



Did You Know? MEDCOM Ombudsman Program

What is the MEDCOM Ombudsman Program?

The U.S. Army Medical Command (MEDCOM) created the Ombudsman Program in 2007 to ensure that all Soldiers and their Families have an impartial resource to consult outside of their chains of command.

What does an Ombudsman do?

The Ombudsman's role is that of an independent, neutral mediator between Soldiers and their chains of command. Originally designated as a resource for wounded, ill and injured Soldiers and their Families who are assigned to a Warrior Transition Unit (WTU), Ombudsmen now serve non-WTU Soldiers and Families who need assistance as well as those at a WTU.

Since its inception, the program has worked with more than 54,000 Soldiers and Families. Much of the Ombudsman's job involves communication with Soldiers, Families, Cadre and chains of command, and explaining the ins and outs of different Army programs. By functioning as an independent liaison, Ombudsmen help Soldiers navigate the complexities of the system and locate appropriate resources.

Who are the Ombudsmen?

Ombudsmen are Army Civilians who have a desire to work directly with Soldiers. Most of the 52 Ombudsmen served as senior non-commissioned officers and are able to create an important bond with the Soldiers through their shared experiences.

Issues encountered by Ombudsmen may include:

- Difficulty with appointments
- Problems with orders/assignments
- Medical Evaluation Boards
- Requests for second opinions
- Housing
- Transition to the VA
- Other medical-related issues

New Ombudsman participate in a one-week training course at Fort Sam Houston, Texas, which is part of the WTU Cadre Course. This means Cadre and Ombudsmen who work together at WTUs can begin building relationships, which is important for mediation.

Where are they located?

Ombudsmen are located at 29 sites as part of Military Treatment Facilities (MTFs) and WTUs in the United States, Puerto Rico and Europe. Soldiers and Families can visit their Ombudsman at these locations when possible, or call if there is not one on their base.

Who do they work for?

Although Ombudsmen are located at MTFs and WTUs, they report to the MEDCOM Chief of Staff instead of the local chain of command. Ombudsmen serve as a liaison between MEDCOM, the Soldier and Family and the MTF or WTU Commander. Ombudsmen have a collaborative relationship with the MTF Patient Advocacy Office and the MEDCOM Medical Assistance Group to assist with the resolution of issues.

Warrior Care and Transition (WCT)

Email: usarmy.pentagon.medcom-wct.mbx.public-affairs@mail.mil

Website: <http://www.WCT.army.mil/>

How can Soldiers who are not near an MTF or WTU contact an Ombudsman?

Anyone needing assistance with a medical-related issue can call the MEDCOM 24/7 Wounded Soldier & Family Hotline at: 1-800-984-8523 (domestic) and 312-421-3700 (overseas DSN). Representatives document the issue in detail and it is sent to the appropriate office for resolution.

Ombudsman can also be contacted electronically. Email and anonymous submission links can be found at:

<http://medcomombudsman.amedd.army.mil/contacts.html>

Where can I find more information?

- <http://medcomombudsman.amedd.army.mil>
- <http://armymedicine.mil/Pages/ombudsman.aspx>
- <https://www.facebook.com/MedcomOmbudsman>

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