



**DEPARTMENT OF THE AIR FORCE
59TH MEDICAL SUPPORT SQUADRON (AETC)
JOINT BASE SAN ANTONIO - LACKLAND TEXAS**

1 Nov 24

MEMORANDUM FOR DISTRIBUTION

FROM: 59 MDSS/CC

SUBJECT: Resources and Expectations for Airmen Attached or Assigned to the 59 MDSS Airman & Guardian Medical Transition Unit (AGMTU)

1. Introduction:

a. According to our records, you are currently Attached (TDY) or Assigned (PCS) to the 59 MDSS 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 area.

b. The AGMTU's goal is two-fold: (1) ensure you receive the right care, at the right place, and 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 medical appointments may occur on or off base.

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

AGMTU Flt Chief – MSgt Mary Reid (mary.e.reid38.mil@health.mil)

AGMTU Flt Commander – Maj Jaime J. Pons Valerio (jaime.j.ponsvalerio.mil@health.mil)

AGMTU Section Chief – TSgt. Martez Alexander (martez.d.alexander.mil@health.mil)

AGMTU Patient Liaison on Call Phone – 210-216-7205

AGMTU First Sergeant – MSgt Armando Batista (armando.batista4.vol@health.mil)

AGMTU Commander – Lt Col Jason Salaski (jason.a.salaski.mil@health.mil)

a. If you are Attached (TDY), the AGMTU has Operational Control (OPCON) during your TDY, and your home unit retains Administrative Control (ADCON). If you are Assigned (PCS), the AGMTU has OPCON and ADCON. Whether you are Attached (TDY) or Assigned (PCS), please elevate any issues or concerns through AGMTU leadership channels, and we will liaise with on or off base medical and other agencies to get support you need. However, you are always empowered to elevate your concerns to the next level in the AGMTU Chain of Command if your issues are not being handled at a reasonable time.

b. Installation A-Team for Attached (TDY) Airmen to our AGMTU: The Installation A-Team is comprised of Comptroller Squadron (CPTS), Force Support Squadron (FSS), Legal and other support personnel appointed to assist AGMTU patients. For Airmen who are Attached (TDY) to our AGMTU, your Home Station and its A-Team facilitate resolution of issues regarding pay, performance reports, etc. If you have not received information or need assistance in these areas, please notify an AGMTU staff member so that we can assist in resolving or helping connect you with a local resource here to resolve the issue or concern.

c. Installation A-Team for Airmen who are Assigned (PCS) to our AGMTU: As with all members of our AGMTU, we will assist you in resolving issues to the best of our ability and connect you with members of our installation A-Team whenever needed.

3. Airmanship:

- a. While TDY or PCS to an AGMTU, you are required to adhere to AF 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. Check-ins with AGMTU Staff (**mandatory**): While in an outpatient status, you will **check-in Monday through Friday from 0600-0800**. Failure to check-in will trigger AGMTU's missing persons protocol, which activates a great deal of resources (e.g., law enforcement) and halts AGMTU operations until you are located. AGMTU staff will also:

1) **1st missed check-in:** Review check-in procedures, troubleshoot barriers to compliance and command notification.

2) **2nd missed check-in:** Provide verbal warning and command notification.

3) **3rd missed check-in:** Command notification requesting administrative action and, if attached, pending AGMTU detachment with continued non-compliance.

4) **4th missed check-in:** Command must send a non-medical attendant (NMA), and member may be detached from AGMTU (if attached). Assigned members will receive appropriate disciplinary actions.

5) Check-ins are a great time to bring up issues you may need assistance with, but we can also be reached by email (usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil) or phone (210) 292-5989 to make face to face appointments. Normal operating hours are 0730-1630 and we are available after hours and weekends for emergencies through the on-call phone (210) 216-7205 and/or AGMTU First Sergeant (210) 621-8174.

c. Uniforms: For medical appointments, you are authorized to wear any combination of your AF Physical Training Uniform (AFPTU), Operational Camouflage Pattern (OCP) and any essential gear for inclement weather for this region.

Military Clothing Sales

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

Airman's Attic

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

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

a. You have come to our AGMTU to receive care. Medical appointments are mandatory formations. Except for emergencies, attend all scheduled medical appointments. If you need to reschedule a medical appointment, please give at least 24-hours' notice. Non-compliance is usually 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 maintain high personal standards of professionalism and respect when interacting with medical providers and staff.

c. If a non-medical attendant (NMA) or escort is needed, your command will be asked to designate a trusted person (e.g., command representative, colleague, family member, etc.) to remain with you for the duration of your treatment and/or return to home station. Your installation's Patient Travel Office at the Military Treatment Facility will assist in creating the orders and completing the travel vouchers for the escorts/NMAs. AGMTU does not have the resources to act as escorts or NMAs.

5. Meals:

a. Airmen who are Attached (TDY) to the AGMTU receive per diem up to 180 days, in accordance with Joint Travel Regulations (JTR). Airmen who are Assigned (PCS) to the AGMTU receive Basic Allowance for Sustenance (BAS).

a. Attachment A has some meal locations available at or near our facility.

6. Lodging and Transportation:

a. Attached (TDY) AGMTU members will lodge in one of the options below. If government furnished lodging becomes unavailable, you will use your Government Travel Charge Card to secure lodging while engaged in treatment.

