

**Active Duty Predischarge Appointment Scheduling Instructions - Active Duty/Reserve or Guard (title 10/32 only)  
(Due to COVID-We are only conducting appointments by telephone)**

**APPOINTMENT SCHEDULING**

1. Email [natalie.turck@va.gov](mailto:natalie.turck@va.gov) no earlier than 8 months prior to your actual retirement date/separation date (not terminal leave date). I am unable to take your claim prior to 180 days prior to discharge.
  - Provide the following in the email to assist in scheduling the appointment
  - Name, Rank, Contact phone number
  - indicate if you are AD or NG/Reserve under Title 10/Title 32
  - Terminal leave date and discharge date
  - Date medical records were requested from Scott AFB or if you have a complete copy of your records if they are housed at another location.
2. There is only one MSC assigned to Scott AFB. It can take up to 3 weeks to get an email response as emails are answered in order they are received.
3. DO NOT SEND MULTIPLE EMAILS REQUESTING AN APPOINTMENT UNLESS YOU HAVE NOT HEAR FROM YOUR ORIGINAL EMAIL WITHIN 2 WEEKS.
4. Once you get an appointment, read the instructions and all attachments in their entirety and confirm your appointment.
  - Each appointment will be allotted a certain amount of time and I am scheduled back to back. If I am running behind, everyone will get pushed back. To assist in staying within appointment timeframes, I have added information so we can obtain all information for your claim timely.
  - Once I schedule your appointment, you will get an additional set of instructions with additional instructions and forms to complete.

**RECORDS FOR YOUR APPOINTMENT**

- We must have a complete copy of your service treatment records. You will need to request these from the medical clinic 4-6 weeks in advance.
- If you have mental health/dental records and are claiming a condition related to that treatment, you will need to request these records from the dental and mental health clinic.
- If you are NG/Reserve, you will need to provide a copy of DD form 214's and current point summary sheet prior to meeting
- If you are claiming sleep apnea, please ensure that we have a copy of your sleep study
- If you have entrance exams in your possession, please ensure that we have a copy for your appointment.

**ELECTRONIC SUBMISSION OF FORMS OR RECORDS**

To transfer any records, please do so via <https://safe.apps.mil> by using your CAC to log in. You will send a drop off to [natalie.turck@va.gov](mailto:natalie.turck@va.gov). Please send in the least number of files, each being under 50 MB. If you chose an encryption code, you will need to send that to me in a separate email otherwise I won't be able to open the files and the link will expire. PLEASE DO NOT SEND RECORDS PRIOR TO 5 DAYS BEFORE YOUR APPOINTMENT.

**MEDICAL STANDARDS AND SIGNING OFF DOD FORMS**

You will need to contact the Medical Standards Office for the military to sign you out on your out-processing checklist. You may either call 6182567422 or email [danielle.c.moureau.ctr@mail.mil](mailto:danielle.c.moureau.ctr@mail.mil)