



**DEPARTMENT OF THE AIR FORCE  
LACKLAND MEDICAL SUPPORT SQUADRON (AFMEDCOM)  
JOINT BASE SAN ANTONIO - LACKLAND TEXAS**

MEMORANDUM FOR DISTRIBUTION

FROM: LAK MDSS/CC

SUBJECT: Resources and Expectations for Airmen or Guardians Attached or Assigned to the Lackland Medical Support Squadron Airman & Guardian Medical Transition Unit (AGMTU)

1. Introduction:

a. According to our records, you are currently attached (TDY) or assigned (PCS) to the Lackland Medical Support Squadron AGMTU. You have been attached or assigned to our AGMTU to receive specialized medical and/or behavioral health care in the Joint Base San Antonio (JBSA) area.

b. The AGMTU's goal is two-fold: (1) to ensure you receive the right care, at the right place, and at the right time and (2) ensure your command team receives up-to-date information on your care and/or administrative needs. While in the AGMTU, your appointments may occur on or off base.

2. AGMTU Points of Contact (POCs) and Support:

Primary Contact: AGMTU Organization Email - [usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil](mailto:usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil)

Alternate Contacts:

AGMTU Section Chief - TSgt Raul Peña ([raul.m.pena3.mil@health.mil](mailto:raul.m.pena3.mil@health.mil))

AGMTU Flight Chief - MSgt Kimberly Hackett ([kimberly.k.hackett.mil@health.mil](mailto:kimberly.k.hackett.mil@health.mil))

AGMTU Flight Commander - Maj Jaime Pons Valerio ([jaime.j.ponsvalerio.mil@health.mil](mailto:jaime.j.ponsvalerio.mil@health.mil))

AGMTU First Sergeant - MSgt Damien Debar ([damien.a.debar.mil@health.mil](mailto:damien.a.debar.mil@health.mil))

AGMTU Commander - Lt Col Louis Edwards ([louis.c.edwards2.mil@health.mil](mailto:louis.c.edwards2.mil@health.mil))

a. If you are assigned, the AGMTU will oversee your day-to-day operations (OPCON) and will handle administrative matters (ADCON). If you are attached, the AGMTU will oversee your OPCON during your TDY, but your home unit will still handle your ADCON, such as personal leave. Regardless of whether you are attached or assigned, elevate any issues or concerns through AGMTU leadership channels. You are always empowered to elevate your concerns to the next level in the AGMTU Chain of Command if your issues are not resolved within a reasonable timeframe.

b. Installation A-Team for Airmen or Guardians assigned to our AGMTU. The Installation A-Team is comprised of Comptroller Squadron (CPTS), Force Support Squadron (FSS), Legal Office and other support agencies appointed to assist AGMTU patients. As with all members of our AGMTU, we will assist in resolving issues to the best of our ability and connect you with members of our installation A-Team whenever needed. If you have not received information or need assistance in these areas, notify an AGMTU staff member for assistance.

c. Installation A-Team for Airmen or Guardians who are attached to our AGMTU. For Airmen or Guardians attached to our AGMTU, your home station will facilitate the resolution of issues regarding pay, performance reports, etc. If you have not received information or need assistance in these areas, notify an AGMTU staff member for assistance.

### 3. Airmanship/Guardianship:

a. While attached or assigned to an AGMTU, you are required to adhere to DAF standards, including, but not limited to the following:

- (1) DAFI 36-2903, *Dress and Personal Appearance of Department of the Air Force Personnel*
- (2) DAFMAN 36-2905, *Department of The Air Force Fitness Program*
- (3) DAFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON), And Incapacitation (INCAP) Pay*
- (4) DAFI 36-3003, *Military Leave Program*
- (5) DAFI 36-3802, *Force Support Readiness Programs*
- (6) DAFI 44-121, *Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program*
- (7) The Joint Travel Regulations (JTR) *Uniformed Service Members and DoD Civilian Employees*

b. **(Mandatory) Check-ins with AGMTU Staff.** While on outpatient status, you will **check-in Monday through Friday from 0600-0800.**

(1) Check-ins are an excellent opportunity to discuss any issues in which you need assistance. However, you can also reach us by email at ([usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil](mailto:usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil)) or phone at (210) 292-5989 or (210) 292-3295 for Case Managers to make face-to-face appointments. Our normal operating hours are 0730-1630. For after-hours support, please contact our on-call phone at (210) 216-7205 and/or for any emergencies you can also contact our AGMTU First Sergeant (210) 621-8174.

