



U.S. Army Medical Department Activity

Fort Drum, New York

<https://guthrie.tricare.mil>

BENEFICIARY SERVICES GUIDE

2025



Our Mission

US Army MEDDAC Fort Drum provides high quality healthcare and leadership to maximize medical readiness of the force and improve, restore and sustain the health of our patients.

Our Vision

To be the first choice for healthcare because we share the military culture and values; together, we will help all of our patients live healthier lives.

Our Values

Quality Healthcare,
customer service,
competence, integrity,
accountability.



[@FortDrumMEDDAC](#)



Dear Fort Drum Community,

On behalf of our outstanding team of hardworking medical professionals at Fort Drum, we welcome you to great patient care, exceptional patient experiences, and outstanding patient satisfaction. Our board-certified medical providers, as well as our supporting medical professionals and administrative staff feel deeply honored in providing you with the highest quality of health care and leadership in the Army.

The U.S. Army Medical Department Activity (MEDDAC), Fort Drum has received recognition as a Joint Commission (JC) certified organization, offering a Patient Centered Medical Home (PCMH) and Soldier Centered Medical Home (SCMH) practice where our patients are the focus of our mission. We serve active-duty Soldiers, active-duty Family members, Retirees and their Family members.

Our newly renovated clinic provides a wide range of primary care services such as Pediatrics, Family Medicine and Internal Medicine, as well as specialty care for Orthopedics, Dermatology, Podiatry, Pain Management, Nutrition, Traumatic Brain Injury (TBI), Audiology, Obstetrics and Gynecology, and Behavioral Health. Laboratory and Radiology services are provided onsite including Magnetic Resonance Imaging (MRI).

This Beneficiary Services Guide is designed to enhance your knowledge regarding the services and care offered as well as how our partnership with the TRICARE network endeavors to optimize your military health care benefits. It also includes our telephone numbers and hours of operation.

Should there be any aspect of our service which does not meet your expectations and would like to provide feedback or suggestions, please do not hesitate to contact the Patient Advocate at 315-772-4655. The MEDDAC strives to provide unparalleled service with every patient encounter by caring for our patients as if they were a member of our own family.

Again, welcome to Fort Drum and thank you for choosing the MEDDAC for your healthcare needs. We want to be your first choice in healthcare!

Mountain Medics! Care for the Climb!

*Respectfully,
The Fort Drum MEDDAC Commander*

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Phone Directory

Ambulance - Carthage_____	911
Ambulance - Clayton_____	911
Ambulance - Fort Drum_____	911
Ambulance - Gouverneur_____	911
Ambulance - Lowville_____	(315)376-3511

Access Center	
(Appointment Line)_____	1-888-838-1303
Allergy & Immunization Clinic_____	1-888-838-1303
Army Substance	
Abuse Program_____	(315) 772-3301/6701
Army Wellness Center_____	(315) 772-4608
Asthma Reporting_____	(315) 772-0847
Audiology/	
Hearing Conservation_____	(315) 772-3622/7639
Army Public Health Nursing_____	(315) 772-6404
Behavioral Health Clinic_____	(315) 772-0215
Bowe Troop Medical Clinic_____	(315) 772-5517/5629
Clinical Pharmacy Services_____	(315) 772-5643
Community Counseling Center_____	(315) 772-8801
Community Mental Health_____	1-888-838-1303
Conner Troop Medical Clinic_____	(315) 772-0098
Conner TMC #2_____	(315) 772-7054/ 7059
Debt Collection Assistance	
Officer_____	(315) 772-4039
Dental In-processing_____	(315) 772-0574
Dental – Marshall Clinic_____	(315) 772-8891
Dental - Stone Clinic_____	(315) 774-5576
Dermatology_____	1-888-838-1303
Exceptional Family	
Member Program_____	(315) 772-4653
Falcon Troop Medical Clinic_____	(315) 772-5513
Family Advocacy Program_____	(315) 772-1074
Health Benefits Advisor_____	(315) 772-5111
Humana Military	
(TRICARE)_____	(800) 444-5445
Inclement Weather Hotline_____	(315) 772-3786
Laboratory_____	(315) 772-5381
Laboratory Bowe TMC_____	(315) 772-4203
Medical Records Bowe TMC_____	(315) 772-8664
Medical Records (Guthrie)_____	(315) 772-3081/5637
Nutrition Clinic_____	(315) 772-6404/3489
Nurse Advise Line_____	1-800-874-2273
OB/GYN_____	(315) 785-4624
Occupational Health_____	(315) 772-5811
Optometry_____	(315) 772-2234
Orthopedic Clinic_____	(315) 772-1098
Pain Management Clinic_____	(315) 772-9292
Patient Administration	
Division_____	(315) 772-4030
Patient Advocate_____	(315) 772-4655
Patient Centered Medical Home_____	1-888-838-1303
Patient Travel Assistant_____	(315) 772-2211
Pharmacy (CTMC)_____	(315) 772-8400
Pharmacy (Guthrie)_____	(315) 772-7698
Pharmacy Refill_____	(315) 772-3696
Physical Evaluation Liaison	
Office (PEBLO)_____	(315) 772-4035/3167
Physical Therapy_____	1-888-838-1303
Radiology (BTMC)_____	1-888-838-1303
Radiology (Guthrie)_____	(315) 772-6094/5383
Referral Management Office_____	(315) 772-6635/4435
Release of Information (ROI)_____	(315) 772-4032
Social Work Service_____	(315) 772-3623
Soldier Readiness Clinic_____	(315) 772-0063
Traumatic Brain Injury Clinic_____	(315) 772-8639
Veterinary Services_____	(315) 772-4262

History of the U.S. Army Medical Department Activity – Fort Drum



Fort Drum was created in 1908 as Pine Camp, a 10,000-acre summer Reserve training camp. From 1942 to 1944, a number of buildings were built for housing and training of the 4th Armored Division and the 27th Infantry Division. During this period, a mobilization hospital was constructed in the 2400 area with capacity to house 540 patients. No name is known for this facility. It was common for medical facilities erected as a result of the rapid expansion during World War II to be designated only as the Post Hospital where they were located. Thus, the facility was probably known as the Pine Camp Hospital.

In 1951, Pine Camp was designated as Camp Drum. Certain portions of the hospital continued to be occupied to support the Reserve training mission. The facility was known subsequently as United States Army Health Clinic, Camp Drum, until 1974 when it became United States Army Health Clinic, Fort Drum. It was manned by a skeleton staff of military personnel and a civilian nurse who were augmented by increments of

Reserve personnel during Reserve Annual Training. Medical support for Fort Drum was provided at this location until Wilcox Clinic was dedicated in November 1980.

Wilcox Clinic had served the Reserve population at Fort Drum and was expanded to support the 10th Mountain Division (Light Infantry) in the early years of its activation. It was apparent, however, that plans had to be implemented to provide medical support to the greatly expanding population. Plans progressed to build a Consolidated Troop Medical Clinic and Ambulatory Health Care Clinic. In 1986, Wilcox Clinic became a United States Army Medical Department Activity (USA MEDDAC).

In January 1991, Guthrie Ambulatory Health Care Clinic opened its doors. In May of that year, it was dedicated to the memory of Dr. Samuel B. Guthrie (1782-1845) who served as Physician and Surgeon in the U.S. Army from 1812-1817. Today, the Fort Drum MEDDAC supports

approximately 38,000 beneficiaries to include the 10th Mountain Division (Light Infantry) Soldiers and their Families.

During the Global War on Terrorism (GWOT) and the Overseas Contingency Operations (OCO), the MEDDAC has provided medical readiness support to 1st Army units from Connecticut, Vermont, New Hampshire, Maine, Massachusetts, New York, New Jersey and Pennsylvania. Since GWOT began, the MEDDAC has processed over 165,198 Active Duty, Reserve Component and National Guard Soldiers through the Soldier Readiness Center and cared for over 1,696 injured Soldiers through its Medical Holdover Company. In July 2007, the Medical Holdover Company was replaced by 3rd Battalion, 85th Mountain Infantry Regiment (Warrior Transition Battalion), which was established to assist Wounded Warriors. Since that time, it has cared for over 2,279 wounded, ill and injured Soldiers and their Families.

The MEDDAC was awarded the Army Superior Unit Award and streamer for the period February 1, 2004 - June 1, 2005.

***Mountain Medics
Care For The Climb!***



TRICARE is the Department of Defense’s premier health care program serving 9.4 million active duty service members, retired service members, National Guard and Reserve members, family members, and survivors worldwide. As a TRICARE Beneficiary, you have access to the health care you need wherever you are.

TRICARE brings together military hospitals and clinics with a network of civilian providers to offer you medical, pharmacy, and dental options that meet your changing needs.

TRICARE partners with civilian regional contractors to administer your TRICARE benefit in two U.S. regions (East and West) and one overseas region. Your regional contractor is your go-to resource for information and assistance.

We stand ready to deliver quality health care to those who protect our country every day—our nation’s finest. We are proud to serve you.

TRICARE Meets the Minimum Essential Coverage Requirement under the Affordable Care Act

Most TRICARE plans meet the Affordable Care Act requirement for minimum essential coverage. You’ll get an *Internal Revenue Service Form 1095* from your pay center each January listing the coverage you had during the previous tax year. You can find other health care coverage options at www.healthcare.gov.

DEERS

All TRICARE information, including referrals, authorization, additional information, enrollment, information about payments, cost-share, deductibles, etc., are mailed to beneficiaries at the address listed in DEERS. It is very important to keep this information up-to-date. There are several ways to update your address and phone number in DEERS.

Visit www.tricare.osd.mil/milconnect or Visit the nearest Military ID Section or Call the Defense Manpower Data Center Support Office at 1-800-538-9552 or Fax changes to DEERS at 1-800-336-4416 or Mail changes to:

DEERS Support Office (DSO), ATTN: COA
400 Gigling Road, Seaside, CA 93955-6771

TRICARE PRIME ENROLLMENT:

Active Duty Service Members are mandated to be enrolled to a Fort Drum Military PCM. Service members complete their own TRI-CARE Prime Enrollment during in-processing. Non-Active Duty beneficiaries can enroll in TRICARE Prime at Guthrie Army Health Clinic, Fort Drum by contacting TRICARE: Call 1-800-444-5445 or Visit www.tricare.mil or www.HumanaMilitary.com.

TRICARE Prime Access to Care Standards

Acute/Urgent Care – Seen within 24 hours

If you require an acute or urgent care appointment (earache, high fever, etc), your PCM must provide you an appointment within 24 hours.

Routine Care – Seen within 7 days

If you require an appointment for routine care (flu, colds, allergies, check-ups, etc), your PCM must provide you an appointment within 7 days.

Specialty Care – Seen within 28 days

If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc.), the MTF must provide you an appointment within 28 days.




Wellness Care – Seen within 28 days

If you require an appointment for a wellness visit, (mammogram, pap smears, physicals, health maintenance, etc.), your PCM must provide you an appointment within 28 days.

Urgent Care Center Options

TRICARE also offers beneficiaries the option to use Urgent Care Centers in the surrounding area. No per-authorization needed. Locations, hours of operation, and phone numbers, are as follows:

AFTER HOURS: Please call 1-888-838-1303 and choose the option to be transferred to the TRICARE Nurse Advice Line (NAL) Or Call 1-874-2273-. All Active Duty Service Members are required to be triaged by a Nurse Advice Line RN which then will write the referral for the SM to be seen at an Urgent Care facility if necessary.

SPONSOR STATUS	HEALTH CARE	
 <p>Active Duty</p> <p>Includes National Guard and Reserve members called or ordered to active duty for more than 30 days for a preplanned mission or in support of a contingency operation</p>	<p>Sponsor options:</p> <ul style="list-style-type: none"> • TRICARE Prime • TRICARE Prime Remote (TPR) 	<p>Family member options:</p> <ul style="list-style-type: none"> • TRICARE Prime • TPR • US Family Health Plan (USFHP) (depending on location) • TRICARE Select • TRICARE Young Adult (TYA) • TRICARE For Life (TFL) (if entitled to Medicare Part A and have Medicare Part B)
 <p>Separated from Service (non-retirement)</p>	<p>Sponsor and family member options:</p> <p>After separating from service (non-retirement), the sponsor and family members lose TRICARE eligibility. However, you may qualify for a period of continued coverage under the:</p> <ul style="list-style-type: none"> • Transitional Assistance Management Program (TAMP) • Continued Health Care Benefit Program (CHCBP) 	
 <p>Retired</p>	<p>Sponsor options:</p> <ul style="list-style-type: none"> • TRICARE Prime • USFHP (depending on location and age) • TRICARE Select • TFL (if entitled to Medicare Part A and have Medicare Part B) 	<p>Family member options:</p> <ul style="list-style-type: none"> • TRICARE Prime • USFHP (depending on location and age) • TRICARE Select • TYA • TFL (if entitled to Medicare Part A and have Medicare Part B)



For up-to-date cost information for all TRICARE program options, see the Costs and Fees sheet at www.tricare.mil/publications or go to www.tricare.mil/costs.

HELPFUL TERMS

Qualifying Life Event: A certain change in your life, such as marriage, birth of a child, or retirement from active duty, which may mean different TRICARE options are available to you. A QLE opens a 90-day period for you to make eligible enrollment changes. A QLE for one family member means all family members may make enrollment changes. To learn more, visit www.tricare.mil/lifeevents.

TRICARE Open Season: The annual period when you can enroll in or change your health care coverage plan for the following year. To learn more, visit www.tricare.mil/openseason.

Referral: When your primary care manager (PCM) sends you to another provider for care. If you have TRICARE Prime and see a provider other than your PCM for nonemergency care without a referral, you will pay more. Certain benefits, such as the Comprehensive Autism Care Demonstration, require a referral and continued authorizations.

Prior Authorization: A review of a requested health care service done by your regional contractor to see if the care will be covered by TRICARE. Check for services that need prior authorization by going to www.tricare.mil or your regional contractor's website.

Catastrophic Cap: The most you or your family will pay for covered health care services each calendar year.

Enrollment Fee: The yearly fee that retirees, their families, and some others pay while in TRICARE Prime.

Coverage Calendar Year: A calendar year is Jan. 1–Dec. 31.

Yearly Deductible: A fixed amount you pay for covered services each calendar year before TRICARE pays anything. You may have a deductible if you have TRICARE Select or if you have TRICARE Prime and see a provider without a referral.

TRICARE-Authorized Provider: A provider approved by TRICARE to give health care services to beneficiaries. A provider must be TRICARE-authorized for TRICARE to pay any part of your claim.

Network Provider: A provider that has agreed to accept the contracted rate as payment in full for covered health care services and files claims for you.

Non-Network Provider: A provider that doesn't have an agreement with TRICARE and may not file claims for you. There are two types of nonnetwork providers: participating and nonparticipating.

Cost-Share: A percentage of the total cost of a covered health care service that you pay.

Copayment: The fixed amount those with TRICARE Prime (who aren't ADSMs and ADFMs) or TRICARE Select pay for a covered health care service or drug.

Premium: The amount you pay for a health care plan you purchased. Premiums apply to those using TRICARE Reserve Select, TRICARE Retired Reserve, TRICARE Young Adult, and the Continued Health Care Benefit Program.

Claim: A request for payment from TRICARE that goes to your regional contractor after you get a covered health care service.

TRICARE® OPEN SEASON

MARK YOUR CALENDARS!



