



DEPARTMENT OF THE ARMY
WARRIOR TRANSITION COMMAND
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MCWT-PER

WCTP Policy Memo 13-005

Expires: 29 April 2015

MEMORANDUM FOR Commanders, MEDCOM Regional Medical Commands

SUBJECT: Military Escorts for Family Members and Non-Medical Attendants (NMAs) Traveling on Official Orders

1. References:

- a. MEDCOM OPERATION ORDER 07-55, 05 0522Q Jun 07, subject: MEDCOM Implementation of the Army Medical Action Plan (AMAP).
- b. EXORD 118-07, 02 1000Q Jun 07, subject: Healing Warriors.
- c. Joint Federal Travel Regulations, Volume 1, paragraphs U5246 and U5250, 1 February 2013.
- d. Department of Defense Financial Management Regulation, Volume 9, Paragraph 080503.D, August 2011.
- e. 37 U.S.C § 481k and 481h.

2. Purpose: To establish duties for Soldiers assigned to escort Family members or NMAs traveling on official orders to visit or care for wounded, ill, and injured Soldiers in Warrior Transition Units (WTUs).

3. Proponent: The proponent for this policy is the US Army Warrior Transition Command (WTC), G-1.

4. Policy: MEDCOM Military Treatment Facilities (MTFs) will provide formal military escorts for NMAs or Family members traveling on official orders to care for or visit Soldiers in WTUs.

5. Responsibilities:

a. The MTF and Warrior Transition Unit (WTU) will establish a duty roster (DA Form 6) for military escorts assigned to meet and escort Family members or NMAs traveling on official orders. A senior non-commissioned officer (NCO) at the rank of Sergeant First Class or above will serve as principal escort to Family members or NMAs of Soldiers serving in the rank of Captain and below. Field Grade (FG) officers in the rank

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of Major and above will serve as principal escort to Family members or NMAs of Soldiers serving in the rank of Major and above. When a Senior NCO or FG officer is unavailable for escort duty, the WTU Commander will coordinate with the MTF for assistance.

b. Commanders will ensure escorts report all problems or concerns to the Escort OIC/NCOIC during duty hours. During non-duty hours, escorts will report them to the duty Officer of the Day who will record issues in the daily staff journal (DA Form 1594). The escort will ensure that hand-off to the appropriate person is accomplished and all the Family members' or NMA's immediate needs are addressed prior to relinquishing his/her escort detail.

c. The MTFs and WTUs are responsible for developing their own internal escort policy consistent with the guidance in this policy.

6. Procedures:

a. The US Army Casualty and Mortuary Affairs Operations Center will prepare official travel orders for Family members and electronically forward them to the installation Casualty Liaison Office (LNO) or the Casualty Assistance Center LNO. The LNO will forward a copy of official travel orders to the respective WTU. The LNO or representative will make travel and lodging arrangements as required, and forward the itinerary to the MTF or WTU, as soon as feasible.

b. The MTF or WTU will appoint a representative to contact NMAs to confirm their travel itineraries and lodging arrangements, and provide them to the escort. When a Soldier is transferred from one MTF to another MTF, the MTF or WTU of the losing facility will contact the MTF or WTU of the gaining facility and inform them of the NMA's travel arrangements. The gaining facility will appoint an escort for the NMA.

c. Escorts will contact Family members or NMAs no later than 24 hours prior to their arrival to coordinate pick-up at the transportation facility.

d. Escorts will receive a formal briefing by an officer or senior NCO from the MTF or WTU on their role as the Army's representative to the incoming Soldier's Family members or NMA. The briefing should include a general status of the patient's condition (within limits of the Health Insurance Portability and Accountability Act) to provide a current update to the Family members or NMA upon their arrival at the transportation facility.

e. If required, escorts will coordinate through the chain of command for transportation and a driver. Privately-owned vehicles will not be used for this mission. The duty uniform for escorts is the Army Combat Uniform. Escorts will have a caring, professional attitude and not engage in conversation outside their area of responsibility.

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Escorts will assist Family members or NMAs with retrieving and carrying luggage at the transportation facility, as needed.

f. Escorts will ensure Family members or NMAs are not delayed at the transportation facility for more than 30 minutes. If more time is required to pick up additional Family members or a NMA, escorts will contact the MTF or WTU representative and arrange for separate, additional transportation.

g. Escorts will ensure Family members or NMAs are processed at the appropriate WTU and garrison facilities in accordance with local procedures. When available, escorts will introduce the Soldier's Primary Care Manager and/or Nurse Case Manager to the Family members or NMA. The Soldier's Primary Care Manager or Nurse Case Manager will provide the Family members or NMA with local contact information for follow-up questions or emergencies.



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