(2) **1st missed check-in: (Attached patients)** - AGMTU staff will review check-in procedures with each patient, troubleshoot any barriers to compliance and notify home unit command and AGMTU First Sergeant via email. **(Assigned Patients)** - AGMTU staff will review check-in procedures with the patient and troubleshoot barriers to compliance.

(3) **2nd missed check-in: (Attached patients)** - AGMTU staff will take appropriate progressive disciplinary actions, review check-in procedures and troubleshoot barriers to compliance. Staff will notify home unit command and AGMTU First Sergeant via email with details of what occurred. **(Assigned Patients)** - AGMTU staff will take appropriate progressive disciplinary actions, review check-in procedures and troubleshoot barriers to compliance. Staff will notify AGMTU Flt/CC, Flt Chief and AGMTU First Sergeant via email with details of what occurred.

(4) **3rd missed check-in: (Attached patients)** - AGMTU staff will follow the steps above and take appropriate progressive disciplinary actions. Staff will notify home unit command and AGMTU First Sergeant via email with details of what occurred and inform them of possible AGMTU detachment with continued non-compliance. **(Assigned Patients)** - 3rd and subsequent offenses: AGMTU staff will follow the steps above and take appropriate progressive disciplinary actions. Staff will notify AGMTU Flt/CC, Flt Chief and AGMTU First Sergeant via email with details of what occurred.

(5) **4th missed check-in: (Attached patients) - Greater than 3 unexcused missed check-ins will be grounds for detachment.** AGMTU staff will notify commands that the member is detached from AGMTU after receiving approval from the AGMTU Command team. The home station will then decide if the patient will remain in the JBSA area or return home, and will be responsible for providing a non-medical attendant (NMA) or escort, if needed, for the latter. With your initials below this paragraph (3.b.5), you acknowledge being notified of this policy.

**Initials:**

c. Failure to check-in will activate AGMTU's missing persons protocol, and halt AGMTU operations until you are located.

(1) AGMTU Liaison will contact the Treatment Facility where the service member (SM) is currently attending treatment.

(2) AGMTU Liaison will contact SM's emergency contact to determine when they last had contact with the SM.

(3) AGMTU Liaison will notify AGMTU Flight Leadership.

(4) If needed, AGMTU Liaison will contact the Law Enforcement Desk/San Antonio Non-Emergency Line (off-base) to conduct a wellness check on the SM. With your initials below this paragraph (3.c.4.), you acknowledge being notified of this policy.

**Initials:**

(5) AGMTU Liaison will notify the AGMTU First Sergeant.

d. Uniforms:

(1) For medical appointments, you are authorized to wear any combination of your USAF/USSF physical training uniform, Operational Camouflage Pattern (OCP) and any essential gear for inclement weather for this region.

(2) For Administrative Appointments, you are required/mandated to wear any approved combinations of your USAF/USSF Operational Camouflage Pattern (OCP) or dress uniform. If you don't have any uniforms with you, it is your responsibility to coordinate with your home station to have one sent or our team can help assist you with potentially locating a uniform at the Lackland Airman's Attic or you may visit the following locations:

**Military Clothing Sales:**

Address: 4188 Commissary St, Fort Sam Houston, TX 78234 / Phone: (210) 221-3595

Address: 1461 Patrick St, Lackland Air Force Base, TX 78236 / Phone: (210) 674-0190

Address: 1068, 630 3rd St W, Randolph AFB, TX 78150 / Phone: (210) 566-2663

**Airman's Attic/Thrift Store:**

Address: 1210 Stanley Rd, Fort Sam Houston, 78234 / Phone: (210) 899-1515

Address: 2240 Walker Ave, Lackland Air Force Base, TX 78236 / Phone: (210) 671-1780