TRICARE and FEDVIP Open Season
for enrollment or changes is:



Nov. – Dec. Annually

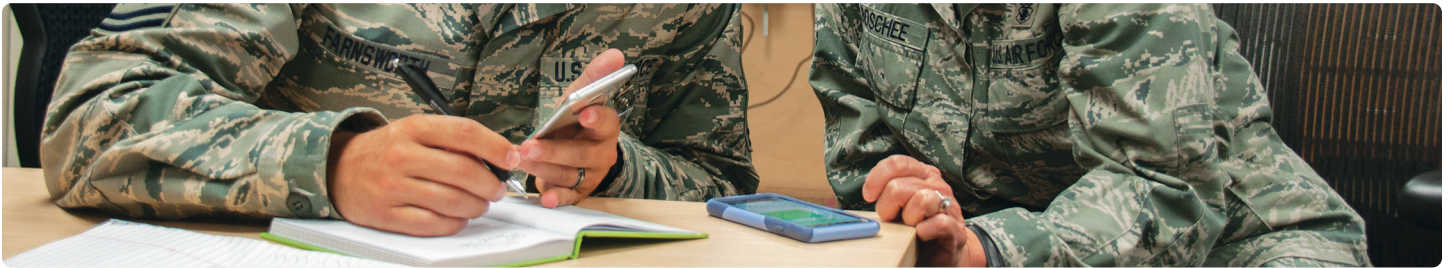
I AM A...	I WANT TO CHANGE MY TRICARE HEALTH CARE PLAN	I WANT TO ENROLL IN A FEDVIP VISION PLAN	I WANT TO ENROLL IN A FEDVIP DENTAL PLAN
 <p>Active Duty Service Member</p>	<p>You can only change plans when you retire. (While on active duty, you can only be Prime/Prime Remote)</p> <p>At retirement, civilian coverage ends. Learn about your options and what to do at www.tricare.mil/retiring</p>	<p>You do not qualify to purchase a FEDVIP vision plan.</p> <p>You will continue to get care as you do now.</p>	<p>You do not qualify to purchase a FEDVIP dental plan.</p> <p>You will continue to get care as you do now.</p>
 <p>Active Duty Family Member</p>	<p>You can change plans during the TRICARE Open Season.</p>	<p>You qualify to purchase a FEDVIP vision plan. You must enroll during Federal Benefits Open Season.</p>	<p>You do not qualify to purchase a FEDVIP dental plan. You can purchase dental coverage through the TRICARE Dental Program.</p>
 <p>Reserve Component Member or Family Member enrolled in TRICARE Reserve Select or TRICARE Retired Reserve®</p>	<p>No action needed.</p> <p>This does not apply TRICARE Reserve Select® (TRS) or TRICARE Retired Reserve (TRR).</p>	<p>You qualify to purchase a FEDVIP vision plan.</p> <p>You must enroll during Federal Benefits Open Season.</p>	<p>You do not qualify to purchase a FEDVIP dental plan.</p> <p>You can get your dental care through the TRICARE Dental Program.</p>
 <p>Retired Service Member or Family Enrolled in TRICARE Prime®, TRICARE Select®</p>	<p>You can change plans during the TRICARE Open Season.</p>	<p>You qualify to purchase a FEDVIP vision plan.</p> <p>You must enroll during Federal Benefits Open Season.</p>	<p>You qualify to purchase a FEDVIP dental plan. You must enroll during Federal Benefits Open Season.</p> <p>If you are already enrolled in FEDVIP, you don't need to re-enroll.</p>
 <p>Retired Service Member or Family Member using TRICARE For Life</p>	<p>No action needed.</p> <p>This doesn't apply to TRICARE For Life.</p>	<p>You qualify to purchase a FEDVIP vision plan.</p> <p>You must enroll during Federal Benefits Open Season.</p>	<p>You qualify to purchase a FEDVIP dental plan. You must enroll during Federal Benefits Open Season.</p> <p>If you are already enrolled in FEDVIP, you don't need to re-enroll.</p>

To learn more about TRICARE Open Season, visit www.tricare.mil/openseason

To learn more about FEDVIP Open Season, visit www.tricare.mil/vision



MHS GENESIS® is the modernized electronic health record managed by the DOD Healthcare Management System Modernization program management office under the Program Executive Office, Defense Healthcare Management Systems.



WHAT IS MHS GENESIS?

WHAT IS MHS GENESIS? MHS GENESIS integrates inpatient and outpatient best-of-suite solutions that connect medical and dental information across the continuum of care, from point of injury to the military treatment facility. This federal electronic health record supports more than 9.6 million DOD, U.S. Coast Guard, National Oceanic and Atmospheric Administration, and Department of Veterans Affairs beneficiaries. MHS GENESIS, with approximately 194,000 users globally, enables the application of standardized workflows as well as integrated health care delivery and data standards for the improved and secure electronic exchange of medical and patient data. DOD completed MHS GENESIS deployment to all DOD hospitals and clinics throughout the world in 2024.




"I LIKE THE REAL-TIME DOCUMENTATION OF IMMUNIZATIONS. PREVIOUSLY, WE WOULD HAVE TO SPEND HOURS DOCUMENTING AFTER THE EVENT."

— MHS GENESIS SURVEY RESPONDENT

"I AM EXCITED ABOUT THE OUTSIDE RECORDS CAPABILITY. THIS IS A GREAT WIN, AS WE DON'T HAVE TO DO EXTRANEIOUS TESTS FOR PATIENTS."

— MHS GENESIS END USER

FEATURES

-  Connects the provider to the patient by providing the ability to exchange secure messages and plays an integral role in the provision and coordination of safe, quality care
-  Brings together inpatient and outpatient solutions that connect medical and dental information whether on the battlefield or at home in a military hospital
-  Provides 24/7 access through the Patient Portal to healthcare information, appointment management,

BENEFITS

-  Provides enhanced, secure technology to manage patient health information
-  Facilitates the safe transition of care across the spectrum of military operations, including garrison, operational, and enroute care, through a proven commercial EHR
-  Supports medical and dental communities in providing world-class health care for Service members, their families, and U.S. allies across the globe
-  Provides health care communities with the ability to monitor a beneficiary's health status through greater population health data, tracking, and alerting capabilities
-  Provides health care professionals and patients with the ability to access the latest advancements in technology
-  Enables patients to monitor their personal health information, exchange secure messages with their care team, view lab results, update their personal profile, and manage scheduling
-  Provides a seamless care experience, saving providers time and enabling more standard workflows to support enhanced clinical decision-making and patient safety

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Factsheet

What is the Patient Portal?

MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. It replaces TRICARE Online (TOL) and Secure Messaging for sites currently using MHS GENESIS. If your site does not have MHS GENESIS, you will continue using TOL and Secure Messaging to access your health care information.

How do I access the Patient Portal?

To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil. Beneficiaries can log in using their DS Logon. A free Premium Access (Level 2) account is required to view the health record. The DS Logon Premium account allows you to view personal data about yourself in the Department of Defense and Department of Veterans Affairs systems, apply for benefits online, check the status of your claims, update your address information, and more.

In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their account to Premium Access. A link to the "My Access Center" is available on the MHS GENESIS Patient Portal landing page to direct patients on how to get their DS Logon credentials.

Where do I go for more information?

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Global Support Center (GSC) at 1-800-600-9332.



Features

- View your health information
- Exchange secure messages with your care team
- Request prescription renewals
- View notes from your clinical visits and certain lab/test results, such as blood tests
- Schedule medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Access information related to your health concerns and medications



Last updated on January 2020

For more information, visit health.mil/MSHGENESIS

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Eligibility

IMPORTANT INFORMATION REGARDING PATIENT PORTAL ELIGIBILITY AND ADULT PROXIES

- Access to Patient Portal information is dependent on DMDC DS Logon permissions.
- Beneficiaries may grant permission to family members for access to medical information, by going to Managing Relationships in DS Logon via <https://www.dmdc.osd.mil/identitymanagement/app/login>
- The Department of Defense allows proxy access for situations where the beneficiary cannot access or provide consent for access. Legal documentation is required. See the DS Logon Frequently Asked Questions for additional information.

ACCESSING MEDICAL RECORDS

- Beneficiaries may access their and their family members' medical records via the Patient Portal, subject to DS Logon permissions.
- Beneficiaries may visit their military hospital or clinic and request the records in person.
- Beneficiaries may coordinate with their military hospital or clinic to submit a request via postal mail or email.

FOR FURTHER ASSISTANCE PLEASE CONTACT:

**Fort Drum MEDDAC Patient Service Center,
at (315) 772-4435.**

PATIENT PORTAL PERMISSIONS

- **Ages 18+:** If eligible, may create their own DS Logon account and be able to access the Patient Portal.
- **Ages 0-12:** Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with State Laws and the Health Insurance Portability and Accountability Act (HIPAA).
- **Beneficiaries with special health care needs:** Proxies may be granted access in accordance with DOD guidelines.
- **Active Duty/National Guard/Reserve:** May access the Patient Portal with a valid DS Logon account.
- **Retirees:** May access the Patient Portal with a valid DS Logon account.
- **Veterans with a continuing affiliation to the DOD:** May access the Patient Portal with a valid DS Logon account.



Last updated on August 2023

To learn more about MHS GENESIS, visit
www.health.mil/MHSGENESIS

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Clipboard

IMPORTANT INFORMATION REGARDING CLIPBOARD

- Clipboard allows patients with upcoming appointments to utilize the MHS GENESIS Patient Portal to enter and review information before, during, or between their appointment(s).
- Care Team can review and reconcile added updated information, as needed, once it becomes available in its respective Mpage component.

CLIPBOARD BENEFITS

- **Improved Patient Communication**
Secure online portal provides an avenue for patient engagement that empower and educates patients to inform and interact with their Care Team on an ongoing basis.
- **Better Preparedness**
Patients are able to virtually enter, consolidate, and update personal health information, and Care Teams are able to enter, review, and reconcile that information BEFORE their appointments.
- **Time Management and Efficiency**
Empowers clinicians to better engage and intervene with patients at the right place and time.
- Promotes Increased Care Team communication and collaboration.

TRACKS & ROLES IMPACTED

Tracks	Roles
• Ancillary	• Ambulatory, RN/MA/LPN/Med Tech
• Ambulatory	• BH RN/Tech
• Maternity	• Occupational Health RN/Tech
	• OB Clinic RN
	• Physicians

Patient Portal Available Clipboards

- Alcohol Use Screener (Audit-C)
- Anxiety Screener (GAD-7)
- BH Screener
- Birth Plan (OB Birth Plan)
- Depression Questionnaire (PHQ-9)
- Health History
- Insomnia Severity Screen (Insomnia Severity Index)
- Low Back Pain Questionnaire (Modified Oswestry Disability Index)
- Neurobehavioral Symptoms Screen (Neurobehavioral Symptoms Inventory (NSI))
- Oncology and Infusion Intake (Oncology/Infusion Comprehensive Intake)
- Pregnancy Intake (Antegartum Intake - Nurse)
- Postpartum Depression Scale (Edinburgh Postnatal Depression Scale)
- PTSD Checklist (PTSD Checklist (PCL-5))
- Sleepiness Screen (Epworth Sleepiness Scale)
- Suicide Screener (Columbia Suicide Severity Rating Scale)
- Upper Extremity Function (Quick DASH)
- Well Visit for Children under 2 years (0-23 MHS Well Visit)
- Well Visit for Children, 2-6 years (2-6 MHS Well Visit)
- Well Visit for Children, 7-18 years (7-18 MHS Well Visit)
- Ambulatory Pediatric Care Intake

For further assistance, please contact "GSC email"



Last updated on April 2022

For more information, visit <https://health.mil/Military-Health-Topics/MHS-Transformation/MHS-GENESIS>

How to verify your identity on **MHS GENESIS**

You will verify your identity with one of the randomly selected methods chosen by the system.

METHOD 1

- Select a credit card or other account type.
- You must pass a knowledge-based quiz in less than 3 minutes. The system will allow 3 attempts.

METHOD 2

- Upload a picture of government provided Identity Verification documents such as Driver's License or Personal Identification (ID) Card, Passport, Passport Card, Veteran ID Card, or State ID Card.

METHOD 3

- Pass a knowledge-based quiz.
- Upload a document and verify your identity.

Note: You cannot choose what method of remote proofing you do. The system chooses a method at random.



Frequently Asked Questions

Q: What happens when I PCS to/from an MHS GENESIS location?

A: Providers at all Department of Defense hospitals and clinics have access to electronic files, whether those records are stored in the new health record (MHS GENESIS), or existing military digital records, or in coordination with community providers.

Q: What do I do when I can't get access to my patient portal?

A: For support relating to the Patient Portal issues, contact: the Global Support Center at (800) 600-9332.

Q: Will the VA use the same system?

A: Yes. DOD, VA, the U. S. Coast Guard, and the National Oceanic and Atmospheric Administration are standing up a single, common electronic health record that will stay with a service member from the time of their entry into the military through veteran status.

Patient Rights

1. Medical Care: Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.

2. Respectful Treatment: Patients have the right to considerate and respectful care, with recognition of personality dignity, psychosocial, spiritual, and cultural values, and belief systems.

3. Privacy and Security (a) Patients have rights, defined by Federal law, in accordance with DoD Directive 5400.11, "DoD Privacy Program" and Public Law 104-191, Health Insurance Portability Act of 1996: to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law. (b) Limits of confidentiality-Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

4. Provider Information: Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The MTF will inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

5. Explanation of Care: Patients have the right to an explanation concerning their diagnosis, treatment options, procedures, and prognosis in terms that are easily understood by the patient or responsible caregiver. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision-making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

6. Informed Consent: Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available. Patients will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: www.tricare.mil.

7. Filing Grievances: Patients have the right to make recommendations, ask questions, or file grievances to the MTF Patient Advocate. If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) at 1-800-994-6610, or by submitting a concern or complaint online at https://www.jointcommission.org/report_a_complaint.aspx.

8. Research Projects: Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects and withdraw consent for participation at any time.

9. Safe Environment: Patients have the right to care and treatment in a safe environment.

10. MTF Rules and Regulations: Patients have the right to be informed of the MTF rules and regulations that relate to patient or visitor conduct.

11. Transfer and Continuity of Care: When medically permissible, a patient may be transferred to another MTF or private sector facility/provider only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

12. Charges for Care: Patients have the right to understand the charges for their care and their obligation for payment.

13. Advance Directive: Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves. For assistance with Advanced Directives contact Fort Drum Legal at 315-772-5261.

14. Limits of Confidentiality: Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others."

15. Chaperones: Patients have the right to a chaperon during both inpatient and outpatient clinical visits, specifically during sensitive physical exams and treatments. Patients have a right to request a different chaperon (for example, different gender); when feasible, staff will try to accommodate request or assist with rescheduling visit. There may be emergency situations that require an exception to a chaperon where delays in care could jeopardize life.

PATIENT SAFETY:

"Speak Up" to improve the quality of your healthcare.

Speak up if you have questions or concerns.

Pay attention to the care you are receiving.

Educate yourself about your diagnosis, medical tests and treatment plan.

Ask a Family member or friend to be your advocate.

Know what medications you take and why you take them.

Use a health care organization that is certified by The Joint Commission.

Participate in all decisions about your treatment.

Patient Responsibilities

1. Providing Information: Patients are responsible for providing accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for advising their healthcare provider of whether they understand the diagnosis, treatment plan, and prognosis.

2. Respect and Consideration: Patients are responsible for being considerate of the rights of other patients and MTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF.

