. However, please let us know if you would like to complete one every 30 days and we will make contact with your home unit. It is your responsibility to ensure your GTC is paid. You may incur late fees if payments are missed.

Return to Home Unit/Area of Responsibility: Once treatment has been completed, you must receive written medical clearance from your primary provider as well as clearance from your home unit Chief of Medical Staff. An AF Liaison will help coordinate travel back to your home unit or your deployed location. This will be done either through the Passenger Terminal or through SATO travel office.

Leave/Convalescent Leave: Military members are required to be on some form of leave status while they are not available for work or in the local area of their medical TDY/assignment location authorized by their command. Members may request leave at any time but the final approval will be at the discretion of their command after getting cleared by their AMTU staff and providers.

- IAW AFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON), and Incapacitation (INCAP) Pay*, para 1.1., 1.2, and 1.3., when a member is absent without the approval of the appropriate authorities, the Air Force can initiate the LOD determination process and member and/or dependents may not be eligible for certain government benefits and entitlements.
- AF Liaisons will coordinate your leave and Permissive TDY with the following members of your medical team (if applicable): Primary Care Manager, Specialty Care Medical Providers, Medical Nurse Case Manager, Physical Evaluation Board Liaison Officer (PEBLO), and Mental Health Providers. Your home unit grants final approval. Let your AMTU staff know your intent for leave requests as soon as possible for timely process coordination. If you have a medical procedure, illness, or injury, your doctor

may place you on a period of convalescent leave. Please provide the medical paperwork to the AMTU team who will assist you with your next steps

Other Support Services:

- **Medical Nurse Case Manager:** Will monitor your medical care, assist with appointments and keep AMTU informed of progress made for your medical disposition/possible return to duty. However, while you are here, your treatment is limited to the reason for your TDY, unless prior authorizations have been received through your AF medical chain. Please contact them after your first medical visit to discuss your treatment plan.

Medical Nurse Case Managers (Walter Reed):
301-400-0152
301-400-0227
Medical Nurse Case Manager (JBA):
240-612-2179

Embedded Licensed Clinical Social Worker:
VACANT

- **Recovery Care Coordinator (RCC):** Is part of the AF Wounded Warrior (AFW2) program, www.woundedwarrior.af.mil, or 1-800-581-9437. They may contact you about eligibility for the program and other resources that are available to you while you are in the local area and upon return to your home station.

RCC (Walter Reed):
301-400-0153
RCC (JBA):
240-612-2716 or 703-872-9094

AFW2 E-mail:	wounded.warrior@us.af.mil
AFW2 Web Site:	http://www.woundedwarrior.af.mil
AFW2 Facebook:	https://www.facebook.com/AirForceWoundedWarrior
AFW2 Twitter:	https://twitter.com/AFW2
AFW2 Flickr:	https://www.flickr.com/photos/airforcewoundedwarrior
AFW2 Toll-free:	800-581-9437

- **Physical Evaluation Board Liaison Officer (PEBLO):** When a member is referred to the Integrated Disability Evaluation System (IDES), they are appointed a PEBLO to assist them throughout the process. The PEBLO assigned for AMTU members is available to answer any questions regarding the process and will keep members updated on their case while assigned to the AMTU.

PEBLO (JBA):
240-612-2715

- **Ombudsman/Patient Advocate:** You may contact the Ombudsmen/Patient Advocate, if you have any issues or concerns with your medical care.

Ombudsman (WR):
301-295-0156
301-296-4611 (CDO)
Patient Advocate (JBA):
240-612-2224
240-612-2048

- **Chapel Information:** Chaplains are here to support the religious needs for all AF members. All communications with the Chaplains are confidential.

JBA Chapel: 301-981-2111

~ After hours/emergencies contact Command Post for assistance at 301-981-5058

Chapel One: 1345 Arkansas Rd, JBA, MD 20762

Chapel Two: 3715 Fetchet Drive, JBA, MD 20762

Hospital Chapel: 1060 W. Perimeter Road, MD 2062

- **Tobacco Cessation:** Walter Reed offers tobacco cessation programs designed to give you the tools you need to quit tobacco and stay tobacco free forever. Please call 301-295-8773 or 301-295-2159 to schedule an appointment with one of their Health Educators.