Address: J St E & 4th St E, Universal City, TX 78150 / Phone: (210) 658-5990

4. Your Medical Appointments, Health and Well-Being:

a. You have come to our AGMTU to receive care. Medical and Behavioral Health appointments are mandatory. Except for emergencies, you must attend all scheduled Medical or Behavioral Health appointments. If you need to reschedule a Medical or Behavioral Health appointment, a 24-hour notice is required. Non-compliance will be addressed administratively and attached members can be detached after repeated offenses. Before detachment occurs, AGMTU will contact your command team to assist you and encourage re-engagement in treatment.

b. Additionally, it is expected that you will maintain professionalism and respect when interacting with medical providers and staff.

c. If a non-medical attendant (NMA) or escort is needed, you and your command will designate a trusted person (e.g., command representative, colleague, family member, etc.) to accompany you during treatment and/or return to your home station; the Patient Travel Office at your home station's Military Treatment Facility (MTF) will assist in authorizations and travel vouchers for the escorts/NMAs. AGMTU does not have the resources to act as escorts or NMAs.

#### 5. Meals:

a. Airmen or Guardians who are attached to the AGMTU may receive partial per diem up to 180 days and have access to the following DFACS, in accordance with Joint Travel Regulations. Airmen or Guardians who are assigned to the AGMTU receive Basic Allowance for Subsistence (BAS).

- Rocco Dining Facility: Building 2745, Schofield Road, Ft. Sam Houston
- Slagel Dining Facility: Building 1350, Garden Avenue, Ft. Sam Houston
- Live Oak Dining Facility: Building 10810, Lackland AFB
- Chaparral Dining Facility: Building 1007, Lackland AFB

#### 6. Lodging and Transportation:

a. Members attached to our AGMTU lodge in the Ft. Sam Houston Liberty Barracks, unless otherwise approved. AGMTU staff will coordinate the Liberty Barracks room request and approval for you. AGMTU staff performs random room inspections in the Liberty Barracks.

- Liberty Barracks (JBSA-Fort Sam Houston): Address: 2484 Garden Ave, Fort Sam Houston, TX 78234 / Phone: (210) 808-6500/ (210)758-2158.

b. If Liberty Barracks becomes unavailable, you will use your Government Travel Charge Card to secure lodging while engaged in treatment. Some options are below.

- Holiday Inn Express Powless House (Fort Sam Houston): Address: 3298 Chambers Pass, Fort Sam Houston, TX 78234 / Phone: (210) 357-2705
- Fisher House (JBSA-Fort Sam Houston): Address: 3415 George C. Beach Road, Fort Sam Houston, TX 78234 / Phone: (210) 916-6000
- Fisher House (JBSA-Lackland): Address: 2800 Foster Ave, Lackland AFB, TX 78236 / Phone: (210) 671-6028
- Randolph Inns (JBSA-Randolph): Address: 415 B St E Bldg. 153, Randolph AFB, TX 78150 / Phone: (210) 652-1844

c. We maintain a **ZERO** tolerance policy regarding the possession and/or use of alcohol, illicit substances, or any form of sexual harassment at Liberty Barracks or the Fisher House. If contraband is discovered, or if AGMTU staff are notified of a positive drug/alcohol test, your unit will be responsible for securing alternative off-base lodging and addressing transportation needs within **48 hours** of notification. With your initials below this paragraph (6.c.), you acknowledge being notified of this policy.

**Initials:** \_\_\_\_\_

d. Designated shuttles from the treatment centers and JBASA-Fort Sam Houston offer roundtrip transportation for medical appointments, retail needs, and dining. If you miss the scheduled shuttle to an off-base treatment facility, you will need to establish your own means of transport (i.e., Uber/Z-trip/taxi) to treatment. When calling a taxi or ride share, **ensure the driver has installation access**. If the shuttle is not available you may contact the 502 LRS at 210-671-3317 to request a ride.