3. Adherence with Medical Care: Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF when appointments cannot be kept.

4. Medical Records: Patients are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.

5. MTF Rules and Regulations: Patients are responsible for following MTF rules and regulations affecting patient care and conduct.

6. Refusal of Treatment: Patients are responsible for their actions if they refuse treatment, or do not follow the practitioner's instructions.

7. Healthcare Charges: Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

Contact the Patient Advocate for more information:

315-772-4655

dha.drum.guthrie-ahc.mbx.patient-advocate@health.mil

Interactive Customer Comment Experience, is another tool that allows beneficiaries to express your concerns/compliments:

<http://ice.disa.mil/>

HIPAA

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The TRICARE Management Activity (TMA) Privacy and Civil Liberties Office (Privacy Office) manages a comprehensive privacy and security program that ensures compliance with the HIPAA Privacy and Security Rules codified at 45 C.F.R. Parts 160 and 164.

The HIPAA Privacy and Security Rules are implemented within the Military Health System (MHS) by DoD 6025.18-R, "Department of Defense Health Information Privacy Regulation," January 24, 2003, and DoD 8580.02-R, "Department of Defense Health Information Security Regulation," July 12, 2007.

As set forth by DoD 6025.18-R, the Privacy Office supports the protection of beneficiary health information and HIPAA Privacy Rule compliance by all MHS business processes, procedures, and systems that solicit, collect, maintain, access, use, disclose, and dispose of protected health information (PHI).

Concurrently, through its HIPAA security program, as set forth by DoD 8580.02-R, the Privacy Office supports the protection of the confidentiality, integrity, and availability of electronic PHI against any reasonably anticipated threats or hazards, including implementation of reasonable administrative, physical, and technical safeguards by MHS covered entities under HIPAA.

On August 30, 2012, TMA's Deputy Director issued the updated TMA HIPAA Privacy and Security Core Tenets Policy Statement. This Policy Statement establishes and details the core tenets of the HIPAA Privacy and Security Rules at TMA for the use, disclosure, and protection of PHI, and confirms the responsibility and authority of the Director, TMA Privacy Office, as the TMA HIPAA Privacy and HIPAA Security Officer. TMA's HIPAA Privacy and Security Core Tenets Policy Statement is available here [PDF].

Please note that the Privacy Office does not provide information on the Transactions, Code Sets and Identifiers requirements of HIPAA's Administrative Simplification provisions. For these types of inquiries, please contact the TMA HIPAA Electronic Transactions, Code Sets and Identifiers Team at HIPAATSCI-Mail@tma.osd.mil or refer to their website at <http://www.tricare.mil/tma/hipaa>.



Frequently Asked Questions

PRIMARY CARE CLINIC

Q: How do I change providers?

A: You will need to call Humana Military at 1-800-444-5445 or go to <https://milconnect.dmdc.osd.mil/milconnect/>.

Q: How do I schedule an appointment?

A: You can schedule an appointment by either calling 1-888-838-1303. Soldier Health Services appointments can also be made online at <https://my.mhsgenesis.health.mil/>.

Q: What is Pain Management?

A: Pain management is a branch of medicine employing an interdisciplinary approach for easing the suffering and improving the quality of life of those living with pain.

Q: What services are available in Pain Management?

A: Our Interdisciplinary team includes a Doctor, Psychologist, Pharmacist, Nurses, Movement Therapist (Yoga), and a Chiropractor. Services to be available include Massage Therapy and Acupuncture.

Q: What is an Exceptional Family Member?

A: Any family member (legal dependent through DEERS) regardless of age, who requires more care than normally provided by a family practitioner or pediatrician in an outpatient clinical setting, has any mental health issues or receives any type of special education (including speech therapy).

Q: Who must enroll in the EFMP program?

A: Active Duty Military, Active Guard Reserve and other USAR Soldiers on active duty for more than 30 Days, Army National Guard Soldiers serving under authority of title 10 Code who have an EFM.

Q: Does enrollment in EFMP have any impact on the Soldier's career?

A: Enrollment in EFMP does not adversely affect selection for promotion, schools or assignments. Enrollments must be kept current. Update is required every 33 months or as needed with new information.

DERMATOLOGY CLINIC

Q: How do I make an appointment?

A: We are a specialty clinic that requires a referral from a provider. Referrals are reviewed; this determines appropriate care at Guthrie or within the network.

Q: What type of sunscreen should I purchase?

A: We recommend a sunscreen with an SPF (sun protective factor) of 30 or greater. Products labeled "broad spectrum" or UVA/UVB are better, and we generally recommend patients look for products containing Zinc Oxide or Titanium Dioxide. Reapplication should be approximately every 2 hours, or after wetting (which includes sweating), as there is no such thing as

a waterproof sunscreen. For facial sunscreens, we recommend the product label reads "non-comedogenic", which means that it won't clog your pores.

Q: What can I do for dry skin?

A: While we don't typically endorse specific brands, Dove Moisturizing Bar is the only pH balanced moisturizing bar that is widely available. If you struggle with dry skin, especially during the winter months, we recommend decreasing the temperature of your bath or shower and limiting to once daily. Soap should be lathered in your hands and we recommend avoiding washcloths, loofahs, and sponges. Upon exiting the bath, skin should be patted dry with a towel and an emollient moisturizing cream, not lotion, should be applied liberally to all areas prone to dryness.

Q: What is the best type of makeup / foundation to use if I have acne?

A: At a minimum, the product should state that it is "noncomedogenic", which mean that it won't clog your pores. All of your makeup should be non-greasy, non-irritating, hypoallergenic and oil-free if you have acne or blemish prone skin. The first ingredient in any liquid-based products should always be water. Mineral based powders are generally a safe bet.

PATIENT ADMINISTRATION

Q: How do I get a copy of my medical record if I was seen by an off-post provider?

A: Fill out DD Form 2870 and submit it to the ROI section in PAD.

Q: I am at an appointment to see my provider, but I am not showing up in the system to receive care. What do I need to do to get seen by my provider?

A: To get registered in the system (CHCS), please contact the Medical Records Technician, 315-772-3081/5637 (Guthrie) or 315-772-8644 (Soldier Health Services).

RADIOLOGY

Q: Can I bring my children with me to my radiology exam?

A: No, due to the risk for unnecessary exposure to radiation, children are not permitted. Additionally, distractions could cause vital info to be missed.

Q: Can I bring a video recorder or other recording device to my Obstetrical Ultrasound appointment?

A. No, you will be provided a couple of pictures of your exam.

PHARMACY

Q: Do you carry my medication?

A: The Guthrie Ambulatory Health Clinic Outpatient Formulary can be accessed at: <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/> From there, enter the required information and select "Next."

Q: How long is the wait time at the Pharmacy?

A: Main Pharmacy (Guthrie) busy times 10 a.m.-12:30 p.m. and 1:30-4 p.m. Guthrie average wait times are 15 minutes or less while CTMC average wait times are 5-10 minutes.

Q: Can I pick up my medication early?

A: Controlled substances cannot be picked up earlier than 1 day prior to when they are due. Non-controlled substances can be picked-up up to 7 days early.

SOLDIER HEALTH SERVICES

Q: Where do I report for emergency services after hours?

A: For true emergencies (life, limb, or eyesight) it is advised that you call 911 or go to the nearest emergency room for treatment. For all other needs, please contact the MHS Nurse Advice Line at 1-800-TRICARE (874-2273), option 1 or go to <https://www.tricare.mil/nal>.

Q: I would like to schedule a physical. What procedures do I need to complete?

A: Soldiers will require a physical if they are separating from service or if you are attending schools such as Airborne, Ranger, Special Forces. An up-to-date Periodic Health Assessment (PHA) is all that is required if you are attending SLC, ALC, or WLC (if Soldier is 40 and over you will require a current EKG). Audiology will be done a Clark Hall. Part I of your physical is accomplished on a WALK IN basis, however Soldiers must report to physical exams first to get a packet. Part II is a SCHEDULED appointment with your provider. All chapter physicals will require a memo completed and signed by the Soldier and his/her Commander and E5 or above escort.

Q: Can I schedule a Well-Woman exam?

A: Active Duty Soldiers now have the option to book Well-Woman exams at the OB/GYN Clinic with a female provider. Please call 315-785-4624 directly for appointment.

DEPARTMENT OF LABORATORY SERVICES

Q: How can I receive my lab results?

A: The laboratory does not give out any patient results. You will need to contact your provider or you can check MHS GENESIS to receive your lab results. Your provider will have 72 hours or 3 business days to contact you if your routine lab work yields an abnormal result. You will be notified right away of any critical lab result which requires immediate action.

Q: How long will it take to get my test results?

A: Tests results are released to providers as soon as they are resulted. Outside providers will have the test results mailed or faxed on the next business day. Tests not performed on site may take up to 10-14 business days to return.

Q: What blood work am I having drawn?

A: This is a question your provider should have explained. They go over why they are ordering and what it will tell them. The LAB will only draw blood from a list of tests that was specifically ordered by your provider. We are only authorized to draw tests that were ordered by your provider within the last thirty days. The LAB staff is unaware of your medical history and cannot speculate or determine why a provider may be ordering a specific test on you.

MHS Nurse Advice Line

Visit MHSNurseAdviceLine.com for web chat and video chat, or dial 1-800-TRICARE (874-2273), option 1.

If you need immediate medical attention, call 911 or your international emergency number – or, go to an emergency room.

You can use the MHS Nurse Advice Line unless you are enrolled in the US Family Health Plan.

After you reach a nurse, view a secure summary of your health care advice at MHSNurseAdviceLine.com.

What is the MHS Nurse Advice Line?

The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat.

Contact the MHS Nurse Advice Line 24/7 to:

- Get evidence-based health care advice from a registered nurse.
- Find an urgent care or emergency care facility.
- Receive recommendations for the most appropriate level of care.
- Schedule same or next day appointments when recommended by a registered nurse and enrolled to a military hospital or clinic.

- Get an online “absence excuse” or “sick slip” when medically appropriate--subject to service command requirements.

Do you have a sick child?

- You can talk to a registered nurse.
- We can call you back after a few hours to check on your child.
- If you need an appointment for urgent care within 24 hours, we can help.

Do you need health care advice while traveling?

Contact the MHS Nurse Advice Line for care advice at any hour or day of the week. We can assist you in finding local care services as necessary.

If you’re traveling overseas, you

may contact the MHS Nurse Advice Line for health care advice. If you need care outside the military health system, the MHS Nurse Advice Line will coordinate with the TRICARE Overseas Managed Care Support Contractor.



Visitor Guidelines

Supervision of Underage Children

The healthcare teams of the Fort Drum MEDDAC are committed to providing high quality care in an environment that is safe for both patients and staff. To optimize every patient encounter, an atmosphere conducive to good patient-provider interaction is necessary. When parents/ guardians and Health Care Providers (HCP) are distracted by non-patient children, the encounters are conducted in an unsafe environment. When medical care is being administered, there should not be any delay or disruption.*

- a. It is highly discouraged to bring children who do not have healthcare appointments because of the potential impact to patient and child safety. In most cases, children without an appointment should not accompany a parent/guardian or sibling into examination rooms and treatment rooms.
- b. Parents/guardians are responsible for the control and discipline of their children while in the clinic. Children under the age of 10 years of age require appropriate supervision at all times, anywhere within MEDDAC facilities.
- c. In order to avoid exposing healthy children to viruses and hazards, patients/guardians are reminded and encouraged to use existing hourly daycare services on-post or to establish family child care providers. Additional information is available at Central Child Care Registration, (315) 772-8675.
- d. If patients are attending non-urgent appointments with children that do not have adequate supervision, the patients will be asked to reschedule the appointment or encounter. If the patient's reason for an appointment is acute or urgent, appropriate patient care will be provided. Ultimately, the HCP, nursing staff, and/or technicians will make the final determination if children without appointments will be allowed to accompany their parents/guardians and siblings during appointments.
- e. Laboratory Department and Obstetrics/Gynecology Clinic: Children accompanied by a parent/guardian must be secured in a stroller prior to entering examination room if they are not the patient due to safety hazards. Radiology, Ultrasound, and Magnetic Resonance Imaging: No exceptions will be made due to safety hazards.

*FD-MEDDAC PAM 40-2

Late Arrival Policy

In order to provide quality care in a timely manner, we request that you arrive and check in on time. If you check in 10 minutes past your scheduled appointment time, you may be asked to wait until an appointment becomes available, or if the health issue is not urgent, you may be asked to reschedule. We appreciate your cooperation.

Service Animals

a. Service Animals: A service animal, defined by the applicable Americans with Disabilities Act (ADA) includes dogs and miniature horses, individually trained to perform tasks upon a given command for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the owner/handler's disability. Individuals requiring a service animal generally are expected to require such animal for an extended period of time, typically for life, i.e., use of seeing-eye dogs by the visually-handicapped.

b. The following animals are considered pets and fall outside the scope of this policy: therapy, activity, emotional support, companion, and recreational animals.

c. Service animals trained to perform work or tasks directly related to the owner/handler's disability will be granted access to MEDDAC facilities. Animals not meeting the definition of 'Service Animal' are not authorized in MEDDAC facilities, which includes service animals in training, see Appendix A.

d. Service animals will generally be excluded from areas that a service animal can compromise a sterile environment, patient safety, or the health and welfare of employees, medical staff, volunteers, patients, visitors, or the animal. Exceptions to these exclusions can be granted by the MEDDAC commander or designee, i.e., clean and sterile storage or a procedures room.

e. Procedures for Excluding Service Animals: Excluding a service animal from an area generally permitted will be on a case-by-case basis. The decision will be made by the highest ranking individual within that department and will immediately be reported to the MEDDAC command team.

f. Granting access will be determined based on reasonable judgment with emphasis on clinic safety and the needs of the disabled person to be accompanied by their service animal.

g. MEDDAC staff may not require proof of certification or other such evidence of the service animal's status. However, staff members are permitted to inquire (1) if the animal is required because of a disability, and (2) what work the animal has been trained to perform.

h. If a service animal is excluded from any MEDDAC facility, all reasonable efforts will be made to ensure the handler receives any health care services to which he or she is entitled.

A service animal may be excluded if:

1. The animal acts in a vicious, aggressive, or threatening manner toward staff, patients, or visitors by unruly behavior, including barking, snapping, biting, baring of teeth, growling, scratching, or other antisocial behaviors.
2. The animal is not housebroken.
3. The handler fails to maintain control of the service animal.
4. Is "In Training"

*FD MEDDAC MEMO 40-70

Quality Management

Quality management is based on the philosophy that a healthcare system's goal is to provide safe, effective, patient-centered, timely, efficient, and equitable healthcare services. The Quality Management Department is committed to ongoing measurements of quality and continuous performance improvement of the system of health for beneficiaries. The performance improvement process focuses on all activities in the organization to include clinical, administrative, and ancillary support. Quality management encompasses various programs within the MEDDAC: Patient Advocate, Ombudsman, Credentials, Continuous Survey Readiness (Joint Commission), Infection Prevention and Control, Patient Safety, Performance Improvement, and Risk Management.

The Joint Commission (JC):

Our MEDDAC receives its accreditation from the Joint Commission, an independent, not-for-profit organization. The Joint Commission accredits and certifies more than 18,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

JC Mission:

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

JC Vision Statement:

All people always experience the safest, highest quality, best-value health care across all settings.

Using the Joint Commission Standards for Ambulatory Care as our guide, our MEDDAC has created 13 multidisciplinary teams and committees; team leaders have been appointed by the Commander to promote JC awareness, improve compliance with hundreds of JC standards, **maintain a continuous state of readiness** for a successful on-site JC survey, and help create an environment that ensures safe, quality care for our patients.