Liberty Barracks (Fort Sam Houston):

Address: 2484 Garden Ave, Fort Sam Houston, TX 78234 / Phone: (210) 808-6669

Holiday Inn Express Powless House (Fort Sam Houston):

Address: 3298 Chambers Pass, Fort Sam Houston, TX 78234 / Phone: (210) 357-2705

Fisher House (Fort Sam Houston):

Address: 3623 George C. Beach Road, Fort Sam Houston, TX 78234 / Phone: (210) 916-6000

Randolph Inns (JBSA-Randolph):

Address: 415 B St E, Randolph AFB, TX 78150 / Phone: (210) 652-1844

b. We have a **ZERO** tolerance policy for the storage and/or use of alcohol or illicit substances at Liberty Barracks or Fisher House, and for any kind of sexual harassment. If contraband is discovered at any time, or if AGMTU staff is informed of a positive drug test, your unit will be responsible for securing alternative off-base lodging and addressing transportation needs within 48 hours of notification.

c. Designated shuttles from the treatment centers and 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, please **ensure the driver has installation access**.

7. Orders:

a. Temporary Duty (TDY) Orders for Airmen Attached to AGMTU: If you traveled here on TDY orders, your home station Patient Travel Coordinator at the Medical Group usually prepares your orders. However, if you traveled via emergent medical evacuation (MedEvac) we will request orders from your

home unit. When you are on medical TDY orders, your home station Patient Travel Coordinator at the Medical Group is responsible for tracking your TDY expiration date, and also for issuing any TDY extensions. We will provide your Home Station medical personnel with information regarding the planned length of the TDY and coordinate TDY order extensions. However, please let us know as soon as possible if you have not received TDY extensions you need.

b. Permanent Change of Station (PCS) Orders for Airmen Assigned to AGMTU: PCS orders to AGMTU are initiated by HQ AFPC/DP2NP through your losing installation. If you have problems with your PCS orders or being gained to our installation let your AGMTU Patient Liaison know immediately.

c. Contingency or Exercise Deployment (CED) Orders: All active duty members arriving to our 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 in order to receive care. Regular, convalescent, PTDY and OCONUS leave will be coordinated between your Primary Care Manager (PCM)/medical provider(s), Medical Case Manager (MCM), Physical Evaluation Board Liaison Officer (PEBLO—if applicable) and Mental Health provider(s) (if applicable), and security manager (if applicable). Whenever possible, begin routing leave requests at least two weeks before the desired departure date.

b. After coordination with the above personnel, for Airmen Attached (TDY) to the AGMTU, your home station supervisor or designee will approve leave requests, including Emergency Leave requests.

c. After coordination with the above personnel, for Airmen Assigned (PCS) to the AGMTU, AGMTU staff will approve leave requests, including Emergency Leave requests.

d. Leave will not be approved by the AGMTU leadership, 59 MDSS leadership, or clinical/treatment teams, ever. 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.

9. Other Support Services:

a. Medical Case Manager: In accordance with current standards and policies, Medical Case Managers coordinate and monitor your medical care and progress for your medical disposition/possible return to duty. Your Medical 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, or 1-800-581-9437. You are encouraged to self-refer to the AFW2 Program, and whether or not 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

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 while here:

Mr. Trevor A. Brown (trevor.a.brown2.civ@health.mil) / (210) 292-6688

d. Chaplain Information: Chapel staff are here to support the religious needs of all AF members. All communications with the Chapel staff are 100 percent confidential and protected by the Uniform Code of Military Justice. See Chapel locations in Attachment B. For more information, or to request religious accommodation, contact the JBASA-Lackland Chapel at (210) 671-4208.

10. Base Access:

a. Base access is available from the Vehicle Control Center (VCC) and will be requested for any civilian family member(s) on Emergency Family Member Travel (EFMT) orders so that they can move on and off the installation without an escort. An AGMTU staff member can also help obtain an Exchange/Commissary access letter, if necessary.

11. Additional information for Airmen Attached (TDY) to the AGMTU:

a. 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 an NMA, you will be asked to name a family/friend who will be able to travel here to help in your healing/recovery process. If you are unable to identify an NMA, your unit will appoint one. The request will be sent to your installation Patient Travel Office who is responsible for creating the orders. Travel vouchers will be completed through the same office.

b. Emergency Family Member Travel (EFMT): If you receive inpatient treatment and are in SI or 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.

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

c. Vouchers: As with other TDYs, vouchers are processed once a medical TDY has been completed. However, we strongly recommend that (if possible) you complete a voucher every 60 days to avoid complications later.

d. 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 either be done through the Passenger Terminal or SATO travel office.

12. Closing:

If you have any questions or concerns, please feel free to contact any AGMTU personnel listed at the top of this memo. Please sign below acknowledging that you have read and have been given a copy of this memo.

JASON A. SALASKI, Lt Col, USAF, MSC
Commander

Attachments:

1. Attachment A - Food Locations for JBSA Lackland and Fort Sam Houston
2. Attachment B - Chapel Locations for JBSA Lackland and Fort Sam Houston

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

MEMORANDUM FOR 59 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)