#### 7. Orders:

a. Temporary Duty (TDY) Orders for Airmen or Guardians attached to AGMTU. If you traveled here on TDY orders, your home station's Patient Travel Coordinator at the MTF usually prepares your orders. If you travel via emergent medical evacuation (MedEvac), we will request orders from your home unit. When you are on medical TDY orders, your home station's Patient Travel Coordinator at the MTF is responsible for tracking your TDY expiration date and issuing any TDY extensions when necessary. We will provide your home station medical personnel with information regarding the planned length of the TDY and coordinate TDY order extensions. Let an AGMTU staff member know as soon as possible if issues arise with your TDY orders.

b. Permanent Change of Station (PCS) Orders for Airmen or Guardians assigned to AGMTU. PCS orders to AGMTU are initiated by the Medical Retention Standards HQ AFPC/DPMNR through your losing installation. Your AGMTU Liaison will assist you with all in-processing needs. NOTE: If you are PCS'd to us your PCS effective date will be the date your orders were cut unless you return back to your home station to out-process, per the JTR and DAFI 36-2110. As a result, you will lose entitlements from your current home station effective immediately and receive the JBASA entitlements. If you stay inside of Liberty Barracks upon receiving these orders, you are not entitled to BAH. With your initials below this paragraph (7.b), you acknowledge being notified of this policy.

#### Initials:

c. Contingency or Exercise Deployment (CED) Orders. All active-duty members arriving at our the AGMTU from the Area of Responsibility (AOR) will continue to stay on CED orders until they expire. USAF Reserve/National Guard (NG) decision to remain on deployment orders will come from your unit and HQ.

#### 8. Leave/Convalescent Leave:

a. You have come to our AGMTU to receive care. Regular, convalescent and OCONUS leave and Permissive TDY will be coordinated among your Primary Care Manager (PCM)/medical provider(s), Case Manager (CM), Physical Evaluation Board Liaison Officer (PEBLO—if applicable), Mental Health provider(s) (if applicable), and security manager (if applicable). Begin routing leave requests as soon as possible.

b. After coordination with the above personnel, for Airmen or Guardians **attached** to AGMTU, your home station supervisor or designee will approve leave requests, including Emergency Leave requests. Leave will not be approved by the AGMTU leadership, Lackland Medical Support Squadron leadership, or clinical/treatment teams. Evidence of leave approval (e.g., screenshot of LeaveWeb approval, email from home station command, etc.) must be provided to AGMTU staff prior to you departing.

c. After coordination with the above personnel, for Airmen or Guardians **assigned** to AGMTU, AGMTU staff will approve leave requests, including Emergency Leave requests.

#### 9. Other Support Services:

a. Case Manager. In accordance with current standards and policies, Case Managers coordinate and monitor your medical care and progress for your medical disposition/possible return to duty. Your Case Managers can be reached at (210) 292-5989 or (210) 292-3295.

b. Recovery Care Coordinator (RCC). The RCC is a member of the AF Wounded Warrior (AFW2) program, [www.woundedwarrior.af.mil](http://www.woundedwarrior.af.mil), or 1-800-581-9437. You are encouraged to self-refer to the AFW2 Program, and whether you are formally enrolled in the AFW2 program, an RCC may contact you about resources that are available to assist you.

AFW2 E-mail: [wounded.warrior@us.af.mil](mailto: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

c. Patient Advocate. In addition to members of the AGMTU staff, you may contact the Patient Advocate, listed below, if you have any issues with Medical Care/Behavioral Health while here:

Mr. Trevor A. Brown ([trevor.a.brown2.civ@health.mil](mailto:trevor.a.brown2.civ@health.mil)) / Phone: (210) 292-6688

d. Chaplain Information. Chapel staff are here to support the religious needs of all AF/SPF members. All communications with the Chapel staff are 100 % confidential and protected by the Uniform Code of Military Justice. For more information, or to request religious accommodation, contact the following:

