



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

JUL 17 2015

[REDACTED]  
AFMOA/CV  
[REDACTED]

JBSA Lackland, TX 78236-1025

Phyllis Hardin  
[REDACTED]

Dear Mrs. Hardin:

The Secretary of Defense has asked us to respond to your 14 June 2015 letter regarding military medical negligence. I am very familiar with the details of your son's case and appreciate your desire to ensure the best possible medical care for our service members and their families. That said, your letter is not correct when it attributes the care your son received to students or general dentists. All of the staff who cared for your son were fully trained and qualified to perform their assigned duties. Dr. [REDACTED] is a board certified Oral Surgeon (and was one at the time your son's care took place), not a general dentist. The NPI number was likely granted at a time when he was a general dentist, prior to his Oral Surgery residency.

We all support your desire to provide our service members the best possible care. The team at Misawa Air Base did the best they could under extremely difficult circumstances. The outcome was nonetheless tragic and we remain committed to improving our system and processes to provide the safest care possible.

The Air Force Medical Service is making a substantial multi-year commitment to improve the safety, quality, and reliability of the care we provide. As you are aware, we had a very successful leadership conference in San Antonio last winter focused on patient safety and high reliability healthcare. We are partnering with national leaders in healthcare quality and safety to bring best practices from leading civilian healthcare systems to our military hospitals and clinics.

Thank you again for raising your concerns to the Secretary. I'm confident he shares your desire to provide the safest possible care to our service members and their families.

Sincerely,  
[REDACTED]