

# **Enclosure 59**

## RE: PATIENT CONCERN FORM

---

From: Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) (michael.j.forbes.mil@socom.mil)

To: michael.j.forbes.mil@socom.mil

Cc: david.r.zinnante.mil@health.mil

Date: Thursday, April 20, 2023 at 04:11 PM EDT

---

Gentlemen:

Thank you for your timely response to assist me in receiving my BHE records.

I received them this morning. They contained what I needed.

Sir (COL Zinnante):

As a side note:

I would like to commend you on various members of your staff.

The following two WAMC staffers are in Credentials:

Ms. Foster and I had a delightful conversation prior to her getting me exactly where I needed to be with here colleague (next)

Ms. Phair assisted me in understanding her reference to "privileges" and pointed me in the right direction. It is my opinion, she is very knowledgeable in the brief engagement that I had with her.

The following are in different areas:

Ms. Kuntz in the Medical Library is phenomenal. She is researching what Ms. Hamm was unable to locate.

Ms. Hamm (HIPPA), whom I have met twice, I feel has a patient and understanding soul. She will be in receipt of work soon that I will be sending her through the OCR. I believe she has an intuitive understanding of the issues given our conversations.

There was an unnamed (possibly CIV) in the Clinical Research area that I accidently met (as I was lost on the 6<sup>th</sup> floor looking for that elusive elevator) that assisted me with some history of the AHRPO. Evidently, it is now named the DHA Office of Human Research Protection. We did not talk much. He inquired who I was but did not offer his name in return. So, I apologize I can give him a compliment and thank you by name.

I would be remiss if I did not mention the sharp and efficient professionalism and follow-up of MAJ Batts (administration?). He understood my matter-of-fact demeanor and moreover the importance of my requests. He followed up though I was not expecting him to due to the confidence I had in our initial phone interation. Excellent Officer 'phone-side manner!'

Saving the best for last; Ms. Logan (Patient Advocacy) has been instrumental (met with her many times) in the support of my efforts (over the past 3 months) to get my BHE documents prior to reaching out to you. She is an example to be held as the epitome of professionalism and dutiful follow-through. If you could find more staff (like the ones above and) like her, I commend you and your organization.

Thank you Sir. And, I have thanked all above, but a kudos from you at your discretion (of course) is warranted as far as I am concerned.

I have a few final things I am waiting for but all is smooth at my level at this time. Thanks again. Great support!

Cordially,

Michael J. Forbes

528<sup>th</sup> Sustainment Brigade (SO) (A),  
S2, NCOIC  
SMO: W0GKAA6

☎ NIPR: (910) 908-8788

☎ BB: (910) 929-7078

☎ Staff Office: (910) 908-8787

☎ SIPR: 239-3425

NIPR: [michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)

SIPR: [michael.j.forbes.mil@socom.smil.mil](mailto:michael.j.forbes.mil@socom.smil.mil)

---

**From:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA)

**Sent:** Wednesday, April 19, 2023 10:53 AM

**To:** Batts, Marcel D MAJ USARMY DHA WOMACK AMC (USA) <[marcel.d.batts.mil@health.mil](mailto:marcel.d.batts.mil@health.mil)>

**Subject:** RE: PATIENT CONCERN FORM

Sir:

Thank you for the impromptu call yesterday and your understanding that my communication style regarding my struggle to get all of my eCDBHE documents related to the Behavioral Health portion of the evaluation, is one of matter-of-fact resolve to do all that is necessary to procure those documents. Your professionalism with me and time you will spend on this simple issue is appreciated to the utmost.

I look forward to hearing from you. Please do not interpret this email as a request for a call back or an expedite of your efforts. I trust you are working the issue and will wait a reasonable amount of time to reach out. I have been extremely patient to date and will continue to do so until you are finished with all you can do as a Medical insider of WAMC.

Thanks again, Sir.

