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Maneuver Support Center of Excellence
Fort Leonard Wood, Missouri 65473-5000

FLW Regulation 40-2

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Medical Services

ACUTE MEDICAL TREATMENT PROCEDURES FOR FORT LEONARD WOOD

FOR THE COMMANDER:

OFFICIAL:

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History. This is a new Regulation.

Summary. This regulation prescribes policies and procedures for receiving medical care at the Consolidated Troop Medical Clinic, the Hospital Acute and Minor Illness Clinic, Family Practice Clinics, Internal Medicine Clinic, and the Emergency Room on Fort Leonard Wood (FLW), Missouri.

Applicability. This regulation applies to all units on FLW to include tenant units and service units in the area immediately surrounding FLW.

Proponent and execution authority. The proponent agency of this regulation is the Deputy Command for Clinical Services.

Supplementation. Supplementation of this regulation is prohibited without prior approval by Headquarters, United States Army Maneuver Support Center of Excellence (MSCoE).

Suggested Improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, MSCoE (ATZT-OP), Fort Leonard Wood, MO 65473-5000.

Distribution: Electronic medium only and posted on the FLW Web site.

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Chapter 1 INTRODUCTION

1-1. Purpose.

To establish policy and necessary procedures for receiving medical care at the Consolidated Troop Medical Clinic (CTMC), Sick Call Leonard Wood Medical Home (LWAMH) and the Emergency Department (ED) on Fort Leonard Wood (FLW) Missouri.

1-2. References and forms.

Required and related references and prescribed forms are listed in appendix A.

1-3. Explanation of acronyms, abbreviations, and special terms.

The acronyms, abbreviations, and special terms used in this regulation are explained in the glossary.

1-4. General.

a. The Department of the Army (DA) Form 3444 series, Medical Record, will be maintained for all active duty Military personnel and Standard Form (SF) Form 66D, Employee Medical Record, for Civilian personnel in accordance with Army Regulation (AR) 40-66, Medical Records Administration, chapter 5.

b. CTMC.

(1) Patient Eligibility: Initial Entry Training (IET) and Advanced Individual Training (AIT); Drill Sergeant Candidates and Noncommissioned Officer (NCO) Academy students; Air Force, Navy, and Marines in a training status; and Army National Guard (ARNG) and United States Army Reserve (USAR) on active duty for training.

(a) Hours of operation: 0600 to 1700 Monday- Saturday.

(b) Sick call sign-in hours.

(c) 0600 – 1200 to 1300 –1600 Monday through Saturday.

(2) Holiday Block Leave hours of operation will be determined by the Deputy Commander for Health Readiness, General Leonard Wood Army Community Hospital (GLWACH).

(3) Patient Eligibility: Officer Basic Course (OBC) and all non-empaneled officer students either active duty (AD), or active duty National Guard (AD NG) or Reserve on military orders and not here for more than 120 days. Any Service member (SM) here more than 120 days will be empaneled to a Primary Care Manager (PCM) at the LWAMH.

(a) Hours of operation: 0630 – 1530 Monday through Friday.

(b) Sick call sign-in hours: 0630 – 0830 Monday through Friday except for federal holidays.

c. FLW Medical Home, GLWACH:

(1) Patient Eligibility: All active duty empaneled by TRICARE Service Center (TSC) in the FLW Medical Home.

(2) All Permanent party will report to sick call for acute medical care. Sick call hours of operation are 0630-0830 Monday through Friday except for federal holidays. If care is needed but not acute or after sick call hours the Service member can call the Appointment Center for a same day appointment or attempt to make an appointment online using Tricare Online (TOL) services. If no appointments are available, the calls will be routed to the clinic Triage Nurses for evaluation and appropriate action.

d. The ED will not be used as a substitute for routine sick call/health care. It is operational 24 hours a day to treat emergencies. Ambulance service is always available through the ED.

e. A listing of health record custodial repositories is located in appendix A.

Chapter 2 RESPONSIBILITIES AND IMPLEMENTATION

2-1. Commanding General

Ensures that the installation meets the requirements of AR 40-2, Army Medical Treatment Facilities: General Administration and AR 40-51, Standards of Medical Fitness.