- The Joint Commission's standards address the ambulatory care organization's performance in specific areas, and specify requirements to **ensure that patient care is provided in a safe manner.**
- The Joint Commission develops its standards in consultation with health care experts, providers and researchers, as well as purchasers and consumers.
- The Joint Commission's accreditation process concentrates on **operational systems critical to the safety and quality of patient care.**
- To earn and maintain accreditation, an ambulatory care organization **must undergo an on-site survey by a Joint Commission survey team every three years.**
- The objective of the survey is not only to evaluate the organization, but to provide education and guidance that will **help staff continue to improve the organization's performance.**



National Patient Safety Goals

In order to provide safe healthcare to our patients, staff adhere to the following National Patient Safety Goals:

Improve the Accuracy of Patient Identification:

- Use at least 2 patient identifiers whenever providing care, treatment or services. Identifiers are:
 - Patient's full name
 - Patient date of birth
- Label containers used for laboratory specimens in the presence of the patient.

Improve the Safety of Medication Use:

- Label all medications, medication containers, and other solutions on and off the sterile field in peri-operative and other procedural settings. Note: Medication containers include syringes, medicine cups, and basins.
- Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.

Reduce the Risk of Health Care-acquired Infections:

- Comply with current Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines.
- Maintain an evidence-based practice for preventing surgical site infections.

Accurately and Completely Reconcile Medications Across the Continuum of Care:

- There is a process in place for comparing the patient's current medications with those ordered for the patient while under the care of the organization.

- When a patient is referred or transferred to another organization, the patient's complete and reconciled list of medications is communicated to the next provider and the communication is documented.
- When a patient leaves the organization's care, a complete and reconciled list of the patient's medications is provided and explained to the patient.

Identify Individuals at Risk for Suicide:

- Conduct a risk assessment that identifies specific characteristics of the individual and environmental features that may increase or decrease the risk of suicide.
- Address the immediate safety needs and most appropriate setting for treatment of the patient.
- When a patient at risk for suicide leaves the organization, provide suicide prevention information (such as a crisis hotline) to the patient and their family.

Universal Protocol: The Universal Protocol applies to all surgical and nonsurgical invasive procedures.

- Conduct a pre-operative verification process.
- Mark the operative site as described in the Universal Protocol.
- A Time-Out is performed immediately prior to the start of procedure.
- Improve health care equity, improving health care equity is a quality and patient safety priority. For example, health care disparities in the patient population are identified and a written plan describes ways to improve health care equity.



Access to Care

Access to Care Standards:

Our goal is to ensure all beneficiaries who use the Department of Defense (DoD) Military Treatment Facilities (MTFs) receive timely medical care when needed. The Army Surgeon General's initiative to better serve patients through Patient Centered Medical Home (PCMH) is directed towards performing "Today's work today." Priority scheduling will be conducted through your Care Team. When possible, we make every effort to maintain open appointments to assist all patients within a reasonable time.

TRICARE's standards for access are:

- 7 days for routine appointment
- 24 hours or less for acute and non-emergency visits
- 28 days for all specialty care appointments

TRICARE's standards for access to Behavioral Health Care:

- 24 hours for urgent care
- 7 days for routine appointment or care
- 28 days for specialty care appointments

In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room.

Eligibility:

Eligibility for health care is checked through the Defense Enrollment Eligibility Reporting System (DEERS). All sponsors should ensure their Family members are enrolled in DEERS. Initial registration and any necessary updating of information such as change of address, phone number, or duty station, should be done at Clark Hall Military Personnel Office, Bldg. P10720 Mount Belvedere Blvd, Room A1-19. Hours of Operation: 7:45 a.m. –3:45 p.m. Monday through Friday, open till 6 p.m. on 1st and 3rd Wednesday of each month. Sponsors and Family members who may have questions regarding their benefits or DEERS enrollment can contact the DEERS Beneficiary Telephone Center Monday through Friday, from 8 a.m. – 4 p.m., at 1-800-538-9552 or www.dmdc.osd.mil/milconnect.

A valid Uniformed Services Identification and Privilege Card is issued by DoD to verify eligibility for care at military medical facilities worldwide. You will be asked to present this card (DD Form 2A or DD Form 1173) when you visit any DoD patient care facility or pharmacy.

Children under 10 years old are treated without an ID card. The parent's ID card is sufficient evidence of their eligibility. If you do not bring your ID card on the day of your appointment or visit, please go to the Outpatient Records Desk to verify if you are eligible to receive care.

Making Appointments:

Patient Appointment Call Center Hours:

Monday - Friday: 7:30 a.m. - 4 p.m.

Appointment line: 1-888-838-1303

CLOSED: Weekends and Holidays

Health Care for Soldiers:

Newly arriving Soldiers to Fort Drum will medically in-process through the Soldier Readiness Center (SRC) located inside the Clark Hall building at 10720 Mount Belvedere Blvd. For assistance call (315)772-2656. For sick call, Active Duty Soldiers will be seen within their Battalion Aid Stations.

For routine, non-emergency issues, all active duty Soldiers can call the appointment line at 1-888-838-1303 to schedule the next available appointment with their assigned Primary Care Manager. Active duty physical examinations are coordinated with the Conner Troop Medical Clinic (CTMC) Physical Exams Office located at tSouth Riva Ridge Loop and Euphrates River Drive. For physical exams, please call (315)774-1117. Active Duty Optometry services are also located on the CTMC footprint and appointments can be made by calling 1-888-838-1303.

Health Care for Non-Active Duty Prime Enrollees:

Family Members of Active Duty (ADFM), Retirees and their Family Members, and other eligible TRICARE Prime beneficiaries are assigned a PCM. Your PCM may be located either at the Guthrie Ambulatory Health Care Clinic or a civilian network provider's office.

Within Guthrie Clinic are the Primary Care Clinic Homes and several specialty care clinics. The Guthrie Army Medical Home is located at 11050 Mt. Belvedere Blvd. Please call 1-888-838-1303 for appointments. Appointments can also be made using the MHS GENESIS Patient Portal at my.mhsgenesis.health.mil.

Healthcare for Children:

The Primary Care Clinic provides health care for children from birth to 17 years of age. Children receive comprehensive examinations and immunizations during well-baby and well-child visits. School immunizations and sports physicals are performed for school-age children. Parents should contact the school to see if there are any specific requirements. Please bring all shot records to these appointments. Please call 1-888-838-1303 for appointments. Children with special needs or requiring respite care are enrolled in the Exceptional Family Member Program (EFMP) located at Guthrie Ambulatory Health Clinic. To Speak with EFMP staff, please call (315) 772-4653/4620.

Women's Health Care:

The Fort Drum Obstetrics and Gynecology Clinic (OB/GYN) has multiple services dedicated to supporting women in all phases of their life. The obstetrical services include low and high risk patients. If you think you are pregnant or have a positive home pregnancy test, please call 1-888-838-1303 to make an appointment with your PCM for a referral to the Fort Drum OB/GYN Clinic.

OB/GYN Clinic appointments are by *referral only* from your PCM and they include pregnancy care, lactation services, well woman exams, abnormal Pap Smear clinic and surgical gynecology services. Fort Drum OB/GYN Clinic is located off-post at 826 Washington Street, Suite 202, Watertown, NY. The office is adjacent to Samaritan Medical Center. For more information or directions, please call (315)785-4624.

Community Preventive Health Care:

Services and programs available through the Preventive Medicine Department include: Climb to Fitness (AD); Weigh to Stay (AD); Tobacco Cessation (AD & ADFM); and Maternal-Child Health Program (AD & ADFM). For more information, please call Army Public Health Nursing at (315)772-6404.

To cancel an appointment:

You can cancel a scheduled appointment by calling the appointment line 24-hours a day, 7 days a week. Please leave a detailed message which includes: your name and last four of sponsor's social security number, also include the date, time, and location of the appointment you wish to cancel, and a valid contact number in which to reach you with any questions.

To cancel an appointment, please call 1-888-838-1303 and follow the prompts. Fort Drum MEDDAC strives to offer our patients the best access, so when possible, we ask that you try and cancel your appointment at least 24 hours in advance.

Secure Messaging:

Secure messaging lets you talk privately with your health care team via email. With secure messaging, you can:

- Ask questions and get non-emergency health care advice
- Request referrals
- Ask your doctor to renew your prescriptions
- To access secure messaging: Log in to the [MHS GENESIS](#) patient portal
- Click on "Messaging" in the top option bar
- Click on "Inbox" in the left-side column, and select "Send a Message" to create a message to your Primary Care Provider/PCM

MHS GENESIS Patient Portal

The MHS GENESIS Patient Portal is a secure website for 24/7 access to your healthcare information, including managing appointments, and exchanging messages with the healthcare team anytime and anywhere. This Patient Portal replaces TRICARE Online Patient Portal and Secure Messaging.

To access the MHS GENESIS Patient Portal visit: <https://my.mhsgenesis.health.mil>.

There are three ways you can log in to MHS GENESIS Patient Portal:

- Logging in with your Department of Defense Self-Service (DS) Logon (see FAQ - DS LOGON)
- Logging in with your common access card (CAC)
- Logging in using a Personal Identity Verification (PIV)

The MHS GENESIS Patient Portal securely connects a patient with their health care team and empowers them to become the driver of their health care. With the MHS GENESIS Patient Portal, a beneficiary can:

- View your health information
- Exchange secure messages with your care team
- Request medication refills and renewals
 - Renewals can be requested when a prescription has no refills left, or has expired, and the patient needs to continue taking the medication (in this case, healthcare staff evaluate and create a new prescription, if appropriate)
- View notes from your clinical visits and lab/test results, such as blood tests
- Schedule medical appointments
- Access high-quality, provider-approved health information related to your health concerns, lab results and medications



After Hours Care & Medical Emergencies:

If you have a medical emergency dial 911 or go to the nearest Emergency Room (ER); beneficiaries do not need a referral for emergency services performed at an ER. Active Duty Service Members seeking medical services performed at an Urgent Care Clinic/Center (UCC) need to contact the Nurse Advance Line for a referral.

TRICARE Prime Beneficiaries do not need a referral to be seen at UCC's TRICARE beneficiaries can access the Nurse Advice Line (NAL) by calling 1-888-838-1303 and selecting option 3. The NAL is a team of registered nurses who can offer home care advice about immediate health care concerns. The NAL is available 24 hours a day, 7 days a week. For pediatric issues, the NAL will route the beneficiary to a pediatric nurse. If a follow-up is necessary or requested, the NAL will call the beneficiary back to check the patient's status a few hours later. The NAL will make same-day appointments with the beneficiary's PCM or PCM home team for TRICARE Prime beneficiaries who are enrolled to Guthrie or a military treatment facility.

If a same-day appointment is not available, the NAL will redirect the beneficiary to the closest UCC and advise the PCM that an urgent care referral is needed so the patient does not have to worry about accruing the cost of the UCC visit.

Patient Centered Medical Home

PCMH Mission

The Guthrie PCMH is dedicated to the Fort Drum, NY community, contributing to their health and well-being by providing the best care to every patient through integrated clinical practice, patient education, and comprehensive care within the PCMH model.

Vision

Be the number one healthcare choice for our patients by providing the highest level of care to handle all of our customers' needs through a coordinated and well-balanced cohesive team.

The PCMH is a team-based model built around the premise that the best health care begins with a strong primary care foundation. PCMH improves the care our patients receive by offering enhanced access to care and increased Primary Care Manager continuity, and by promoting patient- and family-centered evidence-based health care.

Patient Centered Medical Homes allow providers and patients to take a more proactive approach to health care, with a stronger focus on prevention. The medical home can reduce the percentage of specialty referrals and result in a PCMH team providing the needed care in one visit. The Patient Centered Medical Home model allows for better coordination of care and improved communication among team members and beneficiaries, while placing emphasis on preventive care and chronic care management, and empowering, patients to participate in their care plan.

How Do I Get Care?

There are multiple ways to receive care in the way that works best for you.

We have learned from our experience and listening to you, that both face-to-face and non-face-to-face encounters (virtual care) are needed.

Although some medical needs require an appointment, many things can be more conveniently coordinated using technology.

Face to face appointments

You can schedule an appointment for a same day issue or in the future with your PCM.

Although we want to maximize your appointments with your PCM, if you need to be seen during a time when your provider isn't available, we'll get you in to see one of the providers on your team.

MHS GENESIS Patient Portal

The MHS GENESIS Patient Portal is available to access your Military Health System health record and virtually interact with your health care team. Through the MHS GENESIS Patient Portal, you can:

- View and download your health data.
- Book or cancel appointments (appointment booking is currently unavailable for certain clinics)
- Request prescription refills and renewals.
- View clinic notes and certain laboratory/test results.
- Exchange secure messages with your health care team.
- Complete a pre-visit questionnaire online.
- Look up health information related to your health concerns, results, and prescriptions.



Primary Care Clinic

Hours: Monday - Friday: 7:30 a.m. - 4 p.m.

Closed: Weekends and Federal Holidays

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., Patient-Centered Medical Home (White, Blue, and Red)

Appointments: Appointments are required
Call 1-888-838-1303.

Walk-ins based on Triage

The staff of the Primary Care Clinic recognizes the individuality of the patient and uniqueness of each case. We believe we should provide comprehensive quality medical care with particular emphasis of the family unit.

It is the goal of the Primary Care Clinic to provide assessment, diagnosis, and treatment of physical or psychosocial problems, to promote quality patient care through integration of scientific medical principles, to include the patient and the family in planning and implementation of the patient's care.

The Primary Care Clinic provides comprehensive medical care to all eligible health care beneficiaries. Priority is given to active duty Soldiers and TRICARE Prime enrollees. Authorized medical care shall include, but is not limited to, acute and chronic care of pediatric and adult patients, physical examinations, health-related career screening and immunizations, nonoperative gynecological diagnosis and treatment, minor surgical procedures and surgical follow-up and newborn care.

Walk-In Contraceptive Services

All beneficiaries are eligible for care and counseling at walk-in contraceptive clinics and can receive education on safe sexual practices, contraceptives, and STI prevention and treatment.

Locations and times:

Active-duty service members: Conner Army Medical Home, Tuesdays from 1-3:30 p.m.

All other eligible beneficiaries: Guthrie Army Medical Home Primary Care Clinic, Tuesdays from 8:30-11:30 a.m.

Clinical Pharmacy Services

Hours: Monday - Friday: 8:30 a.m. - 4 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-5643

Location: Guthrie Ambulatory Health Care Clinic, Primary Care Clinic Homes (White, Blue, and Red)

Appointments: Appointments are required, by referral.

Managing multiple medications and chronic diseases (i.e.: Diabetes, High Blood Pressure, and High Cholesterol) can seem tough, but it doesn't have to be. A Clinical Pharmacist can guide you on the path to reducing risk of complications from chronic

disease and help achieve therapy goals.

Clinical Pharmacists can also instruct on the use of herbal, vitamin and mineral supplements with over-the-counter and prescription medications to help manage and streamline medication therapy. Clinical Pharmacists enroll in a six-year pharmaceutical degree program and must pass a license and law exam to obtain a doctorate in pharmacy. They must also obtain and maintain continuing education credits to practice as a Clinical Pharmacist. Additionally, many pharmacists have obtained supplementary training and may even be board certified in Ambulatory Care Pharmacy.

