

MEB/DES Clinic Concerns

WE CARE ABOUT YOUR CONCERNS!

1. It is the intent of the IDES Director, LTC Evans D Trammel, Jr., that concerns be addressed at the lowest level possible; however, we want to ensure you are aware of the available courses of action to address your particular situation.

Concerns regarding Administrative Staff

- Problems or concerns related to Case Coordinators or PEBLOs are raised to the Team Supervisory PEBLO(s).
- Problems or concerns related to the Team Supervisory PEBLO(s) or unresolved concerns noted above are raised to one of the two Clinic Supervisory PEBLOs – Ms Melissa Evans or Mr Wayne Canty.

Concerns regarding certain Administrative Staff and all Medical Staff

- Problems or concerns related to Schedulers or Clinic Administrator, Clinic PCM(s), Social Workers, VHA or MEB Providers will be raised to the MEB/DES Clinic Medical OIC, MAJ Tina Hills. She will address or engage Dr Fashina, VHA, accordingly.

Contact the MEB/DES Clinic at (254) 288-8355/8357 (Bldg 36010) or (254) 553-7033 (Bldg 36039) for assistance in getting you to the right person

2. After following the above guidance, if concerns still exist, customer or Soldier will be referred to the next higher authority: IDES Director, LTC Evans D. Trammel, Jr.

3. Further, unresolved concerns will be referred to Deputy Commander for Administration: COL Ivan D. Speights, Sr.

4. In addition to the above guidance, customers or Soldiers have the right to contact or utilize any of the following agencies to address concerns and/or problems they are having:

- The Fort Hood Ombudsman
- Inspector General
- Hospital Patient Advocate
- Interactive Customer Evaluation (ICE) System
- Wounded Soldier and Family Hotline (24/7): 1-800-984-8523