



DEPARTMENT OF THE AIR FORCE  
AIR FORCE MEDICAL OPERATIONS AGENCY  
JOINT BASE SAN ANTONIO LACKLAND TEXAS

AUG 14 2015

[REDACTED]  
AFMOA/CV  
[REDACTED]

JBSA Lackland, TX 78236-1025  
[REDACTED]

Dear Mrs. Hardin:

Thanks for your response to my letter. I appreciate your concerns and agree that we can do better in providing the best care for our service members and their families. The error in documenting your son as a "black male" is unfortunate and clearly wrong. As you are aware, the events of your son's case were reviewed in depth after his death to identify areas for improvement. The lessons we learned from his case have been disseminated by our leaders to more than 44,000 Air Force medics in an effort to help improve care quality.

To answer your question - "would my son's outcome be acceptable if it had been your family member instead of mine?" The answer is an unequivocal - No! What happened to your son was tragic and, like the other patients you mentioned, these events motivate us to work tirelessly to prevent medical harm. The medics who cared for your son in the Urgent Care Clinic tried desperately to save him and were devastated by the outcome of his case.

Regretfully I must decline your request for copies of the licensure documents of the providers who cared for your son. These documents are protected and not releasable per federal law. I can assure you that DoD standards require all providers to be fully licensed in a U.S. state or territory and the Air Force is fully compliant with that requirement. The providers in your son's case were all fully licensed per the DoD requirement.

Thank you again for sharing your concerns with us. We remain committed to providing the safest care possible to our patients.

Sincerely,

[REDACTED]