What are the benefits of working with a Clinical Pharmacist?

A Clinical Pharmacist will assist you by:

- 1) Providing the highest level of clinical pharmacy services with personalized medication therapy management;
- 2) Supporting management of chronic diseases such as diabetes, cardiovascular disease, high cholesterol and high blood pressure;
- 3) Providing medication reconciliation including a comprehensive printed medication list.
- 4) Assisting patients who are having difficulty meeting diabetes, blood pressure and cholesterol goals by providing additional education and medication management.

Dermatology Clinic

Hours: Monday - Friday: 7:30 a.m. - 4 p.m.

Closed: Weekends and Holidays

Phone: 1-888-838-1303

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., Primary Care Clinic Gold Home

Appointments: Appointments are required, a referral is required.

The goal of the Dermatology Clinic is to provide assessment, diagnosis, and treatment of the full spectrum of dermatologic disease; to promote quality patient care through integration of scientific medical principles; to include the patient in planning and implementation of the patient's care; to provide useful feedback and education to referring providers; and to maintain compliance with military and civilian regulatory agencies.

Procedures performed:

- Full body examination for skin cancer evaluation (Basal cell carcinoma, squamous cell cancer, and melanoma)
- Diagnose and treat dermatologic conditions in adults
- Diagnose and treat dermatologic conditions in pediatric patients
- Prescribe medications within scope of practice
- Diagnostic Biopsy
- Minor excisions of skin or subcutaneous lesions
- Complex repair of excisions with flap or graft
- Manage post-operative complications (treatment of hemorrhage, hematoma evacuation, dehiscence repair)
- Incision and drainage of cyst or abscess
- Intralesional and intramuscular steroid injection

- Cryotherapy (The use of focused extreme low temperature treatment (or “freezing”) to remove and cease the growth of, undesirable, small portions of tissue.
- Electrodesiccation, electrofulguration, electrocoagulation (The use of a focused high frequency electrical current to remove or cauterize a small portion of tissue. Used to treat or move various cancerous or benign tissues, and to control bleeding of blood vessels)
- Curettage (The use of a curette, a small circular scalpel, to scrap or scoop away undesirable tissue)
- Chemical Peels for actinic damage (superficial)
- Nail avulsion (partial and total)
- Biopsy of nail matrix and nail bed
- Collect specimen for gram-stain,
- KOH (The chemical used, in conjunction with a tissue sample, in order to test for potential fungal infections), or scabies prep
- Collect specimen for direct immunofluorescence (The process by which a tissue sample is impregnated with a dye that reacts to only particular types of cells in the tissue)
- Collect specimen for leishmaniasis evaluation
- Botox injection for hyperhidrosis

Procedures the clinic will not perform:

- Laser resurfacing (e.g., for acne scarring)
- Dermabrasion
- Tattoo removal
- Cosmetic Botox
- Cosmetic fillers
- Liposuction
- Laser removal of birth marks
- Sclerotherapy with STS
- Removal of lesions for cosmetic purposes
- Topical treatment

Immunizations Clinic

Immunization Clinic walk-in Hours:

Monday - Friday: 8 - 9 a.m. & 1:30 - 2:30 p.m.
 Wednesday: 9-11 a.m. ONLY

Closed: Weekends and Federal Holidays

Phone: 1-888-838-1303

Location: Guthrie Ambulatory Health Care Clinic, PCMH (White, Blue, and Red)

Appointments: Appointments are required. The Immunization Clinic provides walk-in flu vaccines seasonally.

A provider’s order is necessary for anyone other than active duty personnel (PPD is an exception).

All children less than 5 years old must be seen by a health care provider prior to prevent counteraction from a previous vaccination.

Certain immunizations are given on specific days of the month,

i.e., yellow fever. Flu shots are available during the fall season, with special times and days announced annually to facilitate this program. Personnel relocating to another installation or assignment should check with the Allergy and Immunization Clinic to determine if special requirements apply for their next duty station. If you have questions about immunizations, please call the clinic directly.

Exceptional Family Member Program

Hours: Monday - Friday: 9 a.m. - 3 p.m.
 Closed for lunch daily noon - 1 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-4620/4653/3540

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

For Assistance/Information call 315-772-4620/4653/3540.

The Exceptional Family Member Program (EFMP) is a program designed to assist Active Duty personnel and their Families with Exceptional Family Members who have special physical, emotional, developmental, or intellectual needs. As of 5 June 1990, enrollment in EFMP is mandatory for all Soldiers who have Family members with chronic medical or educational needs. This benefits the entire Family by allowing accurate assessments of career and Family needs during assignment decisions. All sponsors enrolled in EFMP are still subject to worldwide assignments. EFMP works with other military and civilian agencies to provide comprehensive and coordinated community support, educational, housing, personnel, and medical services to Families with special needs. This office will assist Soldiers and their Families with the completion of the enrollment process.

If there are dual military Families, both Soldiers must enroll. Enrollment is based on medical and educational requirements of Family Members of Active Duty personnel. Enrollment updates are required every three years or when the condition changes.

ATTENTION: EFMP has transitioned to a streamline enrollment/FMTS process (E-EFMP Enterprise).

ALL EFMP services (EFMP Enrollment, Update, Disenrollment, OCONUS Screening/FMTS etc.) must be initiated by the Service Member only at:

<https://efmp.army.mil/EnterpriseEfmp>.



Pharmacy Services

Guthrie Ambulatory Health Care Clinic Pharmacy

Hours: Monday - Friday: 7:30 a.m. - 4:45 p.m.
Most DONSA: 7:30 a.m. - 12 p.m.

Closed: Weekends and Federal Holidays

Location: 11050 Mt. Belvedere Blvd.

Phone: 315-772-7698

Conner TMC Pharmacy (Active Duty Only)

Hours: Monday - Friday: 7:30 a.m. - 12 p.m. & 12:30- 3:45 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-8400

Location: 10504 Euphrates River Valley Rd.

Busiest Times:

Guthrie Pharmacy: 9 a.m. - 11:00 a.m. and 1 p.m. - 3:00 p.m.
(Please allow extra time for prescription pick up between these hours.)

Mandatory ID Checks:

Patients 10 years of age and older must have their ID card to receive Pharmacy services. When picking up a prescription for someone other than yourself, you must have the patient's ID card.

Medication List (Formulary):

The TRICARE Formulary can be accessed at:
<https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/>

Refills:

Refills are obtained by calling the 24-hour Automated Refill Service at 315-626-8215, or via the web at <https://my.mhsgenesis.health.mil>

Refills will be ready for pickup after 2 duty days. Please be aware that delays may occur in the event of stock shortages, any refills that require approval, or medications that must be special ordered.

Due to space limitations, requested medications will only be held for seven (7) days.

Same day refill service is provided only for Active Duty personnel at the CTMC pharmacy.

New Prescriptions:

- The Guthrie pharmacy accepts electronic prescriptions from both military and off-post providers. You may request them in-person at the pharmacy or ahead of time via text message. To use the text service, send the phrase "GET IN LINE" to 833-564-4369 and respond to the prompts you receive.
- Paper prescriptions may be brought to the Guthrie pharmacy. They must be signed by the prescriber in ink; stamped signatures will not be accepted..
- Mailed, faxed, and telephoned prescriptions are not accepted without prior approval.

Self-Care Program

The pharmacy offers a self-care program for beneficiaries seeking treatment for minor aches and pains, allergies, cold and flu symptoms, or skin ailments. Each patient may select up to 3 different over-the-counter products per month (multiples of a single product are not allowed). Service members seeking medication for their child must do so at the Guthrie pharmacy. Children less than 2 years of age are not eligible for this program, and products may be unavailable due to supply limitations or pharmacist clinical judgement. A list of available medications can be found at the pharmacy website.

Pharmacy Drive-thru

The Guthrie pharmacy is equipped with a drive-thru window for your convenience. To use the drive-thru, park in the pharmacy parking lot and either scan the QR code on the posted signs or text the message "GET IN LINE" to (833) 564-4369. Respond to the messages you receive with the information requested, and you will be notified to drive up to the window when your medication is ready. If you have any difficulty with the text messaging system, call us at (315) 772-7698.

TRICARE Pharmacy Program:

TRICARE's pharmacy benefit is available to all enrolled uniformed service members, retirees, and family members, including beneficiaries aged 65 and older, excepting those enrolled in a US Family Health Program (such as Martin's Point). Express Scripts, Inc., administers the TRICARE Pharmacy benefit and provides your home delivery, network pharmacy, and specialty pharmacy services. The TRICARE Pharmacy Program Handbook is the most comprehensive source of information on these services. Beneficiaries may also visit www.tricare.mil/pharmacy or www.express-scripts.com/TRICARE, to obtain helpful information about their pharmacy benefit.



Soldier Centered Medical Home

Soldier Health Services Complex

Hours

Monday - Friday: 7:30 a.m. - 3:30 p.m.

Physical Therapy

Monday, Tuesday, Thursday, Friday: 7:00 a.m. - 4:00 p.m.

Wednesday 7:00 a.m. - 2:00 p.m.

Pharmacy

Monday - Friday: 7:30 a.m. - Noon, 12:30 - 4 p.m.

Medical Records

Monday - Thursday: 7:30 a.m. - 4 p.m.

Closed: Weekends and Holidays

Phone: Bldg. 10506 - 315-772-7059, Bldg. 10020 - 315-772-772-5516, Bldg. 19914 - 315-772-5513

Locations: 10506 Euphrates River Valley Rd., 10020 Euphrates River Valley Rd., & 19914 MSR Tampa

Appointments: Appointments are required. Soldiers must be referred by their unit's battalion aid station before arriving to the clinic.

The hallmarks of Conner, Bowe, and Falcon Troop Medical Clinics are based on the concept of a Soldier Centered Medical Home (SCMH) which provides enhanced continuity of care focusing on prevention and consolidation of all services to one location for ease of access. The SCMH is comprised of the Mountain, Falcon, Warrior, and Commando Homes which correspond to the brigade assignments of the 10th Mountain Division. As a result of this structure, Soldiers will be assigned to a specific team which will include their PCM and 3-5 other credentialed providers (usually from their respective unit), a registered nurse, 2-3 licensed practical nurses and several 68W medics. If your PCM is not available, you may be scheduled with another provider on your team to maintain continuity of care. Soldiers will ideally not lose contact with their current PCM, but will gain the experience and knowledge of a coordinated medical team who utilize evidence based medicine, and who will be familiar with their patients in an effort to allow for increased access to care and a proactive approach to health care.

Services Provided:

Sick call: Sick Call is for Active Duty Soldiers assigned/attached to the 10th Mountain Division and the Fort Drum community and is conducted at the respective aid stations. Soldiers must be referred by their unit's Battalion Aid Station before arriving to the clinic.

Soldiers newly assigned to Fort Drum will medically in-process through Soldier Readiness Center (SRC) located at 10720 Mount Belvedere Blvd, Clark Hall. For assistance call 315-772-2656. Soldiers are screened at the Battalion Aide Station level before making an appointment for primary care with the medical clinic designated by their unit.

Additional Services:

- Minor surgeries (Skin Biopsy Wound Care, Laceration Repair,
- Toenail Removals, Joint Injections, Colposcopy)
- Physical Exams
- Over 40 PHAs
- Well-Woman Exams
- Routine Immunizations
- Laboratory
- Radiology
- Audiology
- Referrals
- VA Liaison
- Routine Appointments
- Laboratory and pharmacy services are available for acute care treatment; more extensive services are available at Guthrie Ambulatory Health Care Clinic.

Directions:

Conner TMC on South Riva Ridge Road.

From I-81, take exit 48A, go approximately 5 miles East on I-781 (Paul Cerjan Memorial Hwy), I-781 will lead directly to Iraqi Freedom Gate, after getting security check from guards drive approximately 2.5 miles to Euphrates River Valley Road. Take a right on Euphrates River Valley Road and travel approximately 1 mile to South Riva Ridge Road, turn left at intersection of South Riva Ridge Road and Euphrates River Valley Road, Clinic is adjacent to parking lot.

Bowe TMC is located directly across the street from Conner TMC, at the intersection of Euphrates River Valley Rd and Korengal Valley Rd in building 10020.

Falcon TMC on MSR Tampa on Wheeler-Sack Army Airfield From I-81, take exit 48A, go approximately 5 miles east on I-781 (Paul Cerjan Memorial Hwy). Take exit 4 for U.S. 11 S. Turn left onto U.S. 11. Travel approximately 2.8 miles and take the right ramp onto State Rte. 26 S. Travel 5 miles and turn left onto Munns Corner Rd., Wheeler-Sack Army Airfield. Travel 1.8 miles and turn left onto MSR Tampa. Falcon TMC is the second building on the left.



Dental Activity

In-processing

Hours: Tuesday - Thursday: 1 - 4 p.m. or by appointment
Location: Stone Dental Clinic, 10590 Enduring Freedom Dr.
Phone: 315-772-0574

Services Provided:

- In-processing records
- Conducting in-processing briefs for newly arriving Soldiers
- Distributing dental records to assigned dental clinic

Stone Dental Clinic (Active Duty Only)

Units Serviced: 1st Brigade, 2nd Brigade 10th CAB



Hours: Monday - Friday: 7 a.m. - 4 p.m.
Sick Call: Monday - Friday from 7:30 - 11 a.m.
Location: 10590 Enduring Freedom Drive
Reception Desk : 315-772-6100
Dental CQ: 315-778-7135
Appointments are required.

Marshall Dental Clinic (Active Duty Only)

Units Serviced: Division Headquarters (HHBN), 10th SBDE, DIVARTY, DENTAC, SRU, MEDDAC, and tenant units.



Hours: Monday - Friday: 7:00 a.m. - 4 p.m.
Sick Call: Monday - Friday: 7:30 - 11 a.m.
Location: 10205 North Riva Ridge Loop
Reception Desk: 315-772-6100
Dental CQ: 315-778-7135
Appointments are required.

Sick call and Dental Emergencies

- Sick call is a first come first serve walk in appointment Monday - Friday from 7:30 - 11 a.m., except holidays.
- Dental Emergencies are seen Monday - Friday during normal business hours. After hours Contact the Dental Officer of the Day or Dental CQ for Dental emergencies (After 4:30 p.m., Monday - Friday and all day on weekends or training holidays) at the following numbers: 315-778-5622 or 315-778-7135.

TRICARE Dental Program

United Concordia is the TRICARE Dental Active Duty Program contractor. Once enrolled, log into: <http://www.tricare.mil/ADDP> to get a list of Dental Providers in the area that can service you.

TRICARE Dental program for Family Members:

<http://www.tricare.mil/tdp>

The TRICARE Dental Program is a voluntary dental plan. You can enroll if you're a:

- Family member of an Active Duty service member
- Family member of a National Guard/Reserve member
- National Guard/Reserve member who is not on active duty or covered by the Transitional Assistance Management Program (TAMP)

Dental Program for Retirees:

<http://www.tricare.benefeds.com>

FEDVIP is a voluntary, enrollee-pay-all dental and vision program available to Federal employees and annuitants and certain uniformed service members. It is sponsored by the U.S. Office of Personnel Management (OPM) and offers eligible participants a choice between ten dental and four vision carriers.