2-2. General Leonard Wood Army Community Hospital (GLWACH)

The Hospital Commander is responsible for all medical care provided on FLW, Missouri, including the employment of recognized professional procedures and for medical treatment in keeping with accepted professional standards. The Chief of Emergency Medicine with the direction of the Deputy Commander for Clinical Services will oversee all emergency treatment and procedures on FLW. The Hospital Commander or his/her designee will be the sole proponent for all medical directives published and established for Medical Treatment Facilities (MTFs) on FLW, Missouri.

2-3. Unit Commanders at all levels

Ensure members of their command adhere to sick call procedures and report to sick call at the appropriate times.

Chapter 3 PROCEDURES FOR OBTAINING MEDICAL TREATMENT

a. Eligibility for treatment: All personnel must provide proof of eligibility for treatment upon request by the MTF staff. This will normally be the DD Form 2A (Active Duty Military Identification Card).

b. Routine Medical Treatment for Military Personnel in Training Status: Individuals seeking routine medical treatment will report to the CTMC during the hours prescribed in Chapter 5. Personnel reporting for sick call after stated hours will be evaluated to determine if their medical complaint is

urgent. Urgent medical complaints will be further evaluated and treated or referred as appropriate. Military personnel with non-urgent medical complaints reporting after routine sick call hours will be returned to their unit and instructed to return to the clinic during the next routine sick call period.

c. After normal duty hours, patients may use the Tricare online secure message service to leave a message for non-urgent concerns. A team member will answer all secure messages within 24 hours all permanent party will report to sick call for acute medical care. Sick call hours of operation are 0630-0830 Monday through Friday except for Federal Holidays. If care is needed, but not acute or after sick call hours the Service member can call the TSC for a same day appointment or make an appointment online using Tricare Online (TOL) secure message services. If no appointments are available, the calls will be routed to the clinic Triage Nurses for evaluation and appropriate action.

d. Military personnel en route to and from sick call will remain under the control of their unit commander. The clinic noncommissioned officer in charge (NCOIC) will be responsible for maintaining order and discipline of the troops while in the MTF and will seek assistance from unit cadre when Service members do not comply with clinic rules or instructions.

e. Emergencies and urgent conditions: If you have a question during duty hours regarding whether your condition is an emergency, call the TRICARE Service Center who will put you in contact with your Primary Care clinic triage nurse.

(1) All patients requiring emergency care will activate 911 and will be transported via ambulance to the GLWACH Emergency Department. Emergencies are conditions that immediately threaten life, limb or eyesight.

(2) All non-emergency patients reporting to GLWACH ED will be evaluated and treated or referred for treatment at the discretion of the medical officer based upon their condition.

f. Profiling Restrictions.

(1) The DD Form 689 (Individual Sick Slip) and FLW Form 576 (Trainee Sick Slip) may be used to denote temporary duty limitations for 7 days or less. The DD Form 689 will briefly define limitations and medication side effects.

(2) A DA Form 3349 (Physical Profile) will be used for personnel requiring a temporary duty limitation of more than 7 days. This form will be completed by an authorized health care professional.

Chapter 4

ADMISSION AND DISPOSITION OF PERSONNEL ADMITTED TO THE HOSPITAL OR QUARTERS STATUS AND NOTIFICATION

a. The only personnel authorized to admit SMs to the hospital are medical or dental officers who have been granted this privilege by the hospital commander.

b. SMs admitted to GLWACH will be reported to their unit by the Admission and Disposition Branch staff, Patient Administration Division. Brigade couriers pick up admission and disposition reports from Patient Administration Division each morning.

c. Quarters status.

(1) The attending physician/physician assistant nurse practitioner placing an individual on quarter's status will notify the unit by annotating status on the FLW Form 576 or DD Form 689. The SM will return the form to his/her unit.

(2) The SM must be self-care and self-medicating: CTMC staff will provide SM education regarding medication administration time, fluids, signs and symptoms of deteriorating condition, etc.

(3) IET/AIT SMs placed on quarters status SMs in this status will be placed on 24 hours quarters, renewable daily upon reevaluation and will not exceed 72 hours total.

