



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS UNITED STATES AIR FORCE
WASHINGTON DC

16 APR 2004

MEMORANDUM FOR ALMAJCOM/SG

FROM: HQ USAF/SGO
110 Luke Avenue, Room 400
Bolling AFB, DC 20032-7050

SUBJECT: Post Deployment Provider Evaluation Policy

Recent experience with Air Force members requiring provider evaluation based on post deployment screening (during the provider "face to face") has revealed timeliness issues, particularly for our reserve members. The overall goal must be to get all deactivating reservists, who need to see a provider, an appointment as quickly as possible. This is particularly important to reserve members who may be leaving active duty status within 30 days of return. For these Airmen we need as much lead time as possible in making the "medical extension" decision. The same urgency applies to care for reservists already on active duty solely for medical reasons ("medical extension").

Appointments for those with a post deployment requirement to see a provider identified on the post deployment screening, and those already on medical extension, will be seen within 7 days (routine appointment access standard), unless there is clinical indication to see them sooner. This is mandatory for all returning reservists, as well as returning members on Extended Active Duty (EAD). MTF commanders must be personally involved in any decision to exceed the 7-day access standard for any reserve or active component personnel returning from deployment, and will inform their MAJCOM/SG of this decision. MAJCOM/SGs will inform AF/SGOC of inability to meet initial access standards for returning Airmen, explaining the rationale and corrective action plan. For planning purposes, past experience has revealed a 7-12% requirement for post deployment medical referrals for all returning Airmen.

Referrals for specialty care, and associated follow-up care for returning Airmen (reservists, guardsmen, and active duty), and those on "medical extension" will be scheduled as soon as possible, but within 14 days. The MTF obligation is to resolve medical issues for these airmen as quickly as possible.

This policy is effective upon receipt and does not change the requirement for initial screening prior to re-deployment or immediately (within 5 days) upon return from deployment, before the member departs on leave or "downtime". My point of contact for this policy is Col Jon Pearse who may be reached at (202) 767-5328 (DSN 297) or via e-mail at Jon.Pearse@pentagon.af.mil.

A handwritten signature in black ink, appearing to read "J. Kelley".

JOSEPH E. KELLEY
Major General, USAF, MC, CFS
Assistant Surgeon General, Health Care Operations
Office of the Surgeon General