

Medical Actions (NGGA-PEM)

Medical Records

Joint Force Headquarters
Georgia Army National Guard
Marietta, GA
1 October 2024

SUMMARY of CHANGE

SOP Medical Records

This major revision, dated 1 October 2024-

- o Adds information about special physicals (para 2-5).**

Proposed changes, modifications, and/or deletions should be made known GAARNG G-1, HR Plans using GA Form 2028. Your feedback to provide a quality product is always welcome.

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Chapter 1 Overview

1-1. Purpose.

To provide instructions for maintenance and requests of Soldier Treatment Records (STR) for all members of the Georgia Army National Guard (GAARNG).

1-2. Applicability.

A STR consists of military medical and dental documentation available as well as any civilian documentation the Soldier submits for the record.

1-3. Process Steps.

- a. Once a STR is available in Health Records Repository (HRR), it is viewable to the Army Medical Department (AMEDD), Army Records Processing Center (ARPC).
- b. ARPC is the Army's centralized office that receives Veteran Affairs (VA) requests for records; they also receive and consolidate records from various Department of Defense (DoD) systems/locations and allows them to be viewed through the Health Artifact and Imaging Management System (HAIMS).
- c. HAIMS is a DoD system that is the conduit by which the VA uploads medical records into its electronic system.

1-4 Requesting Copy of STR.

- a. The Soldier must fill out an Authorization for Disclosure of Medical or Dental Information (DD Form 2870). It must be filled out completely and signed by the Soldier, either digitally or manually. Each record request must have a new DD Form 2870 with authorization start date and expiration date.
- b. The Soldier must have a current Common Access Card (CAC) or valid government issued photo identification (ID) to receive records. Soldiers can appoint a third-party to collect their record by filling out a DD Form 2870.
- c. Soldiers can request STRs in person and/or email by filling out a DD Form 2870, along with a copy of their government issued ID. Response time is 5-7 business days after submission.

Medical Records Repository
1000 Halsey Avenue Bldg. 142
Marietta, Georgia 30060
678-569-5939

ng.ga.gaarnng.list.ngga-g1-medicalrecords@army.mil

1-5 VA Records Request.

- a. A VA request is received by email at: ng.ga.gaarnng.list.ngga-g1-medicalrecords@army.mil or regular mail to GAARNG Medical Records Repository, 1000 Halsey Ave, Bldg.142 Marietta GA 30060.
- b. After receiving the VA request, if STR is located it's then validated in HRR. The STR is available for VA to generate from HAIMS.

1-6 Interstate Records Transfer

- a. An Interstate Record Transfer request is received by email at: ng.ga.gaarnng.list.ngga-g1-medicalrecords@army.mil or regular mail to GAARNG Medical Records Repository, 1000 Halsey Ave, Bldg. 142, Marietta GA 30060.
- b. Once a transfer order is received, the STR is located and copied.
- c. A Transmittal Record (DA 200) is created and inserted with a copy of the transfer order.
- d. A copy of the order is logged in the interstate transfer binder.

e. The medical chart is then sent to the designated location provided on the orders.

f. An excel spreadsheet is maintained for tracking purposes of all request dates by name and SSN, dates processed, date mailed, and date received by requesting VA.

Chapter 2 Medical Records Drop Off

2-1 Process.

- a. Units will coordinate an appointment date for medical records drop-off by email at ng.ga.gaarnng.list.ngga-g1-medicalrecords@army.mil every Wednesday, 9a-2p.
- b. Upon receipt, each record or document is validated by the DA 200 with the unit representative.
- c. A medical jacket is created if one is not provided.
- d. All information is scanned and indexed into HRR within 30 days.
- e. The electronic record repository spreadsheet is updated, and a permanent label is created.
- f. The STR is organized by terminal digit (ex. 00, 01, 02, etc.).

2-2 Mobilization Medical Records Validation Process

- a. 120 days prior to unit deployment, a medical scrub will be conducted using the most current Deployment Manning Document (DMD).
- b. All medical documents, per the mobilization checklist, will be retrieved from HRR and Medical Protection System (MEDPROS) to ensure STR is updated prior to final records validation at state level. Some documents can be retrieved from the most recent Soldier Readiness Processing (SRP) for the mobilizing unit.
- c. Medical Readiness NCO (MRNCO) will provide a completed mobilization medical packet with supporting documentation for each Soldier.
- d. The following documentation must be available in each mobilization medical packet: Chronological Treatment of Dental Care (SF 603), Department of Defense Active Duty/Reserve/Guard/Civilian Forces Dental Examination (DD Form 2813), Hearing Conservation Data (DD 2216), Medical Command Medical Screening Checklist (SF 600), Laboratory results and Physical Profile Record (DA Form 3349).

