

Case Study

United States Army Medical Command (US MEDCOM)

Organization

The U.S. Army Medical Command (MEDCOM) is a direct reporting unit of the U.S. Army that provides command and control of the Army's fixed-facility medical, dental, and veterinary treatment facilities, providing preventative care, research and development and training institutions.

Challenge

The U.S. Army needed an electronic FOIA/PA system to provide administrative and technical program support to the Office of the Surgeon General//Medical Command (OTSG/MEDCOM) Freedom of Information/Privacy Act Offices.

Army MEDCOM sought out an integrated web-based system that would support MEDCOM's ability to comply with requests in a timely manner and that could also integrate with data from various entities. MEDCOM's FOIA/PA office would then be able to retrieve data from one centralized database in a standardized format. The system needed to provide redaction capability, case management, case tracking, document management, email integration and correspondence tracking for MEDCOM's FOIA/PA processing.

Solution

Using FOIAXpress®, Army MEDCOM was provided long-term storage and a centralized record retrieval system for each FOIA/PA element world-wide. FOIAXpress integrated data from 51 separate Medical Treatment Facility (MTF) FOIA/PA offices—meeting all requirements of Army MEDCOM. FOIAXpress has been successfully deployed and is in daily use by every MEDCOM element world-wide to ensure uniform compliance.



Results:

- Unified 51 Offices
- Improved Compliance
- Increased Response Time
- Optimized Staffing
- Enhanced Document Storage
- Improved transparency

"Cases requiring extensive review and redaction were processed in one-third of the time using the FOIAXpress system."