

**JOINT BASE SAN ANTONIO -  
LACKLAND AIRMAN MEDICAL  
TRANSITION UNIT**  
*Reporting Instructions*



*Policies, Procedures and Expectations*  
*CAO: Mar 2024*

## **Mission**

To sustain superior support, deliver timely solutions, and maintain focused care for our Airmen and Guardians' health and transition needs.

## **Vision**

Empower recovery and transition through exceptional, swift, and dedicated support for every Airman and Guardian.

## **Mission for Airmen in Transition**

While maintaining my oath as an airman, my job is to heal as I transition back to duty or continue to serve the nation as a veteran in my community. This is not a status, but a mission. I will succeed because I will never falter, and I will not fail!

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

12 March 2024

MEMORANDUM FOR AIRMAN MEDICAL TRANSITION UNIT (AMTU)  
ATTACHED (TDY) OR ASSIGNED (PCS) AIRMEN

FROM: 59 MDSS/SGSTA  
1100 Wilford Hall Loop  
JBSA Lackland, TX 78236

SUBJECT: Welcome Letter

1. Welcome to the JBSA Lackland 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 providing 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. Your medical appointments may occur at Brooke Army Medical Center (BAMC), Wilford Hall Ambulatory Surgical Center, 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.
5. Please feel free to call 210-292-5989 to speak to an AMTU staff member, or e-mail us at [usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil](mailto:usaf.jbsa.59-mdw.mbx.airman-medical-transitions-unit@health.mil) if you have questions or concerns.

//SIGNED//

JAIME J. PONS VALERIO, Maj, USAF, BSC  
Flight Commander, Airman Medical  
Transition Unit

**Points of Contact:**

Contact information for the AMTU Team, who will assist you while you are on medical TDY or assigned here at JBSA Lackland 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. Please use the email below to reach the 59 MDSS/CC, the 59 MDSS First Sergeant, AMTU Flt CC, AMTU Fly Chief, AMTU NCOIC, or the AMTU 24 Hour On-Call Line.

**AMTU Org Box:**

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

**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 JBSA Lackland 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. If you are repeatedly not attending treatment and/or disrupting clinical care, you may be prematurely discharged and returned to home station. Before this occurs, AMTU will contact your command team to assist and encourage re-engagement in treatment. 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.

**Lodging:**

If you arrive in an "inpatient" status, you will be escorted to the unit where you will be lodged until discharged. Attached AMTU members will reside in one of the lodging options below. If located at the Fort Sam Houston dormitory, members will have their rooms inspected weekly by the AMTU staff. However, if government furnished lodging becomes unavailable, a non-availability letter will be provided, and your member

will use their Government Travel Charge Card to secure lodging while engaged in treatment.

<b>Lodging in JBSA</b>	
Liberty Barracks (Fort Sam Houston):	Address: 3228 Schofield Road, Bldg. 3822, San Antonio, TX 78234 Phone: (210) 808-6669
Holiday Inn Express Powless House (Fort Sam Houston):	Address: 3623 George C. Beach Road, Fort Sam Houston, TX 78234 Phone: (210) 357-2705
Fisher House (Fort Sam Houston): <a href="http://www.fisherhouse.org">www.fisherhouse.org</a>	Address: 3623 George C. Beach Road, Fort Sam Houston, TX 78234 Phone: (210) 916-6000
Randolph Inns (JBSA-Randolph):	Address: 415 B Street East, Universal City, TX 78150 Phone: (210) 652-1844

Lodging Rules - We have a **ZERO Tolerance** policy for any kind of sexual harassment and the storage and/or use of alcohol or illicit substances at Liberty Barracks. If contraband is discovered at any time, or if AMTU 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.

*\* Please note: All Fisher House requests are completed on a first come first serve basis. There are Fisher House facilities located on JBSA Lackland and Fort Sam. If you require inpatient care, the Fisher House is available for use by your family members 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 an NMA, you 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. JBSA Lackland AMTU does not have the resources to act as escorts or NMAs.