Cordially,

Michael J. Forbes

528<sup>th</sup> Sustainment Brigade (SO) (A),

S2, NCOIC

SMO: W0GKAA6

☎ NIPR: (910) 908-8788

☎ BB: (910) 929-7078

☎ Staff Office: (910) 908-8787

☎ SIPR: 239-3425

NIPR: [michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)

SIPR: [michael.j.forbes.mil@socom.smil.mil](mailto:michael.j.forbes.mil@socom.smil.mil)

---

**From:** Batts, Marcel D MAJ USARMY DHA WOMACK AMC (USA) <[marcel.d.batts.mil@health.mil](mailto:marcel.d.batts.mil@health.mil)>

**Sent:** Tuesday, April 18, 2023 10:31 AM

**To:** Zinnante, David R COL USARMY MEDCOM WAMC (USA) <[david.r.zinnante.mil@health.mil](mailto:david.r.zinnante.mil@health.mil)>;

Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) <[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>

**Subject:** [SOCOM-WARNING: ATTACHMENT(S) MAY CONTAIN MALWARE]RE: PATIENT CONCERN FORM

COL Zinnante,

I'll reach out to SFC Forbes.

V/R

Marcel D. Batts

MAJ, MS

Chief, Patient Administration

Central North Carolina Market

Womack Army Medical Center

Office: 910-907-8527

Email: [marcel.d.batts.mil@health.mil](mailto:marcel.d.batts.mil@health.mil)

REMARKS:

CONFIDENTIALITY NOTICE: This document may contain information covered under

the Privacy Act, 5 USC 522(a), and/or the Health Insurance Portability and Accountability Act (PL104-191) and its various implementing regulations and must be protected in accordance with those provisions. Healthcare information is personal and sensitive and must be treated accordingly. If this correspondence contains healthcare information it is being provided to you after appropriate authorization from the patient or under circumstances that don't require patient authorization. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Re-disclosure without additional patient consent or as permitted by law is prohibited.

Unauthorized re-disclosure or failure to maintain confidentiality subjects you to application of appropriate sanction. If you have received this correspondence in error, please notify the sender at once and destroy any copies you have made.

---

**From:** Zinnante, David R COL USARMY MEDCOM WAMC (USA) <[david.r.zinnante.mil@health.mil](mailto:david.r.zinnante.mil@health.mil)>  
**Sent:** Tuesday, April 18, 2023 7:05 AM  
**To:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) <[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>  
**Cc:** Batts, Marcel D MAJ USARMY DHA WOMACK AMC (USA) <[marcel.d.batts.mil@health.mil](mailto:marcel.d.batts.mil@health.mil)>  
**Subject:** RE: PATIENT CONCERN FORM

SFC Forbes – Good morning. I've cc'd MAJ Batts to see if he can point you in the right direction.

---

**From:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) <[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>  
**Sent:** Monday, April 17, 2023 4:21 PM  
**To:** Zinnante, David R COL USARMY MEDCOM WAMC (USA) <[david.r.zinnante.mil@health.mil](mailto:david.r.zinnante.mil@health.mil)>  
**Subject:** FW: PATIENT CONCERN FORM

Sir:

My name is SFC Forbes. I was in the Patient Advocacy Office many times recently. I have requested my entire BHE medical records multiple times.

I am looking for the documents that I requested of Ms. Hamm below. Are you able to help or clarify where I can get information on both of these documents?

Thank you.

Cordially,

Michael J. Forbes

528<sup>th</sup> Sustainment Brigade (SO) (A),

S2, NCOIC

SMO: W0GKAA6

☎ NIPR: (910) 908-8788

☎ BB: (910) 929-7078

☎ Staff Office: (910) 908-8787

☎ SIPR: 239-3425

NIPR: [michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)

SIPR: [michael.j.forbes.mil@socom.smil.mil](mailto:michael.j.forbes.mil@socom.smil.mil)

---

**From:** Hamm, Terry Lynn CIV USARMY MEDCOM WAMC (USA) <[terry.l.hamm2.civ@health.mil](mailto:terry.l.hamm2.civ@health.mil)>

**Sent:** Monday, April 17, 2023 3:28 PM

**To:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) <[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>


**Subject:** [SOCOM-WARNING: ATTACHMENT(S) MAY CONTAIN MALWARE]RE: PATIENT CONCERN FORM

Good afternoon SFC Forbes,

I'm so sorry I was unable to locate the policy. I'm so sorry I looked through out my folders and could not find it.

I wish I could have helped you.

