



Department of the Army  
North Atlantic Regional Medical Command/Walter Reed Army Medical Center  
Telemedicine Directorate  
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**Telemedicine  
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## Ask-A-Doc

Ask-A-Doc (AAD) is a low-cost electronic email consultation system available to all Health Care Providers throughout the North Atlantic Regional Medical Command ([NARMC](#)), [TRICARE](#) and the AMEDD. The Ask-A-Doc consultative method provides clinical expertise, supported by the staff of Walter Reed Army Medical Center (WRAMC), to the military health care provider. The Composite Health Care System (CHCS) is the electronic Intranet vehicle used to deliver this e-mail system. Ask-A-Doc has been successfully deployed and implemented throughout the [NARMC](#) and is expected to continue to [TRICARE](#).

Seventy-one "Group Mailboxes" have been developed for each specialty at [WRAMC](#), with each Service Chief responsible for their department's response times within that group. This process facilitates and eases the patient referral procedure for those that must come to Walter Reed.

Pre-assessment of a patient through Ask-A-Doc has helped to reduce cost by eliminating the need for many patient referrals. This product is successful largely due to the efficient and rapid response to consult requests. Early experience has resulted in approximately 100 consults per month, primarily with Internal Medicine specialties.

By using this method of tele-consultation, Walter Reed can provide the expeditious support of our clinical knowledge base throughout the military.

The Telemedicine Directorate at Walter Reed AMC is the organization primarily responsible for monitoring AAD activity (overall number of consults, number of consults per service, turn-a-around time etc.). Monthly reports of these monitoring results will soon be available for viewing on the Telemedicine Directorate's web site, in particular so that Service Chiefs may more easily monitor the statistics relevant to their group.

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