**Emergency Family Member Travel:**

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 contact 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 Travco travel office located on Lackland and Fort Sam base.

**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. Military Members must coordinate all leave requests through home station command. Leave approval remains with the home station command team and will not be approved by the AMTU 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 AMTU staff prior to the member departing.

- 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:

- **Recovery Care Coordinator (RCC):** Is part of the AF Wounded Warrior (AFW2) program, [www.woundedwarrior.af.mil](http://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.

**Please reach out to the AMTU Org Box. We will coordinate with you to get you to the proper Recovery Care Coordinator (RCC)**

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

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

- **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.

**Please reach out to the AMTU Org Box. We will coordinate with you to get you to the proper PEBLO Officer**

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

- **59<sup>th</sup> Medical Wing Patient Advocate:** You may contact the Wing Patient Advocate, if you have any issues or concerns with your medical care.

59<sup>th</sup> Medical Wing Patient Advocate

Email: [usaf.jbsa.59-mdw.mbx.wing-patient-advocate@mail.mil](mailto:usaf.jbsa.59-mdw.mbx.wing-patient-advocate@mail.mil)

Patient Advocate

Email: <https://www.59mdw.af.mil/Patient-Relations/>



Patient Advocate: <https://www.59mdw.af.mil/Patient-Relations/>

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

#### **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 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.

JBSA Lackland Gateway East Visitor Center Address: 2196 Luke Blvd San Antonio, TX 78236
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Fort Sam Houston Walter St Gate Visitor Center Address: 892 Hood St Fort Sam Houston, TX 78208
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#### **Transportation:**

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 be advised to establish your own means of transport (i.e., Uber/Lyft/taxi) to treatment.

#### **Airmanship:**

- While on TDY and assigned to the 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.

<b>JBSA Lackland</b>	<b>Location/Phone</b>	<b>Hours</b>
Lackland Airman's Attic	2240 Walker Ave, Lackland AFB, TX 78236 Phone: (210) 671-1780	Tues, Thurs: 0900 - 1100 (1000-1400)
Fort Sam Houston Military Clothing Sales	Parker Hill Rd, Bldg 4188, Fort Sam Houston, TX 78234 Phone: (210) 221-3595	Sun: 1100- 1600 Tues- Fri: 0900- 1900 Sat: 0900- 1700

**Mandatory Daily Wellness Checks:**

While in an outpatient status you will check-in daily, Monday-Friday with the AMTU/AF Liaisons between **06:00-08:00**, via text message. All AMTU TDY and JBSA 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.

- o Daily checks are a perfect time to bring up any issues you may need assistance with. Normal operating hours are 0730-1430 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.