2-3 Medical Record Request for Soldiers Discharge/Pending Discharge.

- a. A list of Soldiers pending retirement, ETS, or discharge will be sent to Medical Records from G-1 and HRO via email to ng.ga.gaarnng.list.ngga-g1-medicalrecords@army.mil; those medical charts are removed from the Record Repository.
- b. The removed medical charts are scanned/ indexed in HRR under the MEDCHART module.
- c. The discharge/pending discharge names are removed from the electronic record repository list.
- d. The removed discharge/pending discharge medical charts are stored numerically on-site for one year.
- e. After one-year, stored discharge/pending discharge records are verified and removed from medical records by the publication manager.
- f. The publication manager will relocate the records to the archive warehouse located:

Georgia Archives, State Records Center
1050 Murphy Ave. building 15, Atlanta, Georgia 30310
(404) 756-4860

- g. Veterans can retrieve a copy of their military records from vetrecs.archives.gov.

2-4 NGB STR Validation Roster.

- a. Soldiers pending separation or discharge must provide a copy of all medical documentation for STR to unit representative no later than 90 days before discharge.

- b. Unit representative submits medical documentation to medical records 45 days before discharge.
- c. Medical Records verifies that STRs are uploaded in HRR 30 days before discharge.
- d. Medical Records validates all STRs 30 days before discharge.
- e. NGB validation will be completed within 22 days after discharge.
- f. Medical Records verifies all STRs submitted to the VA via HAIMS 45 days after discharge.
- g. If no records are found, Soldiers can contact AMEDD and National Archives Center.

AMEDD Records Centers
3370 Nacogdoches Rd. ST 116
San Antonio, TX 78217
1-210-221-8317

National Archives Personnel Records Center
1 Archives Drive
St. Louis, MO 63138
1-866-276-9472

2-5 Special Physicals.

- a. Special Physicals are physicals that require completion of a Report of Medical History (DD Form 2807) and Report of Medical Examination (DD 2808). These include but are not limited to commissioning physicals, retirement physicals, school physicals (Airborne, Air Assault, Ranger, etc.) Active Guard Reserve (AGR) hire, and One Time Occasional Tour (OTOT).
- b. Special Physicals are completed the third and fourth Thursday of each month except in June or when the date falls on a holiday or coincides with the travel day for quarterly SRP events. These physicals are completed 30 days after the event (due to requiring a signature by a physician, whom are all M-Day).
- c. Soldiers are scheduled by their Major Subordinate Command (MSC) MRNCO via the Special Physicals page on TEAMS. The maximum pax per event is 10 Soldiers. Soldiers can be scheduled for hearing, PHAs, and lab draws by exception. The schedule is locked the Friday prior to the scheduled event.
- d. Soldiers must submit a digital copy of the DD Form 2807 and DD Form 2808 to their MRNCO. These documents must be submitted to ng.ga.gaarnq.list.ngga-med-cmd-special-physicals@army.mil no later than the Friday prior to the scheduled event or the Soldier will be removed from the event.
- e. Soldiers will be given a handout with instructions for requesting their documents at the event.
- f. Soldiers can request a copy of their physical 30 days after the completion of the event via ng.ga.gaarnq.list.ngga-g1-medicalrecords@army.mil. The following documents are required to receive the documents.
 - 1. DD Form 2870
 - 2. Copy of the Soldier's Driver's License
- g. If documentation is required to validate items on the physical, it may take over 30 days to complete the physical.

Appendix A
References

AR 40-66

Medical Record Administration and Healthcare Documentation, dated 17 June 2008.

AR 40-68

Clinical Quality Management, RAR 001, dated 26 February 2004.

AR 40-400

Patient Administration, dated 8 July 2014

Appendix C
Glossary

AGR
Active Guard Reserve

AMEDD
Army Medical Department

ARPC
Army Records Processing Center

CAC
Common Access Card

DMD
Deployment Manning Document

DoD
Department of Defense

GAARNG
Georgia Army National Guard

HAIMS
Health Artifact and Image Management Solution

HRR
Health Record Repository

ID
Identification

MEDCHART
Medical Electronic Data Care History and Readiness Tracking

MEDPROS
Medical Protection System

MRNCO
Medical Readiness NCO

MSC
Major Subordinate Command

OTOT
One Time Occasional Tour

STR
Soldier Treatment Record

SOP
Standard Operating Procedures

VA
Veterans Affairs