



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

NUMBER 5400.02

MAR 18 2013

LAO

SUBJECT: Distinguished Visitor Policy for Joint Medical Treatment Facilities

References: See Enclosure 1

1. PURPOSE. This Instruction, based on the authority of References (a) through (d), and the requirements of References (e) through (j), establishes policy guidance for coordinating and managing distinguished visitor requests and patient visits at Joint Medical Treatment Facilities (MTFs) in the National Capital Region (NCR).
2. APPLICABILITY. This Instruction applies to the Joint Task Force National Capital Region Medical (JTF CapMed) Headquarters (HQ), Walter Reed National Military Medical Center (WRNMMC), Fort Belvoir Community Hospital (FBCH [hereafter, WRNMMC and FBCH are referred to as Joint MTFs], and the Joint Pathology Center (JPC).
3. DEFINITIONS. See Glossary
4. POLICY. It is JTF CapMed policy that distinguished visitors and organizations as described in this Instruction will be provided appropriate access to Joint MTFs in the NCR and to Service Members (SMs) that receive inpatient or outpatient care at Joint MTFs (with their consent) to:
 - a. Perform oversight responsibilities
 - b. Encourage and/or provide support to recovering SMs and/or their families
 - c. Develop private and interagency partnerships and collaborative efforts
5. RESPONSIBILITIES.
 - a. Commander, JTF CapMed (CJTF). The CJTF will ensure implementation of medical facility visitation procedures within the NCR for Joint MTFs and Centers (e.g., JPC).

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b. Chief, JTF CapMed Legislative Affairs Office (LAO). The Chief LAO will assist in the oversight of the implementation of medical facility visitation procedures within the NCR and shall:

(1) Directly advise Joint MTF commanders regarding the appropriate implementation of this policy.

(2) Be the subject matter expert regarding congressional interest in the NCR Medical Directorate / JTF CapMed.

c. Directors, JTF CapMed Current Operations (J-3A) and Clinical and Business Operations (J-3B). The Directors J-3A and J-3B will assist the Chief LAO with notifying CJTF of high visibility visits to Joint MTFs as well as other MTFs in the NCR.

d. FBCH and WRNMMC Commanders. The FBCH and WRNMMC Commanders will:

(1) Be responsible and accountable for the implementation of Joint MTF visitation procedures at their facilities. Joint MTF Commanders will apprise the CJTF of their ability to fully implement and sustain the Joint MTF visitation procedures at their Joint MTFs.

(2) Identify points of contact (POC) at the Joint MTF who will be the visitation procedure champions or subject matter experts for training, coordination, and execution.

6. PROCEDURES. See Enclosure 2

7. RELEASABILITY. UNLIMITED. This Instruction is approved for public release and is available on the JTF CapMed Website at: www.capmed.mil.

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8. EFFECTIVE DATE. This Instruction:

a. Is effective upon publishing to the JTF CapMed Website; and

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with JTF CapMed Instruction 5025.01 (Reference (f)). If not, it will expire effective 10 years from its publication date and be removed from the JTF CapMed Website.



STEPHEN L. JONES
Major General, U.S. Army
Acting Commander

Enclosures

1. References
2. Procedures

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ENCLOSURE 1REFERENCES

- (a) Deputy Secretary of Defense Memorandum, "Authorities for Joint Task Force National Capital Region Medical (JTF CapMed)," February 7, 2012
- (b) Deputy Secretary of Defense Action Memorandum, "Civilian and Military Personnel Management Structures for the Joint Task Force National Capital Region Medical," January 15, 2009
- (c) Comprehensive Master Plan for the National Capital Region Medical, April 23, 2010
- (d) Supplement to the Comprehensive Master Plan for the National Capital Region Medical, August 31, 2010
- (e) 2012 DoD Public Affairs Guidance for Political Campaigns and Elections
- (f) JTF CapMed Instruction 5025.01, "Formats and Procedures for Development and Publication of Issuances," March 5, 2012
- (g) JTF CapMed Instruction 7280.01, "Gifts and Donations," July 2, 2012
- (h) DoD Directive 5142.01, "Assistant Secretary of Defense (Legislative Affairs) (ASD(LA))," September 15, 2006
- (i) DoD Directive 5410.18, "Public Affairs Community Relations Policy," November 20, 2001 as amended
- (j) JTF CapMed Directive 3000.01, "Commander's Critical Information Requirement (CCIR) and Serious Incident Reporting (SIR)," April 13, 2012