Base Access: Base access will be requested for any civilian NMA(s) or civilian family member(s) so that they may enter and exit the installation without an escort. The SECNAV 5512/1 Form will need to be filled out for each individual. Once approved, the NMA(s) or family member(s) are to go to the Visitor Control Center (VCC) and obtain a base pass. The AF Liaison can also help obtain a NEX/Commissary access letter for civilian NMA(s) or civilian family member(s) on EFMT orders.

Vehicle Control Centers Locations
Naval Support Activity Bethesda (NSA Bethesda) VCC, Pass and ID Bldg. 102 (North Gate 1)
JBA VCC, 1832 Robert M. Bond Drive, 301-981-0689

Transportation: When calling a taxi, please remind the dispatcher that the driver needs installation access. The U.S. Government does NOT endorse the following taxi services.

Taxi Services

Barwood Taxi: 301-984-1900
Regency Taxi: 301-990-9000

Airmanship:

- While on TDY and assigned to the NCR AMTU, you will adhere to the following Air Force Instructions and Regulations, the list below is not all inclusive:
 - AFI 36-2903, *Dress and Appearance of Air Force Personnel*
 - AFI 36-2905, *Fitness Program*
 - AFI 36-2910, *Line of Duty (Misconduct) Determination*
 - AFI 36-3003, *Military Leave Program*
 - AFI 36-3802, *Personnel Readiness Operations*
 - AFI 44-121, *Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program*
 - AFI 1-1, *Air Force Standards*
 - AFH 36-2618, *The Enlisted Force Structure*
 - *The Joint Travel Regulations (JTR) Uniformed Service Member and DoD Civilian Employees*
- You are required to have one set of your OCPs and/or AF PT Gear to wear during the duty day and to your medical appointments. If you did not bring required Air Force uniforms, speak with an AF Liaison to discuss options for securing uniforms.

JBA	Location/Phone	Hours
Thrift Shop	1676 Brookley Ave Phone: 301-735-3533	Mon, Wed, Thurs: 1000 - 1500 (1st and 3 rd) Sat: 1000 - 1500
Andrews Attic	Bldg. 1810 Brookley Ave Phone: 301-981-9665	Tues, Fri: 1100 - 1500

Mandatory Daily Wellness Check: While in an outpatient status you will check-in daily, Monday-Friday with the AMTU/AF Liaisons between **0815 - 0845** at Walter Reed, 2nd floor of Bldg. 62 and via text message NLT **1000** on weekends, Federal Holidays, and AFDW Family Days. JBA patients will adhere to the JBA Patient Accountability Policy handout. All AMTU TDY and JBA patients will attend Flight/Squadron Commander's Calls as scheduled. Medical appointments required for the reason of your TDY and Assignment take priority and are verified by the AMTU staff. All other appointments shall be coordinated at other times. If inpatient at WRNMMC, AF Liaisons will contact you daily.

- Daily checks are a perfect time to bring up any issues you may need assistance with. Normal operating hours are 0730-1500 and we are available after hours and on the weekends for emergencies. However, please call, text or e-mail to make an appointment to meet with a liaison for assistance outside of the daily check-in time. This is required to ensure there is someone available to assist you.

AMTU Office Schedules for WR	AMTU Office Schedules for JBA
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0815 – NLT 0845 Accountability (Mon – Fri)	0815 – NLT 0845 Accountability (Mon – Fri)
0900 – NLT 1000 Accountability (Holiday/Weekends)	0900 – NLT 1000 Accountability (Holiday/Weekends)
1000 – 1200 By appointment	0900 – 1100 Walk-in
1330 – 1500 Walk-in (Mon/Wed/Fri)	1300 – 1500 By appointment

** Please note: If you are on the Mental Health High Interest List, an AMTU staff member will check in with you as dictated by the AMTU staff.*

- Please be aware that Airmen issues are handled by AF entities. While you will make contact with several supportive agencies/personnel that will be eager to solve any complaints you or your family may have, when issues are not elevated through AF channels resolution may be greatly delayed. Please contact an AMTU AF Liaison first and utilize your Chain of Command. Try to resolve issues at the lowest level. However, elevate your issues to the next level in the chain of command if your issues are not handled in a reasonable time.

Personal Empowerment: Being in a medical TDY status can be stressful. It is normal to wonder if you will be returned to duty or not. Overall, many Airmen find that they feel very vulnerable and possibly even scared. We are aware that the process can be scary, uncertain and often frustrating. Understanding this, we ask that you practice personal empowerment and show strength by seeking help and asking for assistance.

