



Joint Task Force National Capital Region Medical **DIRECTIVE**

NUMBER 1140.01

June 28, 2011

Incorporating Change 1, July 26, 2011

J-3B

SUBJECT: Appointing and Scheduling Operations within the Joint Operations Area (JOA)

References: See Enclosure

1. **PURPOSE.** This Directive, in accordance with the authority in JTF CAPMED-D 5103.02 (Reference (a)):

a. Establishes Joint Task Force National Capital Region Medical (JTF CapMed) policy and guidance for appointing policies and procedures to include Wounded, Ill, and Injured (WII) treated within the JOA Military Health System (MHS).

b. Provides guidance for primary care appointing procedures in accordance with the Assistant Secretary of Defense (Health Affairs) (ASD(HA)) Memorandum (Reference (b)).

c. Provides requirements that conform to the MHS Access To Care Standards contained in the MHS and the Office of the Surgeon General/U.S. Army Medical Command Policy Memorandum 08-028 (References (c) and (d)).

d. Provides guidance for Military Treatment Facility (MTF) and Center template management.

2. **APPLICABILITY.** This Directive applies to JTF CapMed and all Joint MTFs and Centers in the National Capital Region (i.e., Fort Belvoir Community Hospital, Walter Reed National Military Medical Center, and the Joint Pathology Center).

3. **POLICY.** It is JTF CapMed policy that:

a. Appointing operations within the JOA meet MHS Access To Care Standards outlined in ASD(HA) Policy Memorandum 06-007 (Reference (e)), except when otherwise directed below.

b. Appointing operations within the JOA for WII will ensure that new specialty care appointments are booked within 7 business days from the time the appointment is requested. *WII will be appointed to their primary care manager within 1 business day of enrollment.* All other WII appointment requirements will conform to the MHS Access to Care Standards. *The Integrated Referral Management and Appointing Center (IRMAC) will adhere to the enhanced Access to Care Standards for special categories of Active Duty Service Members as outlined in Reference (c).*

c. Primary care appointing will ensure *all non-WII* beneficiaries are appointed to their primary care management team to the maximum extent possible in accordance with ASD(HA) Policy Memorandum 07-009 (Reference (f)).

d. Joint MTF and Center provider schedule templates in Composite Health Care System will be released to allow for a continuous support of appointments at least 6 weeks into the future.

4. RESPONSIBILITIES.

a. Commander, JTF CapMed (CJTF). The CJTF ~~provides~~ *will direct* oversight of appointment availability through use of sound template management techniques.

b. Director, J-3B, JTF CapMed. The Director, J3-B, JTF CapMed will provide oversight of the operations to the JOA ~~Integrated Referral Management and Appointing Center (IRMAC).~~

c. Interim Director, IRMAC. The Interim Director, IRMAC will:

(1) Serve as the J -3B, JTF CapMed, point of contact on appointing policies and procedures in the JOA.

(2) Monitor Joint MTF and Center appointing and scheduling operations within the JOA.

(3) ~~Receive and consolidate routine access to care reports and provide monthly updates to MTF Commanders, Center Directors, and CJTF.~~ *Provide routine access to care reports and performance summaries to the J3 and MTF commanders and Center directors.*

d. Joint MTF Commanders and Center Directors. The Joint MTF Commanders and Center Directors will:

(1) Ensure provider schedule templates maximize existing capacity.

(2) Ensure clinics are meeting MHS access to care standards.

(3) Coordinate appointments directly with primary care clinics.

(4) Coordinate appointments directly with specialty care clinics to the maximum extent possible based on available resources and specialty care clinic protocols where a Medical Home Model has been implemented.

5. INFORMATION REQUIREMENTS

a. In accordance with DoD Instruction 8910.01 (Reference (g)), Joint MTF Commanders and Center Directors will provide reports to the Director, J3B Healthcare Operations relative to:

- (1) Appointing goals, including missed bookings.
- (2) Referral management goals.
- (3) Recapture of care goals.

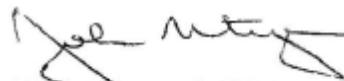
b. MTF Commanders and Center Directors will provide reports in the specified electronic format twice monthly or as requested.

c. *Reports will be rendered in the specified electronic format.*

e.d. With the exception of Service-specific required record-keeping, all data regarding appointing and scheduling operations within the IRMAC will be tracked via systems that are approved by CJTF (or designee), compliant with the DoD Information Assurance Certification and Accreditation Process, and consistent throughout the JOA.

6. RELEASABILITY. UNLIMITED. This Directive is approved for public release and is available on the Internet from the JTF CapMed Web Site at: www.capmed.mil.

9. EFFECTIVE DATE. This Directive is effective immediately.


J.M. MATECZUN
Vice Admiral, MC, U.S. Navy
Commander

Enclosure
References

Change 1, 07/26/11

ENCLOSURE

REFERENCES

- (a) JTF CAPMED-D 5103.02, "JTF CapMed Clinical Decision Making Committee Charter," June 1, 2010
- (b) Assistant Secretary of Defense (Health Affairs) Memorandum, "Policy Memorandum Implementation of the 'Patient-Centered Medical Home' Model of Primary Care in MTFs," September 18, 2009
- (c) Military Health System, "Guide to Access Success," December 15, 2008
- (d) Office of the Surgeon General/Medical Command Policy Memorandum 08-028, "MEDCOM Military Treatment Facility (MTF) Access Standards for Active Duty Service Members," July 3, 2008
- (e) Assistant Secretary of Defense (Health Affairs) Policy Memorandum 06-007, "TRICARE Policy for Access to Care and Prime Standard Area Standards," February 21, 2006
- (f) Assistant Secretary of Defense (Health Affairs) Policy Memorandum 07-009, "Access to Primary Care Managers at Military Treatment Facilities," July 5, 2007
- (g) DoD Instruction 8910.01, "Information Collection and Reporting," March 6, 2007