**Mrs. Terry Lynn Hamm**

Mrs. Terry Lynn Hamm 

Womack Army Medical Center

HIPAA Privacy Officer

Fort Bragg, NC 28310

(w)☎ 910-907-1050/7234

[Terry.l.hamm2.civ@health.mil](mailto:Terry.l.hamm2.civ@health.mil)

The happiest people don't have the best of everything,

They just make the best of everything. 😊 😊

REMARKS:

CONFIDENTIALITY NOTICE: This document may contain information covered under the Privacy Act, 5 USC 522(a), and/or the Health Insurance Portability and Accountability Act (PL104-191) and its various implementing regulations and must be protected in accordance with those provisions. Healthcare information

is personal and sensitive and must be treated accordingly. If this correspondence contains healthcare information it is being provided to you after appropriate authorization from the patient or under circumstances that don't require patient authorization. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Re-disclosure without additional patient consent or as permitted by law is prohibited.

Unauthorized

re-disclosure or failure to maintain confidentiality subjects you to application of appropriate sanction. If you have received this correspondence

in error, please notify the sender at once and destroy any copies you have made.

---

**From:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA)

<[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>

**Sent:** Friday, April 14, 2023 4:56 PM

**To:** Hamm, Terry Lynn CIV USARMY MEDCOM WAMC (USA) <[terry.l.hamm2.civ@health.mil](mailto:terry.l.hamm2.civ@health.mil)>  
**Subject:** RE: PATIENT CONCERN FORM

Ma'am:

Have you been able to locate the policy or regulation that governs the internal steps that must be taken prior to a CDR ordering a Soldier to a emergency CDBHE?

Per our conversation, I am also looking for the regulation or policy that governs the conditions that Behavioral Health Professionals or other Medical Leadership can withhold a Behavioral Health report in its entirety to the subject of the behavioral health exam.

Thank you.

Cordially,

Michael J. Forbes

528<sup>th</sup> Sustainment Brigade (SO) (A),

S2, NCOIC

SMO: W0GKAA6

☎ NIPR: (910) 908-8788

☎ BB: (910) 929-7078

☎ Staff Office: (910) 908-8787

☎ SIPR: 239-3425

NIPR: [michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)

SIPR: [michael.j.forbes.mil@socom.smil.mil](mailto:michael.j.forbes.mil@socom.smil.mil)

---

**From:** Hamm, Terry Lynn CIV USARMY MEDCOM WAMC (USA) <[terry.l.hamm2.civ@health.mil](mailto:terry.l.hamm2.civ@health.mil)>

**Sent:** Thursday, April 6, 2023 10:23 AM


**To:** Forbes, Michael J SFC USARMY USSOCOM USASOC (USA) <[michael.j.forbes.mil@socom.mil](mailto:michael.j.forbes.mil@socom.mil)>;  
Forbes, Michael J SFC USARMY 173 ABN BDE (USA) <[michael.j.forbes7.mil@army.mil](mailto:michael.j.forbes7.mil@army.mil)>

**Subject:** PATIENT CONCERN FORM



Please complete and return to this office.


## Mrs. Terry Lynn Hamm

Mrs. Terry Lynn Hamm 

Womack Army Medical Center



HIPAA Privacy Officer

Fort Bragg, NC 28310

(w)  910-907-1050/7234

[Terry.l.hamm2.civ@health.mil](mailto:Terry.l.hamm2.civ@health.mil)

The happiest people don't have the best of everything,

They just make the best of everything.  

### REMARKS:

CONFIDENTIALITY NOTICE: This document may contain information covered under the Privacy Act, 5 USC 522(a), and/or the Health Insurance Portability and Accountability Act (PL104-191) and its various implementing regulations and must be protected in accordance with those provisions. Healthcare information

is personal and sensitive and must be treated accordingly. If this correspondence contains healthcare information it is being provided to you after appropriate authorization from the patient or under circumstances that don't require patient authorization. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Re-disclosure without additional patient consent or as permitted by law is prohibited.

Unauthorized

re-disclosure or failure to maintain confidentiality subjects you to application of appropriate sanction. If you have received this

correspondence

in error, please notify the sender at once and destroy any copies you have made.



smime.p7s  
5.4kB



image001.gif  
2.3kB