**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.

**Packing List:**

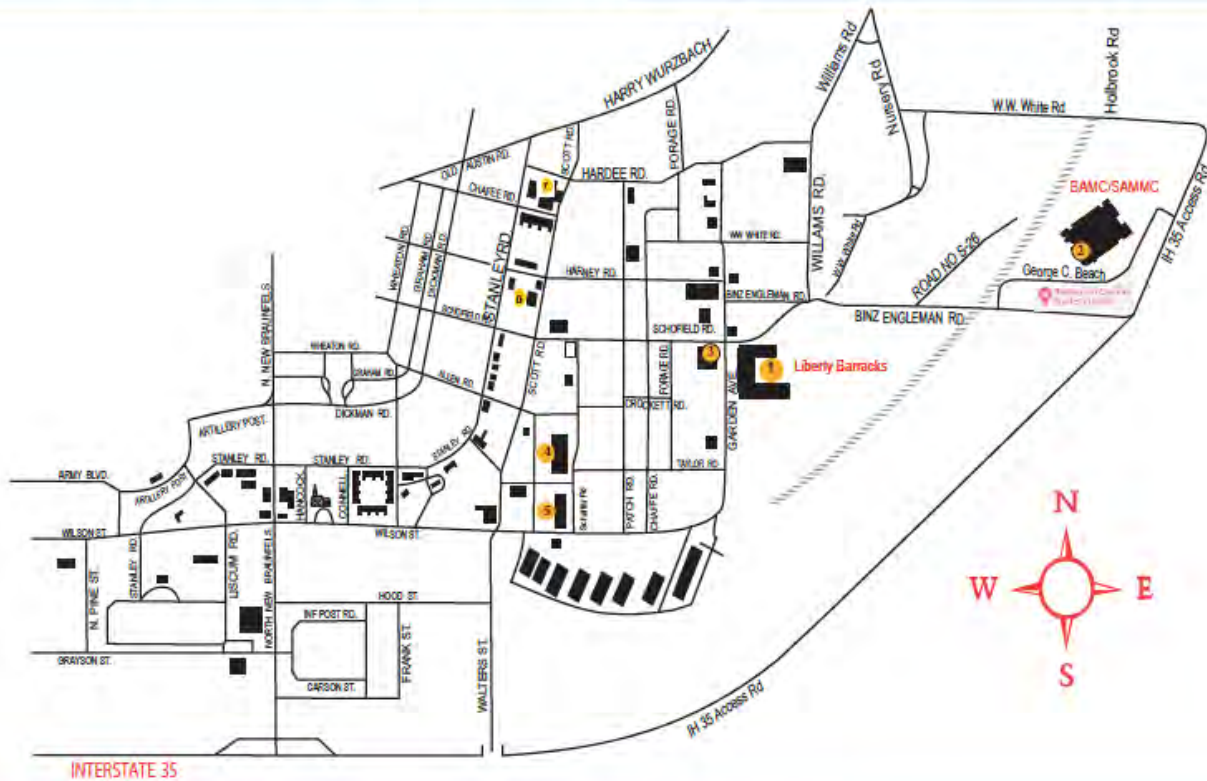
\* Below are a **few** recommended items for you to bring with you or purchase upon your arrival. You can purchase these items in the local area or at the Base Exchange on the installation.

- Uniforms (**Required to bring at least one set of your OCPs and/or AF PT Gear**)
- Sets of extra towels (**ONE** set is provided at Liberty Barracks)
- Cleaning supplies (i.e., Clorox spray/wipes, sponge, etc.)
- Laundry Detergent
- Dishwasher detergent

- Toilet paper (**ONE** roll is provided for each bathroom when you check-in)
- Cooking supplies
- Coffee/tea maker
- Extra pillows (**TWO** pillows are provided for each bedroom)
- Bedding
- Personal appliances (Soap, lotion, toothpaste, toothbrush, etc.)