Bldg. 62 Patient/Guest Packing List Example

* Below are a **few** recommended items for you to bring with you or purchase upon your arrival to the NCR. You can purchase these items in the local area or at the Navy Exchange on the installation.

- Uniforms (**Required to bring at least one set of your OCPs and/or AF PT Gear**)
- Sets of extra towels (**ONE** set is provided by Bldg. 62)
- Cleaning supplies (i.e. Clorox spray/wipes, sponge, etc.)
- Laundry Detergent
- Dishwasher detergent
- Toilet paper (**ONE** roll is provided for each bath room when you check-in)
- Baking pan (Limited cooking pans are provided by Bldg. 62)
- Coffee/tea maker
- Extra pillows (**TWO** pillows are provided for each bedroom)

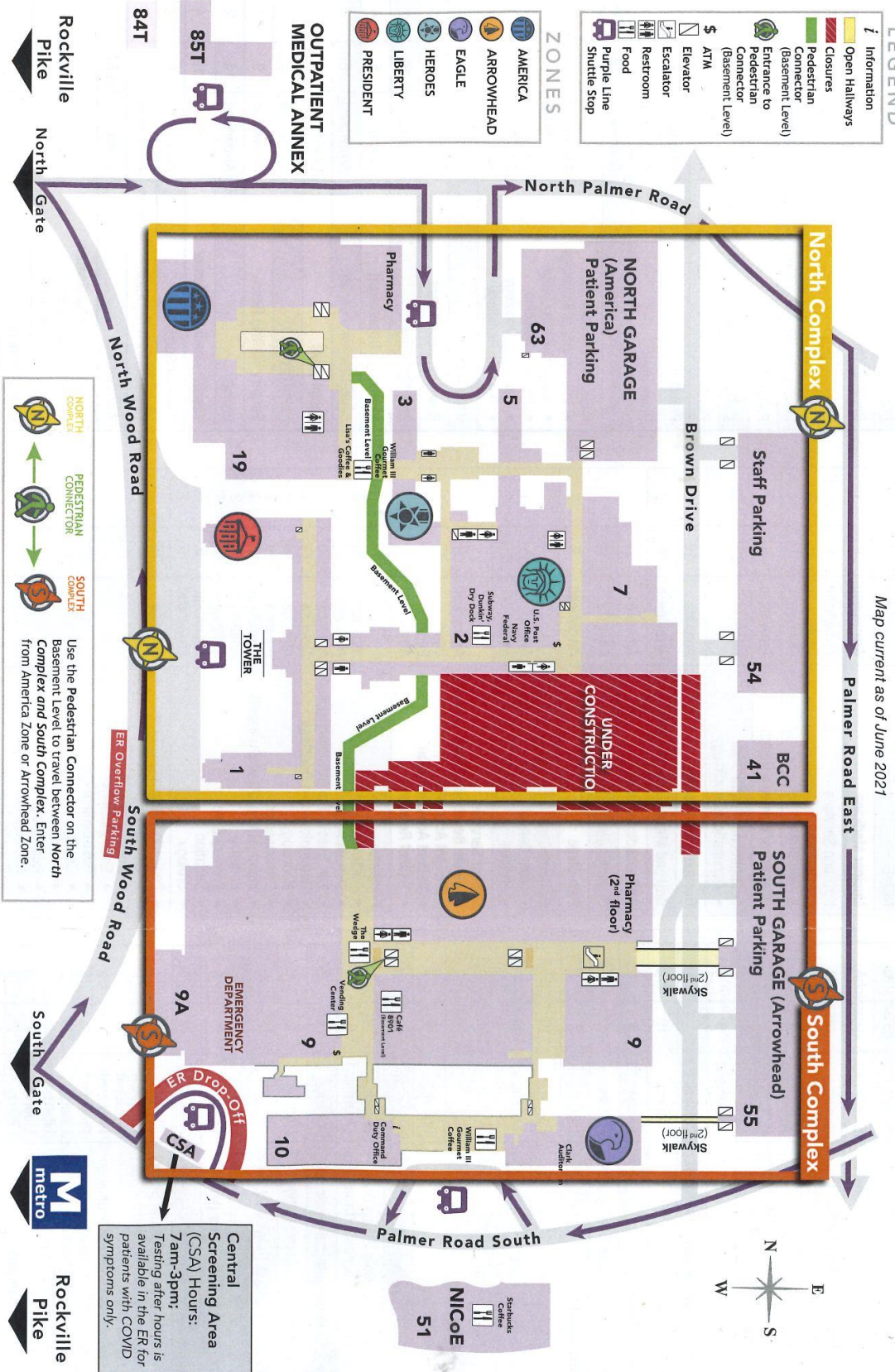
FIRST FLOOR

Map current as of June 2021

LEGEND

Information	Open Hallways
Closures	Pedestrian Connector (Basement Level)
Entrance to Pedestrian Connector (Basement Level)	ATM
Elevator	Restroom
Escalator	Food
Shuttle Stop	Purple Line Shuttle Stop

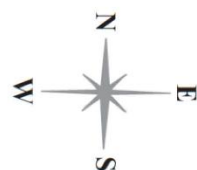
AMERICA	ARROWHEAD
EAGLE	HEROES
LIBERTY	PRESIDENT



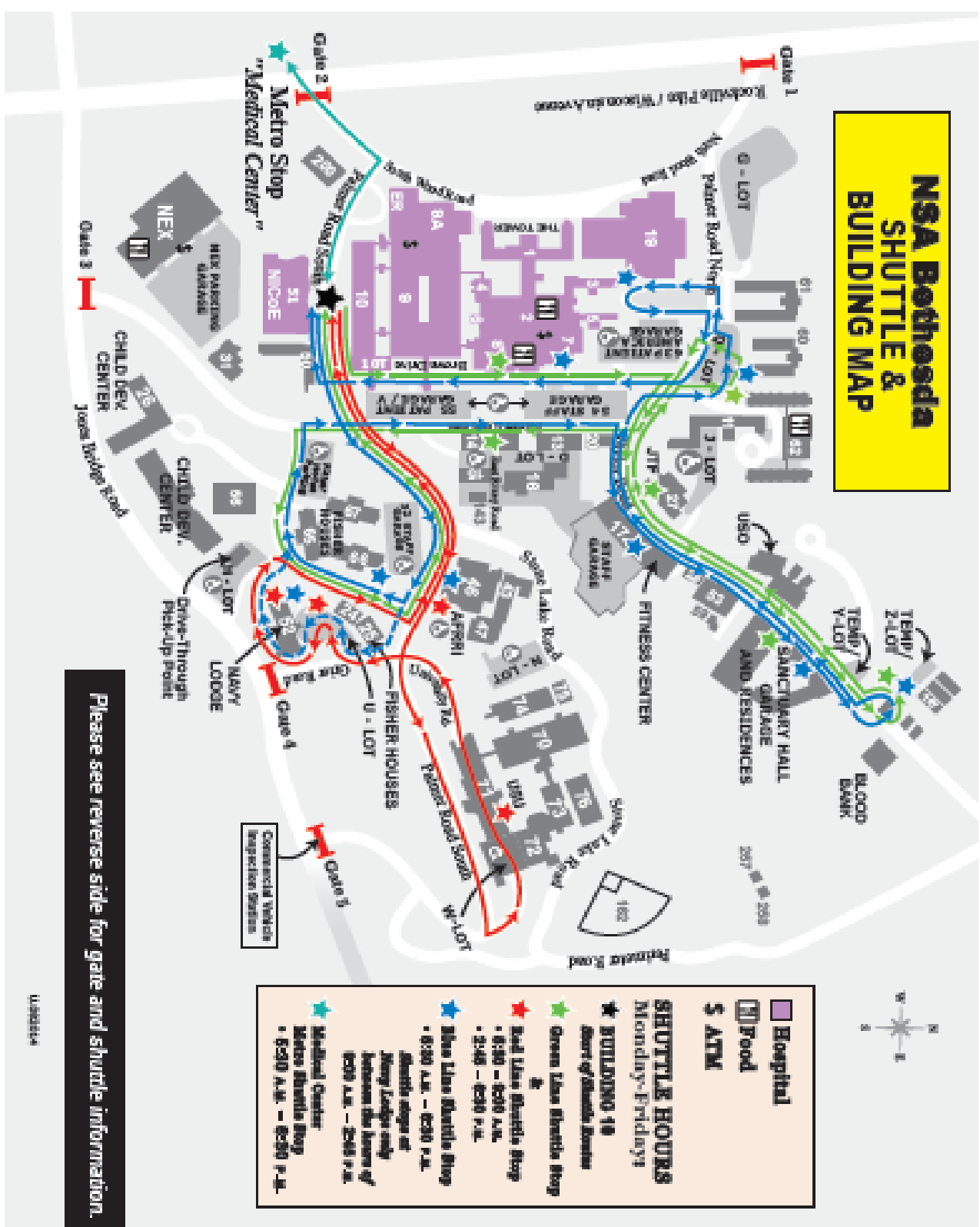
Scan Code for the
NSAB Shuttle and Building Map, or Visit:
waterford.ctrcaire.mil/planning-your-visit