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ENCLOSURE 2PROCEDURES1. GENERAL VISIT GUIDELINES

a. Contact with Congress. Joint MTFs will adhere to Reference (i) when supporting visits from Members of Congress and shall promote the policies, strategies, and budget of the DoD to the U.S. Congress.

b. Community Relations. Joint MTFs will adhere to Reference (h) when supporting visits and shall foster and further good relations with communities at home to help earn public support and understanding of operations, missions, and requirements of the DoD.

c. POC when Requesting Visits/Events. Distinguished Visitors, Senior DoD Leaders, Non-Federal Entities (NFEs), Legislative Liaisons (LLs), and other organizations (with the exception of U.S. Congress) should contact the appropriate Office of Primary Responsibility (OPR) as listed in the table below when submitting a requests to visit Joint MTFs or Centers or to host events for recovering SMs receiving care at a Joint MTF.

Walter Reed National Military Medical Center (WRNMMC)

Visit Type	OPR
Oversight	JTF CapMed Legislative Affairs
Official	WRNMMC Executive Services
Inpatient Well-Wish	WRNMMC Warrior Family Coordination Cell
Outpatient Well-Wish	WRNMMC Warrior Family Coordination Cell
Events	WRNMMC Warrior Family Coordination Cell

Fort Belvoir Community Hospital (FBCH)

Visit Type	OPR
Oversight	JTF CapMed Legislative Affairs
Official	FBCH Executive Services
Inpatient Well-Wish	FBCH Executive Services
Outpatient Well-Wish	Warrior Transition Brigade - NCR
Events	FBCH Executive Services

(1) Members of Congress and congressional staff requesting to visit Joint MTFs and Centers or to host events for recovering SMs receiving care at Joint MTFs or Centers should contact an LL, who will identify and work with the appropriate JTF CapMed, WRNMMC, or FBCH OPRs on their behalf.

(2) OPRs can place reasonable limits on visitation, to include size of group, on behalf of patients, their families, and hospital staff.

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d. Lead Times when Requesting Visits/Events. To maintain a suitable healing and recovery environment for patients and their families, the following lead times should be observed when requesting visits to Joint MTFs:

Type of Request	Lead Time for Requests	OPR Acknowledges Receipt	OPR Confirms/Declines Request
Oversight	7 days	Within 1 day	Within 3 days
Official	7 days	Within 1 day	Within 3 days
Inpatient Well-Wish	3 days	Within 1 day	Within 1 day
Outpatient Well-Wish	5 days	Within 1 day	Within 2 days
Event	21 days	Within 3 days	Within 7 days

(1) Days are calculated in **business days** from the date of receipt of a request and **do not include holidays.**

(2) OPRs should approve reasonable exceptions to accommodate requesters.

(3) Requests received after 4 p.m. are deemed received the next business day for lead time computation.

(4) LLs and OPRs should reconfirm all scheduled congressional visits with each other 24 hours prior to the day of the scheduled visit.

(5) Joint MTFs shall make every effort to expedite visit requests from a patient's chain of command.

e. Information Required when Requesting Visits/Events. The following information should be provided to OPRs when making visit or event requests:

(1) Date of request (when submitted to OPR)

(2) Visit type (Oversight, Official, Well-Wish, or Event)

(3) DoD liaison/POC coordinating visit request (if applicable)

(4) Principal visitor(s) (include official title (if applicable) and organizational affiliation)

(5) Other accompanying visitor(s)

(6) Total number of personnel in the group

(7) POC for principal visitor (include phone and email contact info)

(8) Names/demographic of SMs to be visited (if applicable)

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- (9) Requested dates and times
- (10) Area(s) of interest (primarily for oversight and official visit requests)
- (11) Is media coverage anticipated? (Y or N). If yes include type of media coverage: print, radio, and/or Television)
- (12) Type of event (For event request only: Capital Tour, Luncheon, etc.)
- (13) Location of event (For event requests only)
- (14) Is transportation support required? (For event requests only)

f. Press and Media. OPRs will coordinate visit requests that may involve media attention with their respective public affairs office in the spirit of “fostering and further good relations with communities at home...in the best interest in the Department of Defense.”

g. Photographs and Video. Photographs and video of patients or Joint MTFs may only be taken with specific permission prior to the visit from the Joint MTF public affairs office and a signed Health Insurance Portability and Accountability Act release form from the patient. As per Reference (e), military personnel or federal civilian employees shall not appear in or support political campaign or election events while on duty or in Uniform.

h. Gifts. Gifts for recovering SMs are welcome, but must comply with Reference (g) and adhere to appropriate guidelines to include:

