DEPARTMENT OF THE ARMY
HEADQUARTERS, NATIONAL TRAINING CENTER AND FORT IRWIN
FORT IRWIN, CA 92310-5000

AFZJ-CG

AUG 10 2015

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy #10, Medical and Dental Late and No Show Policy

1. PURPOSE: The provision of quality health and dental care is an important mission. Achieving quality health care can be extremely challenging in today's constrained resource environment. No-shows and late arrivals to appointments prevent maximum use of available resources, thereby seriously hindering the ability to provide quality care to the Fort Irwin community. Commanders will assist enforcement of this policy and ensure maximum dissemination to all Soldiers. Implementation is immediate.

2. APPLICABILITY: This policy supersedes all previous NTC policies with the above subject, remains in effect until specifically rescinded or superseded, and applies to all military personnel assigned, attached, working, and living at the National Training Center.

3. POLICY:

a. **Place of Duty.** The Soldier's place of duty is at the appropriate medical or dental facility at the appointed time for his/her appointment. As with any other assigned duty, Soldiers are expected to be on time and present for their appointments. Failure to be at their appointment and on time may be in violation of the UCMJ.

(1) Soldiers must inform their supervisor when they schedule a routine or specialty appointment. Soldiers should inform their chain of command when they schedule an acute appointment when possible.

(2) The chain of command must ensure that Soldiers attend all appointments unless mission requirements will be seriously impacted. All First Sergeants are expected to monitor appointment systems to monitor appointments for Soldiers in their company or troop level units. If a Soldier's supervisor determines that mission requirements preclude attendance at a routine or specialty appointment, that supervisor is responsible for ensuring the Soldier cancels the appointment (IAW policy outlined below) and reschedules for another appointment as soon as the conflict is resolved.

b. **Lateness.** Soldiers are considered late for an appointment if not checked-in at the appropriate office at the scheduled time of their appointment.

(1) Soldiers who are late for an acute care appointment will be seen by the first available provider using the triage system, and their unit will be notified.

(2) Soldiers who are late for a routine or specialty appointment will be required to reschedule that appointment for the next available date, and their unit will be notified.

c. **No-Show Notification.**

(1) First Time No-Show. The Soldier's company-level command team will be notified when a Soldier is reported as a No-Show. That command team will counsel the Soldier in writing, unless the command determines there is a legitimate reason for the missed appointment.

(2) Second Time No-Show. The Soldier's battalion-level command team will be notified when a Soldier is reported as a No-Show for the second time. That command team will ensure appropriate action is taken.

(3) Third Time No-Show. The Soldier's brigade-level command team will be notified when a Soldier is reported as a No-Show. That command team will ensure appropriate action is taken.

d. **Cancellations.** When a Soldier cannot make an appointment, cancellation should be made not later than 24 hours in advance. For medical and mental health appointments, cancellation should be made through the telephonic Central Appointments line at (866) 957-9224. For dental appointments, cancellations should be made by calling (760) 380-3173.

e. The MEDDAC and DENTAC Managed Care Divisions generate weekly, by-name and unit report of No-Show Soldiers and distribute that report to the appropriate command teams. A monthly summary report (rank and numbers only) by unit including names of responsible First Sergeants will be generated and provided to the Commander, NTC and Fort Irwin.

4. PROPONENT: Point of contact for this policy is the Directorate of Health Services at 760-380-3108.

JOSEPH M. MARTIN
Major General, USA
Commanding

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