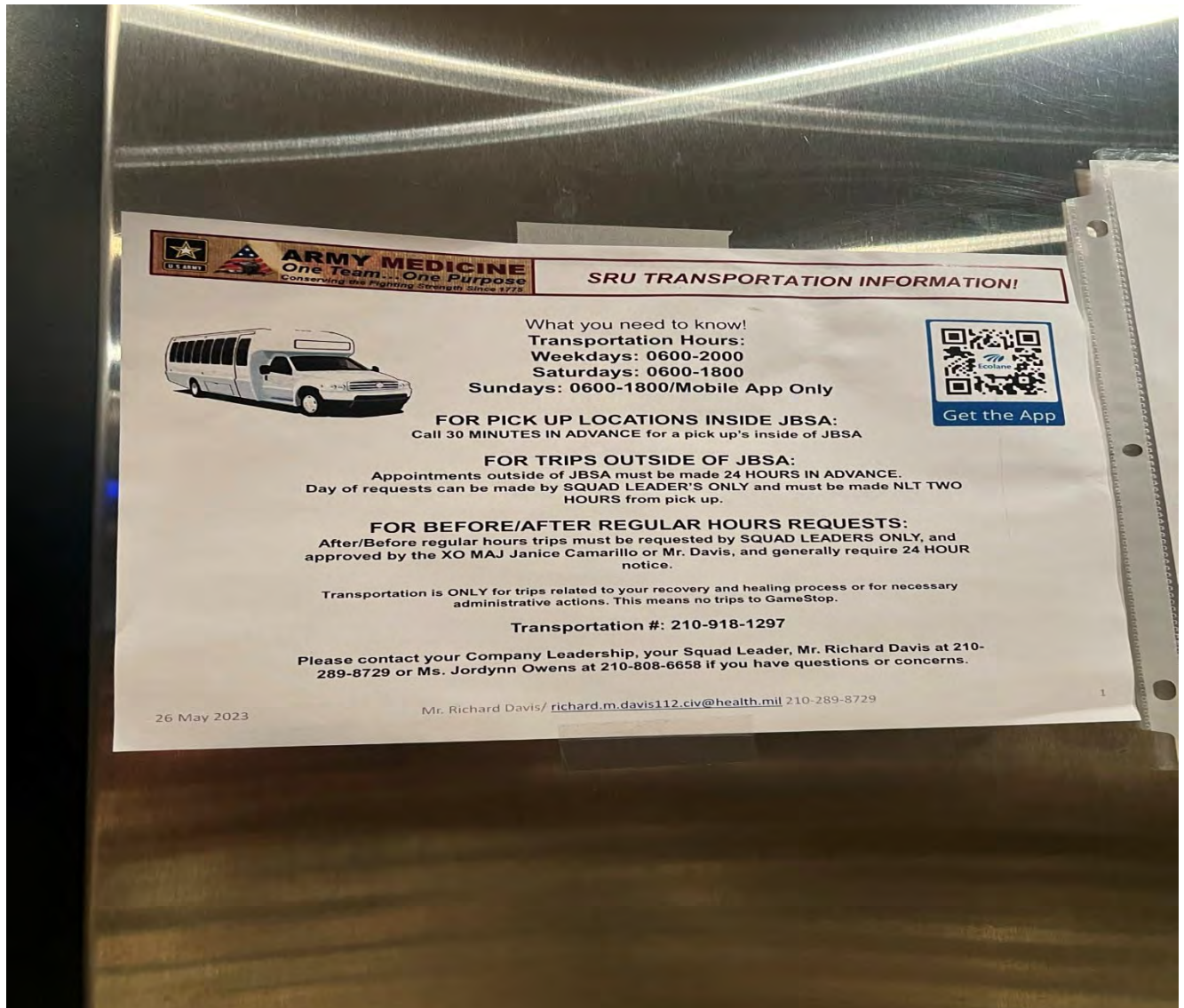
**JBSA Ft Sam Houston Base Map:**

# JBSA FT SAM HOUSTON BASE MAP



- 1 Liberty Barracks (2484 Garden Ave San Antonio, TX 78219)
- 2 BAMC/SAMMC (3551 Roger Brooke Dr Fort Sam Houston TX, 78234)
- 3 Moreno Clinic (3100 Schofield Rd San Antonio, TX 78234)
- 4 Main Exchange (2500 Funston Rd San Antonio, TX 78234)
- 5 Commissary (2500 Funston Rd San Antonio, TX 78234)
- 6 Dining Facility (2754 Schofield Rd, San Antonio, TX 78234)
- 7 USO (1395 Chaffee Rd Bldg. 1395, San Antonio, TX 78234)

**SRU Shuttle:**



- Shuttle will transport you anywhere on Fort Sam Houston
  - Mon- Fri: 0600- 2000
  - Sat: 0600-1800
  - Sun: 0600- 1800 (mobile app only)

**How to use the SRU Shuttle:**

1. Call (210) 918-1297
2. Tell the person your name, current location, and desired destination.
3. Wait for a white bus, shuttle, or van outside of your current location.
4. Inquire about the destination from the driver.
5. Enjoy the ride, you'll arrive at your destination shortly.
6. To return, follow the same steps above.