- (1) Commercially prepared and prepackaged items are preferred;
- (2) Sealed correspondence is preferred;
- (3) If a visitor would like to give a gift that has intrinsic or monetary value, they must submit the following information to the Joint MTF event OPR prior to the gift offer to the patient or SMs:
 - (a) Date of request
 - (b) Name of individual or organization
 - (c) Are you representing a charity? (Y or N). If yes, please provide the Employer Identification Number or Tax Identification Number for the charity.
 - (d) Name of POC
 - (e) Mailing address
 - (f) Phone number

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- (g) Email and web address
 - (h) Fax number
 - (i) Items/Service you would like to donate
 - (j) Estimated value of gift in total
 - (k) How will the gift be delivered to the MTF?
 - (l) Are there any conditions regarding use or distribution of the donation? (Service specific, etc.)
 - (m) Add or attach any additional information as deemed necessary to further describe the proposed donation.
- (4) The gift offer is subject to review by the servicing Ethics Counselor prior to acceptance by any SM or the Joint MTF.

2. OVERSIGHT VISITS. All White House, Office of Management and Budget (OMB), and DoD officials requesting oversight visits to Joint MTFs or other NCR Medical equities should contact JTF CapMed's LAO. JTF CapMed LAO will vet the requests and will work with the Joint MTF Executive Services office to determine whether it can be supported. The Joint MTF Executive Services office will then coordinate and execute the visit. To maintain unity of effort, oversight visits that involve military service equities, such as the installation/garrison or Service warrior programs, but focus primarily on the operation of Joint MTFs or the recovery of Wounded, Ill, or Injured (WII) SMs, will also be vetted through JTF CapMed LAO. The respective Joint MTF Executive Services office will coordinate and execute the Oversight Visit in concert with appropriate military service entities.

3. OFFICIAL VISITS. All visit requests to Joint MTFs made by NFEs or Federal entities other than the White House, OMB, DoD, and Congress, are official visits and shall be directed to the respective Joint MTFs' Executive Services office, which will determine the type, size, and number of groups the hospital can accommodate while maintaining a suitable healing and recovery environment for patients, SMs, and their families. The Joint MTF Commanders are ultimately responsible for all operations within the respective Joint MTFs and associated activities and retain the final authority for all official visits.

4. WELL-WISH PATIENT VISITS. Joint MTFs will directly manage all visit requests to encourage and/or support SMs receiving inpatient or outpatient care at a Joint MTF, in coordination with Military Service Warrior Programs.

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a. Patients or the patient's primary next of kin, if the patient is unable to express his/her visitation wishes, will decide who may visit them while receiving care and treatment at Joint MTFs. A patient's status is often fluid and dynamic; therefore, visits may be subject to last-minute cancellations by the patient, WII SMs, and/or their families.

b. In order to maintain a suitable healing and recovery environment for patients, WII SMs, and their families, visiting hours are from 10 a.m. – 1 p.m. and 2 p.m. – 3 p.m. Monday-Friday, excluding Federal Holidays. Joint MTFs may be able to make other arrangements for visits at the discretion of the patient or WII SMs.

c. Joint MTFs will make every effort to expedite "by name" requests to visit specific inpatients or outpatients made by Members of Congress or other senior government leaders.

d. Should a visitor wish to follow up with a patient after a visit via postal mail (i.e. thank you or follow-up notes), they should be directed to address such items to the Joint MTF, which will then distribute items to the recipient, at the following addresses:

(1) WRNMMC: (Service Member's Name)
Walter Reed National Military Medical Center
Inpatient Warrior and Family Liaison Office
Building 10 Room 2003
Bethesda, MD 20889

(2) FBCH: (Service Member's Name)
Fort Belvoir Community Hospital
9300 Dewitt Loop
Fort Belvoir, VA 20060

5. EVENTS. To the maximum extent possible, organizations inviting SMs to On-Base or Off-Base events should extend invitations to recovering SMs from all Military Services. In order to allow the Joint MTFs sufficient time to advertise for event requests, organizations should have a transportation plan and submit the information required by Joint MTF event OPRs. Joint MTFs will provide the information to the SM WII population, but can make no guarantee of participation.

