

Frequently Asked Questions

Q. My service member has been given a Level 2.1 or higher treatment diagnosis, what are my next steps as the DAPA?

A. Please ensure the service member has completed the SHAPES physical exam with their provider, and the Patient Registration states which treatment was recommended to the service member. Submit all documents to SARP Medical for scheduling.

Q. I've submitted my DAPA package and DAR form but have not received an email with a screening date, should I continue to wait?

A. Yes. Screening time slots and providers may be limited; however, confirmation emails should be sent within 24-48hrs of receipt. If you have not received an email, please verify correct email address was used, and contact our Patient Admissions Department.

Q. My service member is pending a treatment date, but the command is deploying, what should we do?

A. Advise SARP Medical of the upcoming deployment, and we will work with the Command for the best option for bed dates.

Q. My service member has completed treatment, is there a way to receive copies of their completion letter?

A. Yes. Please be advised that the service member must have completed treatment while at the command that is requesting the completion letter. All letters will be sent to the DAPA on file and uploaded to the service member's medical record. If you are contacting our Patient Admissions Department to request a copy of the service member's completion letter, include their name, DOD ID, and if possible, the dates of treatment.

Q. My service member is in treatment, are we allowed to visit?

A. Yes. SARP's group counselors must be contacted to facilitate and approve all command visitation. Please see SARP rules for updated visitation policy.

Q. Can my service member decline treatment?

A. Yes. SARP is a voluntary medical treatment facility.

Q. My service member has a legal/medical appointment during treatment, will they be allowed to attend?

A. Yes. We ask that medical appointments be resolved prior to entering treatment but can make exceptions for medical and legal appointments.

Q. My service member was recommended for a treatment level lower than what the command feels comfortable with. What can I do?

A. If you feel that your service member requires a higher level of care than what was originally projected, contact our Medical Department with your concerns. We will make note of all concerns and give the information to our Medical Director for the final decision.

Q. My service member failed to complete treatment, what do I need to do next?

A. The service member's command will receive a discharge letter from the current level of treatment. The letter will only state that the service member was discharged from that level of treatment. SARP does not give recommendations for any punitive actions. All decisions regarding retention or further treatment are made at a command level.

Q. My service member is recommended for level 3 treatment, but is the primary care giver for a child, what can we do?

A. Every case is evaluated in its entirety, however, if you have concerns with a service member's family care plan, please advise SARP of your concerns. We will work with the command and the service member to ensure their personal stressors are addressed and they can still receive the care they need.

Please do not delay treatment for any reason. Contact our Medical or Patient Admissions departments to assist with any questions, comments, or concerns.