Eligibility:

- Retired service member
- Family member of a retired service member
- Retired Guard/Reserve member
- Family member of retired Guard/Reserve member
- Medal of Honor recipient
- Family member of Medal of Honor recipient
- Survivor



Department of Laboratory Services

Guthrie Ambulatory Health Care Clinic

Hours: Monday - Friday: 7 a.m. - 4 p.m.
Training Holidays: 7 a.m. - 11:45 a.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-5381

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

Appointment: Patients are seen on a walk-in basis with lab orders. The only exception is when your provider tells you to do a 2-to-5-hour Glucose Tolerance Test. This needs to be scheduled at 315-772-5381.

Bowe Troop Medical Clinic

Hours: Monday - Friday: 7:30 a.m. - 3:30 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-4203

Location: 10020 Euphrates River Valley Rd.

Appointment: Patients are seen on a walk-in basis with lab orders.

Clinical Laboratory Science deals with the performance of laboratory analyses used in the diagnosis and treatment of disease, and in the maintenance of health. Medical laboratory personnel are responsible for the performance of these tests. Our facility has a staff of certified professionals working in the areas of Reception (phlebotomy area), Chemistry, Hematology, Microbiology, Blood Bank, and Shipping Department.

The goal of the Laboratory Service Section is to ensure the medical readiness of our forces and facilitate the total health care of our beneficiaries through a customer-focused commitment to quality care. We provide laboratory services that set the standard for medical readiness, integrated health care, and service member and family support. We treat our customers and ourselves with dignity and respect, courtesy and compassion, honor and integrity. We are "Committed To Those We Serve."



Laboratory Policies

- Patients requiring lab services MUST have proper identification with them. Accurate patient identification is required (patient identifiers are NAME and DOB).
- Patients requesting information regarding laboratory results or other confidential lab information will be referred to the Patient Portal, their Health Care Provider, Clinic or Patient Administration Division (PAD). Confidential laboratory information will not be given out due to established policies, regulations and mandates by law. (Please notify your Health Care Provider if you have any questions).
- Outside civilian providers (providers whose office is not within the premises of a military treatment facility) receive laboratory tests results via mail and/or fax.
- Patients should ensure that your Health Care Provider places your order into the computer.
- All specimens must be submitted in properly labeled container with patient's name, date of birth, DOD ID and date/time of collection.
- Lab cannot accept used needles. Please contact the Pharmacy for proper disposal procedures. Pharmacy Questions: 315-772-4036.
- For safety reasons, no children are allowed in the phlebotomy room except those children whose blood is to be drawn or can be contained in a stroller while the parent is being treated. Parents/guardians are responsible for the safety of minors while in the facility.

Appointments

- Glucose Tolerance Tests (more than 1 hour) are the only tests required to have an appointment. Call 315-772-5381 for an appointment. Your provider may request a special diet to be taken prior to the test.
- Appointments are not necessary for one-hour glucose tests.
- Fasting means no food or drink for 10-12 hours prior to having your blood drawn. It is OKAY to drink ONLY WATER while fasting.

Test Information

- 24-hour Urine Tests: Come to the Laboratory to receive your container and instructions for collecting.
- The Laboratory performs sperm counts on semen collected after a patient has had a vasectomy if requested by the Health Care Provider.
- If your doctor has ordered a semen analysis, you must go to the Samaritan Medical Center Laboratory. Guthrie Ambulatory Health Care Clinic Laboratory personnel can give you instructions on collection, but they do not perform this type of test in its facility.
- Pregnancy Test: If you believe you are pregnant, you can request a walk-in pregnancy test at the lab. If it is positive your prenatal referral will start. Pregnancy tests for all other reason need to be ordered by your provider.
- For instructions on tests that have certain requirements before collection, please check with your Health Care Provider or call 315-772-5381 for instructions. You may also stop by the lab for information/instruction sheets.

Department of Radiological Services

Guthrie Ambulatory Health Care Clinic

Hours: Monday - Friday: 7 a.m. - 3:45 p.m.

Location: 11050 Mt. Belvedere Blvd.

Closed: Weekends and Federal Holidays

Phone: 315-772-6094/5383

Appointments: No appointment required for diagnostic X-ray. Ultrasound and MRI require appointments. All exams require a referral.

Bowe Troop Medical Clinic

Hours: Monday - Friday: 7:30 a.m. - 3:45 p.m.

Location: 10020 Euphrates River Valley Rd.

Closed: Weekends and Federal Holidays

Phone: 315-772-8425

Appointments: No appointment necessary, walk in with physician referral.

Services Offered: Radiology provides routine diagnostic x-ray, ultrasound, and MRI examinations. All exams are interpreted by a radiologist with a written report sent to the referring practitioner. **Pregnant or potentially individuals should alert their referring practitioner.**

Children under the age of 10 cannot be left unattended in waiting areas. If an accompanying guardian requires an exam, for their safety, children cannot enter the examination rooms. Childcare issues must be addressed prior to reporting to Radiology.

Optometry Clinic (Active Duty Only)

Hours: Mon. - Fri.: 7:20 a.m. - 4 p.m. (sick call 7:20 - 9 a.m.)

Walk-in physicals: 9 - 11 a.m. and 1 - 3 p.m.

Closed: 11:30 a.m. - 12:30 p.m., weekends and federal holidays

Phone: 315-772-2234

Location: Bldg. P-10501 (intersection of Euphrates River Valley Road and South Riva Ridge Loop)

Appointments: Required for routine eye exams and initial class 1 flight physicals.

Walk-in services available for MEDPROS vision screenings, school/occupational/driver's license physicals, sick call, and optical services.

*Routine eye exams and sick call do not require a referral.

Note: wear/bring your current glasses to your eye exam, vision screening, or physical. Do not wear contact lenses when reporting for any eye exam, unless otherwise specified by the optometrist.

The Optometry Clinic conserves the fighting strength and enables sustained Soldier readiness by providing the highest quality primary eye care to active duty service members. Our services include routine/comprehensive visual and ocular health exams; vision assessments for physicals and MEDPROS updates; acute/chronic management of ocular disease and ocular trauma; TBI evaluations; spectacle ordering, fitting, adjustments, and repairs; and more. When indicated, we will place a referral to a civilian ophthalmology clinic for further evaluation/treatment.

Services provided:

Eye examinations: Active duty service members are eligible for a comprehensive eye exam each year. During a comprehensive eye exam, an optometrist will assess your vision, determine any necessary spectacle prescription, evaluate the health of your eyes and visual system, and perform supplemental testing when indicated. During your visit, our staff will update MEDPROS and order any necessary optical devices.

Vision readiness: All service members are required to complete an annual vision readiness screening. Army MEDPROS updates can be conducted by unit medical personnel, during an annual PHA, or at the Optometry Clinic. MEDPROS updates are also completed during routine eye exams. Soldiers are required to bring all current military eyewear (glasses and protective mask inserts) to the screening. Do not wear contact lenses at the vision screening.

Soldiers who are not visually ready will be required to schedule a comprehensive eye exam. Those who are not optically ready will be required to order optical devices or schedule an eye exam.

Optical services: Service members requiring optical devices must maintain two pairs of glasses as well as optical inserts for protective (gas) masks and/or military combat eye protection. Military optical devices are available to order for active duty service members and activated Guard/Reserve members with a valid spectacle prescription. Our staff also perform spectacle adjustments and repairs. A referral/appointment is not required.

Contact lenses: Services are limited to contact lens prescription renewals/updates for established contact lens wearers. A prescription renewal/update will be provided either at a routine eye exam (time permitting) or at a separate appointment. Service members must bring their latest contact lens prescription and current contact lenses to their appointment. Patients must wear glasses to all eye exams, unless otherwise specified by an optometrist.

Service members who wish to start wearing contact lenses must undergo an initial contact lens fitting and insertion/removal training by a civilian optometrist. TRICARE does not cover the cost of elective contact lenses. All contact lenses must be purchased via civilian optometry clinic or online vendor using a valid contact lens prescription. When indicated, medically necessary contact lenses require a referral.

Department of Behavioral Health

Hours: Monday - Friday: 7:30 a.m. - 3:15 p.m.

Closed: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

Phone: 315-772-0215 or 1-888-838-1303

Location: P- 36 1st St. West (Wilcox Behavioral Health Clinic)

Appointments: Walk-in triage services are offered daily for people with urgent behavioral health concerns. Service members may call the appointment number at 315-772-0215 or 1-888-838-1303 to schedule a routine appointment.

A variety of behavioral health services are available for Active Duty Service Members, including: individual and group therapy; psychiatric evaluation and treatment, command-directed behavioral health evaluations, psychological assessment, an intensive outpatient program, and tele-behavioral health. The appropriate treatment will be decided by the provider and patient at the conclusion of the initial comprehensive assessment. The treatment plan will be tailored to meet the patient's need and will change as the needs of the patient change.

All services are provided by Licensed Clinical Social Workers, Psychologists, Psychiatric Nurse Practitioners, and Psychiatrists. All Clinicians receive advanced training to assist patients with the management of stressors interfering with their ability to function at work or in interpersonal relationships. Referrals to other military or civilian resources are coordinated as needed or when services are unavailable through this office.

Child, Adolescent and Family Behavioral Health

Hours: Monday - Friday: 7:30 a.m. - 4 p.m.

Closed: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

Phone: 315-772-1074 (Front desk)

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

Appointments: Patients may call 315-772-1074 to schedule an appointment for marriage/relationship counseling.

SERVICES OFFERED: A variety of clinical services, to include Child/Family/Marital and Individual Therapy, are available for Service Members, Family Members and Retirees who are Tricare beneficiaries. Our mission is to provide services to support readiness of Soldiers and their Families to promote self-reliance, resiliency, and stability. Various therapeutic approaches are used to include cognitive behavioral therapy, insight-oriented therapy, play therapy, marital therapy, evidence-based therapy and other alternative therapies jointly agreed upon

between therapist and patients.

All services are provided by credentialed/privileged providers who are actively licensed as: Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Psychologists, and Psychiatrists. Currently adult Psychiatric consultation, individual therapy and medication management are available for appropriate clients through the use of telemedicine. All of these services are designed to help resolve personal and interpersonal conflicts and to deal with stresses which interfere with a person's ability to function and their well-being. Referrals of patients to appropriate military or civilian resources are coordinated as needed or when services are unavailable through this office.

Family Advocacy Program Clinic

Hours: Monday, Tuesday, Thursday, and Friday:

7:30 a.m. - 4 p.m.; Wednesdays: 7:30 a.m. - 2:30 p.m.

Closed: Weekends and Federal Holidays. In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.

Phone: 315-772-1074 (Front desk). For after-hours domestic violence or child abuse assistance contact the FAP Victim Advocate hotline at (315-955-4321).

Appointments: Patients may walk in for triage services daily until 1430 or call 315-772-1074.

To Report Abuse: FAP Triage Line: (315) 772-3623. Contact local law enforcement and Child Protective Services when appropriate. FAP offers restricted and unrestricted reporting options when appropriate.

The Family Advocacy Program (FAP) clinic provides clinical assessment, treatment, and case management services to Soldiers and Family members involved in incidents of partner or child abuse/ neglect. The FAP clinic mission is to mitigate safety risks and to assist the Family with restoring an adaptive level of functioning. FAP utilizes various treatment modalities to include individual therapy, marital therapy, and family counseling using evidence based therapeutic models. The FAP clinic also offers group therapy in the Men's Domestic Violence Group; Women's Group; Anger/Emotional Intelligence Group; and Parenting Group. The FAP clinic works in partnership with Army Community Service to obtain Victim Advocacy Services, assistance with transitional compensation, respite services, and education workshops for eligible patients. FAP also provides advice and support to command teams and Soldiers as requested.

Services Offered: A variety of clinical services, to counseling, groups, case management, safety planning, and command consultation. Treatment modalities include Child/Family/Marital and Individual Therapy, are available for Service Members, Family Members and Retirees who are Tricare beneficiaries. Services are provided by credentialed/privileged Licensed Clinical Social Workers. Referrals of patients to appropriate military or civilian resources will be coordinated as needed.

Substance Use Disorder Clinical Care Program (SUDCC)

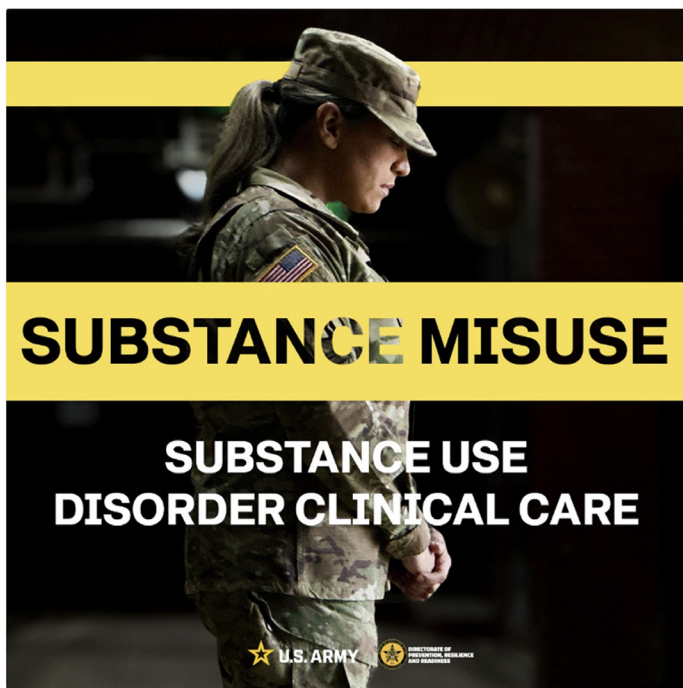
Hours: Monday - Friday: 7:30 a.m. - 4 p.m.
Closed: Weekends and Federal Holidays
Phone: 315-772-3301/6704
Location: Building P-31, Quartermaster Road
Appointments: Walk-in services are offered daily. Service members may call 315-772-3301 to schedule a routine appointment.

Services Offered

The SUDCC program provides an outpatient screening and evaluations, education, counseling, case management, individual and group therapy, and referral services to individuals with alcohol or other substance-use disorders for Active Duty Service Members. Clinical services for Family Members or Retirees may be provided when space is available. Civilian employees are referred to the Fort Drum ASAP Employee Assistance Program Coordinator.

The goal of the SUDCC is to provide integrated, unit-aligned, co-located BH care for Service Members and other beneficiaries. The SUDCC provides SUD care as part of a comprehensive plan to address the total BH needs. Integrated care will maximize the opportunity for a rapid and successful recovery and return to full readiness status.

Soldier may be eligible to receive voluntary care. The Army promotes and encourages Soldiers to seek help early. The goals of voluntary care is for Soldiers to receive help for self-identified problems before these problems result in mandatory treatment enrollment, deployment restrictions, command notification, and negative career impact.



Traumatic Brain Injury Clinic

Hours: Monday, Tuesday, Wednesday: 7:30 a.m. - 4 p.m.
Thursday & Friday: 7:30 a.m. - 3 p.m.
Closed: Weekends and Federal Holidays; In the event of an emergency (after duty hours) escort patient to the nearest Emergency Room or call 911.
Phone: 315-772-8639
Location: Soldier Specialty Care Clinic, 11050 Mt. Belvedere Blvd.
Appointments: The TBI Clinic accepts referrals and walk-ins.

Mission:

The Traumatic Brain Injury Clinic provides comprehensive multidisciplinary strategies in a design to facilitate the rehabilitation and reintegration of Service Members, Retirees and Dependents (ages 13 and older) who have suffered a mild traumatic brain injury (concussion).

People who have experienced a TBI typically suffer from a combination of symptoms to include chronic headaches, sleep disturbances, memory, and cognitive problems, anxiety, depression, PTSD, family, and work issues as well as musculoskeletal injuries.