(4) The attending physician will make an entry on the sick call slip indicating the duration of the quarter's status in number of hours. Quarters are routinely given for 24, 48, or 72 hours depending upon the nature and severity of the condition and estimated recuperation time. Quarters given in this manner are not timed from the minute they are given. Quarters expire at the unit's first formation on the day of release from quarters unless a specific inclusive time period is so indicated on the sick slip by the medical officer, i.e., "Quarters, 24 hours, 0800 17 May until 0800 18 May 22".

(5) Unless stated on the quarters slip, individuals placed on quarters will be given an appointment or directed to follow up at sick call after termination of quarters for follow-up examination. Individual will present for the appointment with DD Form 689 or FLW Form 576. (Unless released from quarter's status, the individual will be given the sick call slip extending quarters with instructions to return the slip to their unit orderly room.)

Chapter 5 TRANSPORTATION OF PATIENTS

a. All emergencies: Call 911: Cantonment area call 911 Range Operations will contact Emergency Medical Services (EMS).

b. From CTMC, ranges, bivouac and training areas: The Unit is responsible for transportation of ambulatory patients. To request emergency medical service, follow the procedures outlined in FLW Reg 210-14, Ranges and Training Areas, Training Facilities (Medical Support) (3-25).

c. For all Urgent or Emergency accidents, illnesses or Injuries, First responders (CLS Providers, MEDICS, etc.) will provide BLS and contact Range Control as per FLW Reg 210-14, or if Range Control is unable to be contacted then dial 911. Ambulance Exchange Points (AXPs) can be utilized if the terrain or road conditions are deteriorated limiting access of commercial ambulances. Four Litter Ambulance or (M997) may only be used to transport patients to Ambulance Exchange Points when these conditions are met. Four Litter Ambulance will not be utilized to transport Urgent or Emergent patients to the ED. Air evacuation will only be arranged by the responding EMS Service and will be coordinated through Range Control.

d. For Non-Emergency Patients: Transportation in other cases will be by the most expeditious manner, dependent upon the individual's condition and may include post shuttle bus for ambulatory trainees or privately owned vehicle for permanent party SMs. Use of local taxis for transportation to the hospital is not authorized for trainees. Unit transport is appropriate.

**Chapter 6
CONFIDENCE IN PRESCRIBED TREATMENT**

Commanders detecting signs of dissatisfaction with medical service or having doubts about medical, sanitary, or personal hygiene problems are encouraged to contact the medical officer who treated the SM.

**APPENDIX A
REFERENCES AND FORMS**

- (1) FLW Reg 210-14 (Ranges and Training Areas, Training Facilities). Cited in paragraph 5b.
- (2) AR 40-2 (Army Medical Treatment Facilities: General Administration).
- (3) AR 40-51 (Standards of Medical Fitness).
- (4) DA Form 3349, Physical Profile.
- (5) DA Form 3444 series, Terminal Digit Treatment Record (Medical Record).
- (6) DD Form 2A, Active Duty Military Identification Card.
- (7) DD Form 689, Individual Sick Slip.
- (8) SF Form 66D, Employee Medical Record.
- (9) FLW Form 576, Trainee Sick Slip.

**APPENDIX B
HEALTH RECORD CUSTODIAL REPOSITORY**

OUTPATIENT RECORDS	
CTMC	GLWACH
All IET/AIT, Drill Sergeant, Class candidates, Navy, Air, Force, and USMC in a training status.	All permanently assigned personnel on FLW, Basic and Advanced Engineer, Military Police and Chemical School personnel, Foreign SM and Family members.

**GLOSSARY
ACRONYMS, ABBREVIATIONS, AND SPECIAL TERMS**

AD

Active duty

AD NG

Active duty National Guard

AIT

Advanced Individual Training

AR

Army Regulation

ARNG

Army National Guard

AXP

Ambulance Exchange Points

CTMC

Consolidated Troop Medical Clinic

DA

Department of the Army

DD

Department of Defense

ED

Emergency Department

EMS

Emergency Medical Services

FLW

Fort Leonard Wood

GLWACH

General Leonard Wood Army Community Hospital

IET

Initial Entry Training

MTF

Medical Treatment Facility

NCO

Noncommissioned Officer

NCOIC

Noncommissioned Officer-In-Charge

NG

National Guard

OBC

Officer Basic Course

PCM

Primary Care Manager

SF

Standard form

SM

Service member

TOL

Tricare online

TSC

TRICARE Service Center

USAR

United States Army Reserve