



DEPARTMENT OF THE NAVY  
BUREAU OF MEDICINE AND SURGERY  
7700 ARLINGTON BOULEVARD  
FALLS CHURCH VA 22042

IN REPLY REFER TO  
BUMEDINST 5041.6B  
BUMED-M00IG  
23 Jun 2022

BUMED INSTRUCTION 5041.6B

From: Chief, Bureau of Medicine and Surgery

Subj: NAVY MEDICINE HOTLINE PROGRAM

Ref: (a) DoD Instruction 7050.01 of 17 October 2017  
(b) SECNAVINST 5370.5C  
(c) NAVINSGEN Investigations Manual  
(d) U.S. Navy Regulations, 1990  
(e) SECNAVINST 5430.92C  
(f) SECNAVINST 5430.57H  
(g) BUMEDINST 5040.2D

1. Purpose. To establish Chief, Bureau of Medicine and Surgery (BUMED) policy, assign responsibilities, and outline procedures concerning the implementation of Navy Medicine (NAVMED) Hotline Program throughout budget submitting office (BSO) 18 activities, per references (a) through (c). This instruction organizes the NAVMED Hotline Program and reaffirms the Office of the Medical Inspector General's (MEDIG) commitment to investigating hotline complaints in an independent, professional, and timely manner. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. BUMEDINST 5041.6A.

3. Background. NAVMED Hotline Program is designed, consistent with the Department of Defense (DoD) and Department of the Navy (DON) Hotline Programs, to strengthen and focus efforts to detect and prevent fraud, waste, and mismanagement throughout BSO-18 activities. Several channels exist for registering complaints, grievances, and suspected mismanagement. When other channels are inappropriate, ineffective, or when the threat of reprisal exists, personnel are encouraged to use the NAVMED Hotline Program.

4. Scope and Applicability. This instruction applies to all BSO-18 activities.

5. Policy

a. BUMED demands the highest ethical standards from its members, the fair and efficient management of its resources, the exercise of fiduciary responsibility over taxpayers' dollars, and the prevention of fraud, waste, and gross mismanagement.

b. References (d) and (e) require military and civilian personnel to report suspected wrongdoing to their chain of command. This is the preferred mechanism and allows problems to be addressed at the lowest level. NAVMED Hotline Program supports readiness and promotes efficiency, economy, and effectiveness in NAVMED programs and operations, and provides an alternative to the chain of command when a complainant believes the chain of command has been unresponsive or the complainant reasonably fears reprisal. The NAVMED Hotline Program provides an unbiased, impartial, and timely approach to address these issues and ensures they are properly evaluated, and when necessary, corrected by responsible authorities following applicable laws, regulations, directives, and instructions.

c. During the conduct of an official inquiry, MEDIG, echelon 3 inspector generals (IG), and echelon 4 hotline coordinators must have unrestricted access to all NAVMED persons, spaces, information systems, and property with or without prior notification, and must be provided copies of all records, reports, investigations, audits, reviews, documents, papers, recommendations, or other material available to or within any BUMED activity when requested, unless otherwise restricted by law per reference (f).

## 6. Roles and Responsibilities

a. Deputy Chief, BUMED (M09B) must: Appoint, with the concurrence of the Naval IG (NAVINSGEN), a full-time, dedicated MEDIG. The MEDIG must be either a post command commissioned officer in the paygrade of captain (O-6) or higher, or a civilian, in the paygrade general schedule 15 or higher.

b. MEDIG must:

(1) Ensure widest dissemination of information regarding the DoD, DON, and NAVMED Hotline Programs by publishing hotline complaint submission procedures and contact information, to include telephone numbers, e-mail addresses (excluding DoD hotline), facsimile numbers, Web site addresses, and mailing addresses on BUMED internal and external Web sites, on posters in employee workspace common areas, and in plans of the week. NAVMED 5041/1 NAVMED Hotline Poster is the approved hotline poster.

(2) Receive and process hotline complaints per references (a) through (c). Take appropriate action on all complaints and contacts received by the NAVMED Hotline Program, including documentation in the approved DON electronic database.

(3) Evaluate echelon 3 and subordinate commands' compliance with this instruction per reference (g).

(4) Task echelon 3 IGs with conducting IG inquiries and investigations.