The philosophy of the team is focused on the integration of therapeutic strategies within a program providing an atmosphere of understanding, education and purpose.

Services Available:

- Medical Director/TBI Provider
- TBI Intake Nurse Screeners
- TBI Nurse Case Manager
- Neuropsychologist
- Licensed Clinical Social Worker
- Speech Language Pathologist
- Occupational Therapist & Certified Occupational Therapy Assistants
- Physical Therapist & Physical Therapy Assistant



Department of Obstetrics & Gynecology

Hours: Monday-Friday: 7:30 a.m. - 4 p.m.

Closed: Weekends and Holidays

Phone: 315-785-4624

Nurse Triage: 315-785-4609

Emergent After Hours TRICARE Nurse Advice Line:
1-800-874-2273

Location: 826 Washington Street, Suites 104 & 202,
Watertown, NY 13601.

Appointments: Walk-ins are available for repeat Depo/
Gardasil shots only. All other services are available with
referral for appointment.

Women's Health plays a vital role in the overall readiness of the Army. Guthrie Ambulatory Health Care Clinic supports women's health through OB/GYN care, breast cancer screening and more. Our physicians, certified nurse midwives, and nurse practitioner are experts in the complexities that military life brings to a pregnancy journey. We will ensure smooth transition of care during moves, deployments, and military separation.

Services:

- Colposcopies
- Loop Electrical Excision Procedure (LEEP)
- Well Woman Exams & Preventative Care
- Cervical Cancer Screening
- Sexually transmitted infection (STI) screening
- Infertility testing
- Preconception Counseling
- Gardasil/TDAP/Flu shots
- Birth Control
- Evaluation of Gynecological Concerns
- Menopause & Perimenopause Care
- Hysterosalpingography (HSG)
- In-patient surgical services & Minor office surgical procedures
- Pregnancy care
- Antepartum Fetal Testing
- Abdominal and Pelvic Ultrasounds
- CenteringPregnancy-Site Certified Program

Things to Know

- A Well Woman Exam is typically handled by Primary Care.
- All GYN patients must obtain a referral from their Primary Care Providers to be seen in our clinic.
- Any female who thinks she may be pregnant should walk into Guthrie Laboratory for urine pregnancy testing, no appointment or order is needed. The Primary Care Provider will notify the patient of a positive test and place an electronic referral to the OB Clinic. Once the referral is received, the patient can expect a call from the OB Clinic office that they are referred within 7 days.
- If the pregnant patient has not been set up for care yet and they are having difficulties such as cramping or bleeding, they may call the on-call Triage Nurse at 315-785-4609 (Monday - Friday from 7:30 a.m. - 4 p.m.).

After Hours/Emergency Care: For after hours and on weekends, pregnant patients with urgent questions may contact Tricare Nurse Advice Line at 800-874-2273.

Centering Pregnancy

Centering Pregnancy is a unique, innovative approach to prenatal care. Instead of having short, individual clinic appointments, you will meet in a small group setting with other women who are due around the same time as you. These groups are led by a midwife or physician along with a member of our nursing staff; this team will guide the discussion, but the conversations that occur in Centering depend largely on what the group wants to discuss.

Groups meet for 2 hours at a time, which allows for individual assessment of the baby's growth and heartbeat, as well as plenty of time for relaxed and open communication about different concerns and questions. Centering groups often have guest speakers as well, such as breastfeeding experts, nutrition experts, labor and delivery nurses, and the like.

If you choose this fun approach to prenatal care, you will experience bonding and will develop friendships unlike anything you have known before. All of the routine testing you would normally have in individual care will occur in the Centering environment. You will still have the same prenatal lab work (blood and urine) and same ultrasound testing. Your group will start on time and end on time, and there will be no waiting to see your provider. You will have the same provider throughout your pregnancy. If you are interested, or if you have any questions, you may speak with our clerks or our nursing staff for more information.

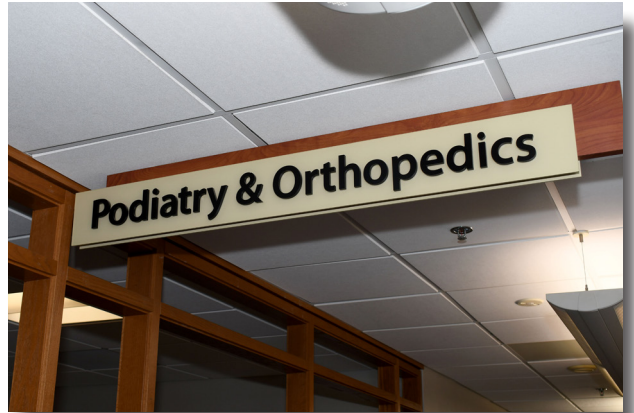
**Centering program is currently suspended pending additional staff.*



Department of Orthopedic Services

Orthopedic Clinic

Hours: Monday - Friday: 7:00 am to 4:00 pm
Closed: Weekends and Federal Holidays
Phone: 315-772- 1098 (Front Desk)
Location: Guthrie Ambulatory Health Clinic, 11050 Mt. Belvedere Blvd.
Appointments: New appointments are by referrals only.



The Orthopedic Clinic provides assessment, diagnosis, and treatment of fractures and surgical orthopedic disease; to promote quality patient care through integration of scientific medical principles; to include the patient in planning and implementation of the patient's care; to provide useful feedback and education to referring providers; and to exceed the compliance requirements with military and civilian regulatory agencies.

Services Provided:

- Detailed musculoskeletal evaluation of fractures and other musculoskeletal injuries that may require surgical intervention.
- Diagnoses and treatment of orthopedic surgical conditions in adults.
- Diagnoses and treatment of orthopedic surgical conditions in pediatric patients.
- Prescribe medications within scope of practice.
- Small procedures; i.e., large and small joint injections and aspirations, some hardware removal
- Platelet-rich Plasma (PRP) Injections
- Diagnostic Ultrasound Injections
- Anesthesia (digital block, local, limited regional blocks as necessary)
- Manage post-operative complications (treatment of hemorrhage, hematoma evacuation, infections, etc.)
- Incision and drainage of cyst or abscess
- Splint application and management
- Cast application and management
- Orthopedic device (controlled ankle motion boots, prefabricated splints, shoulder and knee immobilizer) application and education.
- Nail avulsion (partial and total)
- Biopsy or repair of nail matrix and nail bed
- Collection of specimen for gram-stain, or cultures
- Total joint replacement of the hip or knee

All invasive major surgeries are performed at Carthage Area Hospital (in Carthage, NY) or Samaritan Medical Center (in Watertown, NY).

Services NOT Provided:

- Spine surgical evaluation
- Scoliosis
- Pediatric hip dysplasia and other congenital pediatric musculoskeletal pathologies
- Musculoskeletal manifestations of cerebral palsy
- Complex open shoulder reconstruction
- Total joint replacement of the hip or knee

Department of Physical Rehabilitation

Physical Therapy Clinic

Hours: Monday, Tuesday, Thursday, Friday: 7 a.m. - 4 p.m.;
Wednesday: 7 a.m. - 1 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-1628

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd. Appointments: Appointments are necessary; requires a consult or referral from PCM.

Services Offered:

- In-clinic rehab
- Cervical and lumbar traction
- Therapeutic dry needling
- Electrical stimulation
- Functional rehab (located at the Monti Gym)
- Pool class (located at the Monti Gym)
- Pose method running (located at Atkins Gym)
- Post-op Rehabilitation

Chiropractic Clinic (Active Duty Only)

Hours: Monday, Tuesday, Thursday, Friday: 7 a.m. - 3:30 p.m.; Wednesday: 8 a.m. - 1 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-1628

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd. Appointments: Appointments are necessary; requires a consult or referral from PCM.

Services Offered:

- Traction
- Trigger Point Therapy
- Temporal Mandibular Joint Manipulation
- Electrical Stimulation
- Cervical and Lumbar adjustments

Occupational Therapy

Hours: Monday, Tuesday, Thursday, Friday: 8 a.m. - 4 p.m.;
Wednesday: 8 a.m. - 1 p.m.

Phone: 315-774-6246

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd. Appointments: Appointments are necessary; requires a consult or referral from PCM.

Services Offered:

- Increase function of upper extremity with everyday activities.
- Post-surgical rehabilitation for upper extremity.
- Neuromuscular re-education
- Modalities include: ultrasound, iontophoresis, fluidotherapy, paraffin bath, electrical stimulation

Pain Management

Hours: Monday, Wednesday, Thursday, Friday: 7:30 a.m. - 4 p.m.; Tuesday: 7:30 a.m. - 1 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-9292

Location: Guthrie Ambulatory Health Clinic, main corridor across from EFMP.

Appointments: Appointments are required, by referral.

The goal of pain management is to relieve the physical and psychosocial symptoms associated with pain while maintaining the patient's level of function, promoting optimal recovery and healing. To this end, the Command has made the relief of pain a priority for the organization. Please speak to your PCM for more information about pain management.

Fort Drum's Interdisciplinary Pain Management Clinic (IPMC) is a functional arm of the Army Pain Management Program. Based on the Step Pain Care Model, the IPMC is in place to empower primary care providers (PCP) to provide prompt and appropriate treatment for painful conditions. The IPMC is available to PCPs via multiple avenues to provide tools to support the best practices for the continuum of acute and chronic pain, based on a foundation of best available evidence.

The core of the IPMC is the Primary Care Advisor (a Family Physician), Clinical Pharmacist, and Nurse Care Coordinator. At each Primary Care Site, a Primary Care Pain Champion (PCPC) has been designated. If a PCP encounters a patient with a challenging pain condition, we recommend they first approach the PCPC in their clinic for assistance. Alternatively, the above IPMC staff may be accessed via face-to-face, telephonic, or electronic methods for questions or advice.

Some patients requiring advanced pain management may be suitable for the complementary services offered at the IPMC. Currently we offer a comprehensive complementary functional restoration program to include movement therapy, medical massage therapy, chiropractic care, and behavior psychology. We also offer assistance with poly-pharmacy and opioid overuse and dependence with a full time clinical pharmacist on staff. This program has the ability to offer relief to a variety of musculoskeletal pain syndromes.

The IPMC is not a substitute for the execution of a conservative pain management plan as would be expected from a Primary Care Provider. In order to expedite the appropriate care for the patient, it is imperative that the PCP arrive at an accurate diagnosis and assure that the patient does not have a surgical or neurologically compromising condition.

Department of Preventive Medicine

The goal of Preventive Medicine is to promote readiness, prevent disease, and protect the health of the Fort Drum community. Every member of the Fort Drum community holds the potential to become an expert and believer in prevention and wellness. Through surveillance, education and active prevention, we can recruit these individuals to participation in effectively reducing overall disease burden on Fort Drum and in the US Army.

Services Offered

Our department provides overall management of the Preventive Medicine Service, which includes the following sections:

- Army Public Health Nursing
 - Nutrition Clinic
- Army Hearing Program (Audiology)
 - Occupational Health
 - Environmental Health
 - Industrial Hygiene
- Soldier Readiness Center

A Board Certified Preventive Medicine physician serves as advisor to the MEDDAC Commander and the Installation Command regarding preventive medicine issues. The General Preventive Medicine service provides the following support on Fort Drum:

- Tuberculosis control Clinic (by appointment)
- Preventive medicine briefings to soldiers, commanders, and units
- Epidemiologist for outbreak investigations
- Epidemiology and control of infectious and tropical diseases of military significance to include TB, STD's and HIV
- Health aspects of rapid mobilization (medical threat assessment, immunization and chemoprophylaxis poli-cy, etc.)
- Organization and function of military PM in garrison and on deployment.
- Occupational medicine follow-up care (by appointment)
- Military-unique occupational concerns.
- Liaison service between local, state and federal agencies as applicable to military medical requirements.

Occupational Health

Hours: Monday - Friday: 7:00 a.m. - 3:30 p.m.

Closed: For lunch daily: 12:30 - 1 p.m.; Weekends and Federal Holidays

Phone: 315-772-5811

Location: Bldg. P11058 (Next to Guthrie)

Appointments: Walk in services available

Occupational Health's mission is to protect the civilian/military work force from occupational injuries, illnesses and exposures. Occupational Health anticipates, identifies, assesses and monitors occupational diseases and injury risks. We perform Pre-Placement Medical Examinations, Medical Surveillance Examinations, Health Hazard Education, Blood Borne Pathogen Exposure follow up, Hearing Readiness and Testing, Vision Readiness and Testing, Workplace Epidemiological Investigations, Respiratory Protection screening, Work-related Immunizations, On-the-Job Injury monitoring and other services while maintaining compliance with military and civilian regulatory agencies.

The Occupational Health Clinic staff recognizes the individuality of the patient and the uniqueness of each patient's work environment, job duties and physical limitations. We provide comprehensive quality health assessments in which the clinic's continuing responsibility for health care is not limited by the patient's age, sex, or by a particular organ system or disease entity. Occupational Health activities focus on health promotion and protection; maintenance and restoration of health and preventive health care, including early disease detection, health education and counseling and worksite evaluations. We believe the patient has the right to be treated with dignity and be an active participant in the decisions regarding personal care.



Nutrition Clinic

Hours: Monday - Friday: 8 a.m. - 4 p.m.

Closed: Weekends and Holidays

Phone: Appointments call 315-772-6404

Location: Guthrie Ambulatory Health Clinic, 11050 Mt. Belvedere Blvd.

The Fort Drum Medical Activity offers a broad range of nutritional services designed to deliver patient-centered healthcare to active-duty service members, families and retirees. Our Registered Dietitian provides evidence-based medical nutrition therapy, nutrition education, and counseling to assist you in modifying your diet to improve your health, fitness, and performance.

Registered Dietitians are qualified medical professionals who provide evidence-based nutrition counseling and education. Dietitians must complete schooling and pass a nationally accredited exam to earn credentials (RD/RDN), while a 'nutritionist' does not require education or a national accreditation. An RD provides expert nutrition advice to help create sustainable habits.

How to Schedule an Appointment

1. Your provider (PCM) can send a referral and our assistant will call to set-up an individual appointment or nutrition class.
2. You can self-refer by calling our appointment line at 315-772-6404.

What to Expect at Your Appointment

- Initial appointments last 60 minutes.
- Review of medical history, eating habits, exercise, food allergies, preferences, etc.
- Receive education and address barriers.
- Set sustainable goals to improve nutrition.
- Schedule 30-minute follow-up to evaluate progress and address ongoing concerns.

Nutrition Classes (*Go to our [Nutrition Webpage](#) for more information on classes*)

- *Army Body Composition Program (ABCP)
- *Managing My Diabetes
- *Nutrition for Heart Health
- *Weight Loss without Dieting
- Soldier Performance Nutrition Classes
- Community Classes

** Classes held at Army Wellness Center*

Army Public Health Nursing

Hours: Monday - Friday: 7:30 a.m. - 4:00 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-6404

Location: P- 36, 1st Street W.

Appointments: Appointments are required; call to schedule an appointment with a Public Health Nurse

Provides education and clinical services directed toward the promotion of healthy lifestyles and prevention of illness or injury. The area of practice for the Public Health Nurses is in the clinic, classroom, the unit, and other community locations. Health education classes are provided regularly or as requested on tobacco cessation, nutrition, prenatal care/expectant parent, family planning, HIV/AIDS, and sexually transmitted diseases. Public Health Nurses also provide telephone consultations and counseling related to prenatal, postpartum, newborn, child development, and safety concerns. All Active Duty, Family members, retirees, and other authorized beneficiaries are invited to make use of the services offered by Public Health Nursing.