To Request a Wheelchair: Please call the Transport Office at (301) 295-4010, Mon–Fri, 7am–5pm.
After hours, please call the Command Duty Office at (301) 295-4611, option 4.

Attention Nursing Mothers: You may breastfeed in public areas on federal property.
If privacy is preferred, lactation pods are available inside the medical center.



NSA Bethesda Shuttle & Building Map



Please see reverse side for gate and shuttle information.

5:30 a.m. to 6:30 p.m.	5:30 a.m. to 9:00 a.m. 2:45 p.m. to 6:30 p.m.	5:30 a.m. to 9:00 a.m. 2:45 p.m. to 6:30 p.m.	5:30 a.m. to 6:30 p.m.
<ul style="list-style-type: none">◦ Building 10 <i>(Main Hospital Lobby)</i>◦ Multi-Use Parking Structure / AFRRRI◦ Building 66 <i>(Fisher House)</i>◦ Navy Lodge <i>(Only from 9:00 a.m. to 2:45 p.m.)</i>◦ Building 17◦ Sanctuary Hall/USO◦ Parking Lot Z◦ Building 27◦ Sanctuary Hall/USO◦ Parking Lot Q◦ America Building◦ Building 7	<ul style="list-style-type: none">◦ Building 10 <i>(Main Hospital Lobby)</i>◦ Building 8◦ Sanctuary Hall/USO◦ Parking Lot Z◦ Building 27◦ Parking Lot Q◦ Building 14 <i>(Facilities)</i>◦ Back to Building 10 <i>(Main Hospital Lobby)</i>	<ul style="list-style-type: none">◦ Building 10 <i>(Main Hospital Lobby)</i>◦ Multi-Use Parking Structure / AFRRRI◦ Parking Lot W <i>(USU Garage)</i>◦ Navy Lodge◦ Parking Lot H◦ Multi-Use Parking Structure / AFRRRI◦ Back to Building 10 <i>(Main Hospital Lobby)</i>	<ul style="list-style-type: none">◦ Building 10 <i>(Main Hospital Lobby)</i>◦ Medical Center Metro Stop
<h1>I GATES</h1> <h2>Gate 1 (North Gate)</h2> <p>Mon-Fri, 0500-0800: Three lanes inbound, one lane outbound Mon-Fri, 0801-1400: One lane inbound, one lane outbound Mon-Fri, 1401-1900: One lane inbound, three lanes outbound Sat-Sun & Holidays, closed * Pedestrians have 0500-1900 inbound/outbound access</p> <h2>Gate 2 (South Gate)</h2> <p>Mon-Fri, 0500-0800: Two lanes inbound, one lane outbound Mon-Fri, 0801-1400: One lane inbound, one lane outbound Mon-Fri, 1401-1900: One lane inbound, two lanes outbound Mon-Fri, 1901-0459: One lane inbound, one lane outbound Sat-Sun, 0500-0459: Two lanes inbound, one lane outbound * Pedestrians have 24/7 inbound/outbound access</p> <h2>Gate 3 (NTEX Gate)</h2> <p>Mon-Fri, 0500-0800: Two inbound lanes, two outbound lanes Mon-Fri, 0801-1900: One lane inbound, two outbound lanes * Pedestrians have 0500-1900 inbound/outbound access</p> <h2>Gate 4 (Navy Lodge Gate)</h2> <p>Mon-Fri, 0500-0830: One lane inbound, one lane outbound Mon-Fri, 1500-1800: Outbound only * Pedestrian access Mon-Fri, 0500-0830</p> <h2>Gate 5 (University Gate)</h2> <p>Mon-Fri, 0500-1800: One inbound lane, one outbound lane * Pedestrian access Mon-Fri, 0500-1800</p>			