6. PERIODIC REPORTS. To ensure a single point of command visibility of all visits and events at Joint MTFs, WRNMMC and FBCH shall identify a POC that will provide a visit report to JTF CapMed LAO at least once every week, or as requested. This report should provide an update of all planned and recently executed visits and events to each Joint MTF, including:

- a. Requester (person or organization requesting visit)
- b. Visit type (Oversight, Official, Well-Wish, Event)

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- c. Visit title
- d. Status (active or proposed)
- e. Visit date
- f. Visit time
- g. Principal visitor
- h. Joint MTF host
- i. Joint MTF logistics lead or ambassador
- j. Point of arrival
- k. Area(s) or Subject(s) of interest

7. REPORTING GUIDELINES FOR HIGH-LEVEL VISITS. Joint MTFs shall notify JTF CapMed LAO and J-3A (per Reference (j)) immediately upon receiving high-level visit requests (i.e. POTUS, VPOTUS, SECDEF, DEPSECDEF, four-star flag or general officers or equivalent DoD civilians, etc.). This can be performed via the periodic report discussed above or via email or phone, which ever the MTF determines to be more timely and secure.

8. EXECUTIVE SUMMARIES. Upon completion of all oversight visits, Joint MTFs will submit an executive summary (EXSUM) as per Reference (j) and as shown in the figure below to JTF CapMed LAO and J-3A, to include any significant issues or due-outs resulting from the visit. Joint MTFs will also submit EXSUMs for other types of visits/events when significant issues arise.

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Figure. Description of an Executive Summary Report

EXECUTIVE SUMMARY REPORT

DD MMM YYYY

(U) PREPARATION OF AN EXSUM. An EXSUM is a brief summary of information either in response to a question or to provide unsolicited information. The EXSUM should not exceed 15 lines. It should be prepared in concise, but informal style making full use of approved acronyms and abbreviations. The EXSUM should also include the essential 5Ws: who, what, where, when, why/comments. The EXSUM should begin with the overall classification, followed by the subject (underlined). The originator's organization will appear next followed by the body of the summary. Ensure that the originator is identified and the EXSUM is approved as shown below. "PROVIDE MEMO" should end the summary if a supporting memo exists or was directed to support the EXSUM (otherwise, left off). PROVIDE MEMO _____

Prepared by: Rank and Name/Component Command Name
e-mail:

APPROVED BY _____

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GLOSSARYPart I. ACRONYMS

CJTF	Commander, Joint Task Force National Capital Region Medical
EXSUM	executive summary
FBCH	Fort Belvoir Community Hospital
JPC	Joint Pathology Center
JTF CapMed	Joint Task Force National Capital Region Medical
LLs	Legislative Liaisons
LAO	Legislative Affairs Office
MTFs	Medical Treatment Facility
NCR	National Capital Region
NFEs	Non-Federal Entity
NICoE	National Intrepid Center of Excellence
OMB	Office of Management and Budget
OPR	Office of Primary Responsibility
POC	point of contact
SMs	Service Members
WII	Wounded, Ill, and Injured
WRMMC	Walter Reed National Military Medical Center

Part II. DEFINITIONS

Events. On-Base or Off-Base events that NFEs, Congress, or other organizations invite SMs recovering at NCR MTFs to. This includes hosting SMs for tours of the U.S. Capitol, sporting events, concerts, luncheons, etc.

Legislative Liaisons (LLs). Legislative Liaisons include representatives from the following offices:

Office of the Assistant Secretary of Defense, Legislative Affairs

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Office of the Undersecretary of Defense Comptroller

Army Office of the Chief Legislative Liaison

Navy Office of Legislative Affairs

Secretary of the Air Force, Legislative Liaison Office

United States Marine Corps Office of Legislative Affairs

Secretary of the Army, Financial Management Budget Liaison

Navy Appropriations Matters Office

Secretary of the Air Force, Financial Management and Budget Liaison

Non-federal entity (NFE). Generally, a self-sustaining, non-Federal person or organization, established, operated, and controlled by any individual(s) acting outside the scope of any official capacity as officers, employees, or agents of the Federal Government.

Official Visit. Visits made to Joint MTFs by officials from Federal entities (other than from the White House, OMB, DoD, and Congress), NFEs, foreign governments, and other organizations to build partnerships, learn about military healthcare and support processes in the NCR, observe new medical technologies, or for other purposes.

Oversight Visit. Visits made to Joint MTFs by officials of the White House, OMB, DoD, or U.S. Congress to conduct oversight of funding, military healthcare delivery, WII support programs, etc. This includes tours of the facilities at WRNMMC, including the National Intrepid Center of Excellence (NICoE) for Traumatic Brain Injury and Psychological Health, and the Military Advanced Training Center; FBCH, including the Fisher House and NICoE Satellite; and the JPC.

Well-Wish Patient Visit. Visits to inpatient or outpatient recovering SMs with the sole purpose of providing support and/or encouragement. When well-wish visits are conducted in combination with an oversight visit, the visit shall be considered an oversight visit and be managed by the OPR for oversight visits.