

Have Concerns?

Please let us help you.

Our goal at the Bavaria MEDDAC is to provide safe, high-quality health care. If our patients feel they are not receiving the care and treatment they deserve, or if they have concerns about patient safety, we want to know. Follow the steps below to ensure your voice is being heard.

Step 1: Patient Advocate or Clinic Leadership

The patient advocate is available to help you with problems experienced before, during or after your visit to the health clinic. If you need assistance, ask for the patient advocate at the front desk or email your clinic patient advocate [here](#). If you would prefer to speak with the clinic leadership, please contact them through your local health clinic.

Step 2: ICE

Whether it's a compliment or a complaint, using the ICE system is a great way to make sure your comments are heard. The clinic leadership reads each ICE comment and takes the appropriate actions needed. To submit an ICE comment, visit the website: <https://ice.disa.mil/> or drop a comment card in one of the ICE boxes at your clinic.

Step 3: BMEDDAC Chain of Command

If you still feel like your issue hasn't been resolved after speaking with the health clinic staff or submitting an ICE comment, we recommend you contact the BMEDDAC Chain of Command. Call DSN 476-4605, CIV 09662-83-4605 or email brmc-pao@amedd.army.mil.

Step 4: Joint Commission

If your problem hasn't been resolved at the local level, you have the right to contact the Joint Commission. The Joint Commission will listen to your comments and provide additional assistance. You can reach the Joint Commission by visiting the website: <http://www.jointcommission.org/>.



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