- (1) JBSA-Wilford Hall Ambulatory Surgical Center at (210) 292-7373
- (2) JBSA-Lackland Chapel at (210) 671-4208
- (3) JBSA-Fort Sam AMEDD Chapel at (210) 221-5010
- (4) JBSA-Randolph Chapel at (210) 652-6121
- (5) On-Call Chaplain may be reached via the 502 Command Post at (210) 221-9363

e. Physical Evaluation Board Liaison Officer (PEBLO). When a member is referred to the Integrated Disability Evaluation System (IDES), Airmen and Guardians **attached** to AGMTU are appointed a PEBLO at their home station to assist them throughout the process. Airmen and Guardians **assigned** to AGMTU have a designated PEBLO available to answer any questions regarding the process and will keep members updated on their case while assigned to the AGMTU.

Ms. Deonna Martinez ([deonna.m.martinez.ctr@health.mil](mailto:deonna.m.martinez.ctr@health.mil)) / Phone: (210) 292- 7234

#### 10. Base Access:

- a. Non-military individuals traveling on NMA or Emergency Family Member Travel (EFMT) orders can obtain base access passes at the Visitors Center, allowing them to enter and exit the installation without an escort. An AGMTU Liaison can assist with this process and help obtain an Exchange/Commissary access letter, if needed.
- b. 2602 Luke Blvd, Lackland AFB, TX 78236 / Phone: (210) 671-6174
- c. 892 Hood St, Fort Sam Houston, TX 78234 / Phone: (210) 221-9205
- d. 3704 Fort Sam Houston, San Antonio, TX 78234 / Phone: (210) 539-9825

e. 1 Harmon Dr, Randolph AFB, TX 78150 / Phone: (210) 652-2838

11. Additional information for Airmen or Guardians Attached to the AGMTU:

- a. Emergency Family Member Travel (EFMT). If you receive inpatient treatment and are in Seriously Ill (SI) or Very Seriously Ill (VSI) status and a medical provider determines that your family should be at your bedside, an EFMT request may be made for your family. Only three family members are authorized to be on EFMT orders and will be selected by you or your next of kin. The POC for the EFMT process is the Casualty Assistance Representative and Survivor Benefit Counselor listed below.

Frances Santiago ([frances.santiago@us.af.mil](mailto:frances.santiago@us.af.mil)) / Phone: (210) 671-3243  
1561 Stewart St, Bldg. 5616, Rm 102, JBSA-Lackland AFB, TX 78236

b. Vouchers. As with other TDYs, vouchers are processed once a medical TDY has been completed. We strongly recommend that, if possible, you complete a voucher every 30 days to avoid complications later.

c. Return to Home Unit/Area of Responsibility (AOR). Once treatment has been completed, you must receive written medical clearance from your provider to return to home station. AGMTU Staff will help coordinate your flight back to your home unit or the AOR. This will be done through the home station Patient Travel Office.

12. Closing:

Contact any AGMTU personnel listed at the top of this memo for any questions or concerns. Sign below acknowledging that you have read and have been given a copy of this memo.

EDWARDS.LOUIS.  
C.JR.1020103821  
LOUIS C. EDWARDS, Lt Col, USAF, MSC, PMP  
Commander, Lackland Medical Support Squadron

Digitally signed by  
EDWARDS.LOUIS.C.JR.1020103821  
Date: 2026.02.25 08:08:30 -06'00'

Attachments:

1. AGMTU Intake Form
2. MED TDY DEMO SHEET - LAST NAME, F
3. Missing Person's Form
4. LRTC - Release of Info Form
5. SABHH -Release of Info Form
6. Liberty Barrack's SOP
7. AGMTU Brochure
8. Off-Limits Establishments 2023
9. Ft. Sam Map
10. WHASC & SAMMC Hospital Shuttle Schedule
11. Instructions for the Shuttle
12. Liberty Barracks Room Expectations

1st Ind, \_\_\_\_\_ (Print Rank First MI Last Name) \_\_\_\_\_ (Date)

MEMORANDUM FOR LAK MDSS/AGMTU

I acknowledge receipt of this memo and understand expectations while I am in the AGMTU.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print First MI Last Name, Rank, USAF)