(5) Assist complainants with non-IG issues received through the NAVMED Hotline Program or, after obtaining the required consent, refer the complaint to the cognizant command for review and action deemed appropriate as a command matter.

c. Commanders, Naval Medical Forces Atlantic and Naval Medical Forces Pacific must:

(1) Appoint in writing an IG, either a commissioned officer or civilian who will bear the title of name of command IG, who will report directly to the commander, and will maintain credentials and certification as required by the NAVINSGEN. The staff judge advocate, command counsel, command legal officer, or a member of the Board of Directors or Executive Steering Committee may not serve as the IG as this creates an inherent conflict of interest.

(2) Establish a hotline program per this instruction and references (a) through (c).

(3) Ensure widest dissemination of information regarding the DoD, DON, BUMED, and the command's hotline programs by publishing hotline complaint submission procedures and contact information, to include telephone numbers, e-mail addresses (excluding DoD hotline), facsimile numbers, Web site addresses, and mailing addresses on the command's internal and external Web sites, on posters in employee workspace common areas, and in plans of the week. NAVMED 5041/3 NAVMED Echelon 3 Hotline Poster is the approved hotline poster.

(4) Receive and process hotline complaints per references (a) through (c). Take appropriate action on all complaints and contacts received by the NAVMED Hotline Program, including documentation in the approved DON electronic database.

(5) Provide documents, records, and assistance to the MEDIG, when requested, for resolution of IG issues.

(6) Evaluate subordinate commands' compliance with this instruction per reference (g).

(7) Assist complainants with non-IG issues received through the NAVMED Hotline Program or after obtaining the required consent, refer the complaint to the cognizant command for review and action deemed appropriate as a command matter.

d. Commander, Naval Medical Forces Support Command must: Serve as the NAVMED Hotline Program coordinator for their subordinate commands.

e. Commanders, Commanding Officers, and Officers In Charge, Echelon 4 Commands must:

(1) Appoint in writing a command Hotline Program coordinator, either a commissioned officer or a civilian, per reference (b). Depending on workload, this may not be a full-time responsibility. The Hotline Program coordinator will bear the title of name of command Hotline

Program coordinator and will maintain credentials and certification as required by the NAVINSGEN. The staff judge advocate, command counsel, command legal officer, or a member of the Board of Directors or Executive Steering Committee may not serve as the Hotline Program coordinator as this creates an inherent conflict of interest.

(2) Establish a hotline program that incorporates any subordinate echelon 5 commands per this instruction and references (a) through (c).

(3) Ensure widest dissemination of information regarding the DoD, DON, BUMED, echelon 3, and the command's hotline programs by publishing hotline complaint submission procedures and contact information, to include telephone numbers, e-mail addresses (excluding DoD hotline), facsimile numbers, Web site addresses, and mailing addresses on the command's internal and external Web sites, on posters in employee workspace common areas, and in plans of the week. NAVMED 5041/4 NAVMED Echelon 4 Hotline Poster, is the approved hotline poster.

(4) Receive and process hotline complaints per references (a) through (c). Take appropriate action on all complaints and contacts received by the NAVMED Hotline Program, including documentation in the approved DON electronic database.

(5) Assist complainants with non-IG issues received through the NAVMED Hotline Program or, after obtaining the required consent, refer the complaint to the cognizant command for review and action deemed appropriate as a command matter.

(6) Provide documents, records, and assistance to the MEDIG, when requested, for resolution of IG issues.

## 7. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the DON Directorate for Administration, Logistics, and Operations, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions, concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the DON Directorate for Administration, Logistics, and Operations, Directives and Records Management Division program office.

8. Review and Effective Date. Per OPNAVINST 5215.17A, Office of the Inspector General (BUMED-M00IG) will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, DoD, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This

instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following guidance in OPNAV Manual 5215.1 of May 2016.

9. Forms. The listed NAVMED forms are available at <https://www.med.navy.mil/Directives/NAVMED-Forms/>.

- a. NAVMED 5041/1 Navy Medicine Hotline Poster.
- b. NAVMED 5041/3 Navy Medicine Echelon 3 Hotline Poster.
- c. NAVMED 5041/4 Navy Medicine Echelon 4 Hotline Poster.



G. D. SHAFFER  
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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via the Navy Medicine Web site, <https://www.med.navy.mil/Directives/>