Programs:

Tobacco Cessation - Tobacco Cessation Classes are offered twice a month, classes are from 8:00 am to 10:00 am. Classes are held in the Army Wellness Center classroom in building 10550, 5th Army Division Rd. Please call to sign up for a class. Information concerning the class and other tobacco cessation matters can also be found on our website.

Sexual Health Clinic - Walk ins are welcome Tuesday, Wednesday, and Thursday 9:00 a.m. – 11:00 a.m. at CTMC II. PHN's are prepared to discuss prevention, testing, or treatment of sexual health matters, to include HIV, Hepatitis, and all other sexually transmitted infections. Confidentiality is top priority.

Latent Tuberculosis Clinical Management - PHN evaluates positive TB skin tests and provides latent tuberculosis case management, by appointment only.

Child, Youth, and School Services - PHN serves as health consultant to Child Development Centers, Family Child Care Homes, School Age Services, and Youth Services, as part of the team to ensure the health and welfare of your children. The PHN is the primary consultant to accommodate children with special needs in the CYSS programs.

CLARK HALL SOLDIER READINESS CENTER



Audiology Clinic

Hours: Monday - Friday: 8 - 11:20 a.m. & 12:30 - 3:30 p.m.
Walk-in hours available
Closed: Weekends and Federal Holidays
Phone: 315-772-3622
Location: 10720 (Clark Hall), Mt. Belvedere Blvd.
Appointments: Weekly time-slots available upon request.

Diagnostic Services

Audiology provides routine hearing evaluations that consist of air and bone conduction audiometry, speech reception threshold assessment, word recognition testing, Diagnostic Distortion Product Otoacoustic Emissions (DP OAE's), and immittance audiometry. Immittance audiometry will include tympanogram and ipsilateral acoustic reflexes. All testing is performed by an audiologist or certified technician with supervision from audiologist. This testing is to be completed on all who come in for a diagnostic exam. Follow up testing will include required test as determined by the audiologist or nature of the problem. Testing not performed will be documented on the evaluation form.

Audiology provides routine diagnostic services to all Active Duty Service Members, and DoD employees. If deemed necessary the audiologist can initiate a referral to another health specialist. Ear mold impressions and minor hearing aid repair may be performed by a qualified technician or audiologist on a walk-in basis or by appointment, if more time is needed.

Profiles

Profiles for Active Duty Soldiers will be issued IAW AR 40-501, Standards of Medical Fitness. The profiling will be completed by an Audiologist. All Soldiers projecting an H-3 profile will have the Military Occupational Hearing Test (MOHT) completed prior to Military Occupational Specialty Administrative Retention Review (MAR2).

Hearing Aid Services

Hearing aids are available for Soldiers. Soldiers found to have sufficient hearing loss to warrant amplification will be fit at Audiology Services. Before being fit with amplification, a current (within 12 months) diagnostic exam must be completed. Hearing aids are not offered to dependents, DoD employees or retirees at this time.

Waivers

Wavier requests policy for Airborne School. Fort Benning has indicated that in order for a waiver to be given three conditions must be met: 1) reliability must be good on the 4700, 2) word recognition must be good (80% or greater per clinic standards), 3) audiologist recommends a waiver. The Soldier will then return to their primary care provider for additional recommendation.

Hearing Conservation Clinic

Hours: Monday - Friday: 8 - 11:20 a.m. & 12:30 - 3:30 p.m.
Closed: Weekends and Federal Holidays
Phone: 315-772-3622
Location: 10720 (Clark Hall) Mt. Belvedere Blvd.
Appointments: Weekly time-slots available upon request.

The Hearing Conservation Clinic ensures all military and civilian personnel routinely exposed to potentially hazardous noise are given a preplacement audiometric examination (to be recorded on a DD Form 2215 as a Reference Base-Line audiogram).

Individuals who perform duties in a hazardous noise environment receive annual audiometric examinations (to be recorded on a DD Form 2216 as a periodic audiogram). Termination (DD Form 2216) audiograms are performed on personnel leaving the military (ETS, chapter, or retirement) and for civilian personnel enrolled in the Hearing Conservation Program (terminating employment or retirement). The original DD Form 2215/2216 is filed in the individual Health Record and a duplicate copy will be maintained in the local Hearing Conservation File.

DOEHRS-HC data export procedures are performed daily on all DOEHRS-HC systems and sent to the DOEHRS data repository.

Hearing conservation updates MEDPROS and tracks unit readiness for hearing.

We conduct audiometric monitoring and notify unit commanders when the hearing test results indicate a permanent standard threshold shift (STS). We ensure that only DOEHRS-HC certified personnel perform audiometric monitoring and that they have a current certification number.

Hearing Conservation provides educational lectures to all Soldiers on the deleterious effects of noise and on the proper use and care of hearing protective devices. In addition, we supervise the fitting of hearing protection to Soldiers and Civilian personnel routinely exposed to noise.

We fit hearing protective devices to all personnel (civilian and military) working in potentially hazardous noise areas, provide a written letter to a Soldier's company commander or to a Civilian's supervisor when he/she shows a permanent STS in hearing, monitor firing ranges to ensure personnel are complying with the regulations for hearing conservation (mandatory wear of hearing protection), and provide any additional lectures required in the administration of the Hearing Conservation Program.

Medical In-Processing Station (MIPS)

Hours: Monday - Friday: 8 a.m. - Noon & 1 - 3:30 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-0063 - In the event of an emergency call 911

Location: 10720 (Clark Hall) Mt. Belvedere Blvd.

Appointments: All medical in-processing appointments will be scheduled by the Mountain Reception Company (MRC). All out-processing is conducted on a walk-in basis from the hours of 1300 to 1530.

Programs:

Medical In-Processing: In-processing Soldiers are any Soldier new to Fort Drum. All in-processors are scheduled through MRC, located at BLDG 4412 on Camp Swift Road. The MRC schedules service members based on the influx of Soldiers as well as the availability of their calendar. Scheduling with our clinic is based on a variety of factors which include the service member's other in-processing stops and our availability for that day. The standard for an in-processor is to establish the Soldier in the medical system, identify medical needs, update Soldier information, update immunizations, and act as a first impression of MEDDAC to the service member, informing them of their access to care.

Medical Out-Processing: An out-processor is any Soldier leaving Fort Drum. Soldiers on PCS orders will be checked to ensure their PHA has been completed before they are cleared. Soldiers who are ETSing or retiring will be checked to ensure their physical has been completed before they are cleared. Soldiers who are undergoing medical separation must have their orders stating their type of discharge to be cleared. The standard of out-processing is to ensure Soldiers have completed mandatory medical milestones before they are cleared from Fort Drum.



Installation Soldier Readiness Processing (SRP) Center

Hours: Monday - Friday: As scheduled

Closed: Weekends and Federal Holidays

Phone: 315-772-9095

Location: (Clark Hall) 10720 Mt. Belvedere Blvd.

Appointments: All services are by appointment only.

Medical Readiness for Deployment, Redeployment, and readiness of active duty Soldiers. .
Please call (315)772-0063 to schedule an appointment, by unit only.

This center provides a centralized location for Service Members s to complete level 2 readiness. This is a key Army program that helps ensure Soldiers are ready for deployment. It's made up of two main parts:

1. Administrative Section: This section includes updating Service Members beneficiary information like the DD92 and SGLV, providing DEERS and CAC renewal, ID tags, Eagle Cash Card and Legal Assistance office.
2. Medical Section: This involves deployment requirements such as Theatre specific immunizations, required HIV blood draw, and Pre-,Post Health Assessment with unit provider.

Automated Neuropsychological Assessment Metrics (ANAM) Testing: The ANAM is a computer-based cognitive assessment tool designed to detect the speed and accuracy of attention, memory and thinking ability. ANAM is scheduled by the unit through the administrative staff of the SRC at 772-0063. ANAM is scheduled by a variety of methods, depending on number, unit, and priority. The standard for a service member after taking the ANAM is to provide healthcare staff with data to evaluate an individual's change in cognitive functioning over time.

Veterinary Services

Hours: Monday - Friday: 8:30 a.m. - 4:30 p.m.

Closed: Weekends and Holidays

Phone: 315-772-4262

Location: 10735 Enduring Freedom Dr.
(between USPS and the Commissary)

Appointments: Yes



Animal services are available by appointment for Active Duty, Re-servists, National Guard and Retirees.

Services Offered:

- Immunizations and wellness exams
- Sick call services- acute vomiting, diarrhea, wound/injury care (no emergency services)
- Geriatric care- senior bloodwork, arthritis, quality of life
- Dermatological care- skin and ears
- Diagnostic services including blood work, radiology, and ultrasonography
- Health certificates for travel or OCONUS PCS
- Nail trims, ear cleaning, anal gland expression
- On-site pharmacy (limited to patients with a valid vet-client-patient relationship within the past 12 months)

Miscellaneous Information:

For Service/Family members living on-post, all pets must be registered at the veterinary clinic within 45 days of arrival. All pets must have a microchip and current rabies certificate.

To safeguard health and well-being of both animals and people through exemplary public health services, which include Food Safety and Security, Military Working Dog veterinary care, and Privately Owned Animal veterinary care. Privately Owned

Armed Forces Wellness Center

Hours: Monday - Wednesday & Friday: 7 a.m. - 3:30 p.m.

Thursday: 7 a.m. - 5 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-4608/4528

Location: 10550 5th Armored Dr.

Appointments: Appointments are required

Armed Forces Wellness Centers (AFWC) are an actionable platform delivering evidence-based programs that improve individual and unit performance and readiness, utilizing advanced testing technology to provide immediate feedback to improve health and performance. Along with improving fitness, AFWC programs can directly impact readiness by reducing lost or limited duty time and the number of Soldiers on physical profile.

The primary goal of the AFWC program is to reduce the risk of musculoskeletal injury, improve overall performance, and enhance the self-efficacy of individuals to maintain lifelong healthy behaviors. AFWCs are integrated with the Patient Centered Medical Home as part of the Comprehensive Care Plan. AFWCs work with soldiers, family members (18+), retirees, and DOD civilian employees.



Patient Administration Division

Guthrie Medical Records Section

Hours: Monday - Friday: 7 a.m. - 3:45 p.m.

Closed: Wednesdays: 12 - 4 p.m., weekends and federal holidays

Phone: 315-772-4030

Appointments: Walk-in only

Location: 10020 Euphrates River Valley Rd.

Mission: The Patient Administration Division's purpose is to maintain patient medical records and assist patients in retrieving medical information pertinent to their ongoing medical care. If you are a Soldier or Family member who is new to the area, we strongly encourage you to stop by our outpatient records department and request your medical records from your previous unit.

Medical Records

The Medical Records Section falls under the PAD. Medical Records are the property of the U.S. Government and are maintained for the benefit of the patient. The Medical Records Section and Release of Information staff have the responsibility for ensuring all medical records held in their custody are safe guarded from loss or tampering, and that the information in the records is released only to authorized individuals.

HIPAA Privacy Officer

The TRICARE Management Activity (TMA) Privacy and Civil Liberties Office (Privacy Office) manages a comprehensive privacy and security program that ensures compliance with the HIPAA Privacy and Security Rules codified at 45 C.F.R. Parts 160 and 164.

The HIPAA Privacy and Security Rules are implemented within the Military Health System (MHS) by DoDM 6025.18, "Implementation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in DoD Health Care Programs," March 13, 2019 and DoDI 8580.02, "Security of Individually Identifiable Health Information in DoD Health Care Programs," August 12, 2015.

As set forth by DoDM 6025.18, the Privacy Office supports the protection of beneficiary health information and HIPAA Privacy Rule compliance by all MHS business processes, procedures, and systems that solicit, collect, maintain, access, use, disclose, and dispose of protected health information (PHI).

Concurrently, through its HIPAA security program, as set forth by DoDI 8085.02, the Privacy Office supports the protection of the confidentiality, integrity and availability of electronic PHI against any reasonably anticipated threats or hazards, including implementation of reasonable administrative, physical, and technical safeguards by MHS covered entities under HIPAA.

Please note that the Privacy Office does not provide information on the Transactions, Code Sets and Identifiers requirements of HIPAA's Administrative Simplification provisions. For more information, go to <https://www.tricare.mil/Privacy/HIPAA>.

Release of Information

This department handles requests for copies of medical records. One free personal copy per person is authorized, additional copies have a fee per page (call number below for fee information). To request a personal copy of your medical records, please visit the Guthrie Medical Records/ROI window to fill out your request.

Hours: Monday - Friday: 8 a.m. - 3:45 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-4032

Fax: 315-772-3449/7758

Location: Guthrie Army Medical Home, 11050 Mt. Belvedere Blvd.

Appointments: Walk-in only

Requesting Information:

Patients may request copies of their medical records using DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) available online: www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm by mail or by visiting ROI reception, located in the Patient Administration Room 1613, Window 1.

Archived Records:

GAHC maintains outpatient records for a period of 2 years after the patient's last medical encounter (excluding active duty military and their dependents). Any records older than 2 years and sent to archive will need to be requested directly from the appropriate location listed on the Standard Form 180 and can be found at: <https://www.archives.gov/veterans/military-service-records/standard-form-180.html>.

MHS GENESIS Patient Portal

MHS GENESIS is the new **Electronic Health Record** that provides you and your providers with enhanced, secure technology to manage your health information. MHS GENESIS is the single health record for service members, veterans, and their families. [Learn More about MHS GENESIS](#)

The MHS GENESIS Patient Portal is a secure website available 24/7 that gives you access to your health information. Through the MHS GENESIS Patient Portal, you can:

- View health information and medical records, including laboratory and radiology results
- Communicate securely with care team
- Request prescription renewals
- Complete intake and screening forms in advance of appointments
- Access a health library

Link: <https://my.mhsgenesis.health.mil/> (Requires DS Logon)

If don't have a DS Logon Account or if you have questions about DS Logon, visit the [milConnect](#) website or call 1-800-538-9552.

DS Logon FAQs: [Click Here!](#)

Patient Advocate

Hours: Monday-Friday: 7 a.m. - 4 p.m.

Closed: Weekends and Federal Holidays

Phone: 315-772-4655

Email: dha.drum.guthrie-ahc.mbx.patient-advocate@health.mil

Location: Room 1104, Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd.

Appointments: No, walk-in basis

MISSION: The Fort Drum MEDDAC Patient Advocate Office serves as the contact point for all patient satisfaction concerns, compliments and suggestions. We are the liaison between the patients and the MEDDAC Clinics. We can assist you in obtaining assistance and/or answers to your concerns. We are the point of contact for information on your Patient Bill of Rights and Responsibilities, Advanced Directives, Patient Privacy and information on the Rules and Regulations of the MEDDAC. The Patient Advocate Office is also the point of contact for our patients who may require language interpreter or American Sign Language interpreter services during their appointment. In most cases the Patient Advocate Office will require at least 48 hours to arrange for a Sign Language Interpreter to be present. If you think that you or your family member may need a Sign Language Interpreter, please contact the Patient Advocate Office.

I have concerns, how can I be heard?

Your concerns and comments are important to us. Without your comments the process of improving your health care is much more difficult because we are missing an important factor, the viewpoint of the patient. And never forget that you are the reason that we are here.

The MEDDAC Commander gives you the right and the responsibility to voice your concerns without any fear of reprisal. Basically, by doing this, you make us a better facility for YOU!

So how do I make a comment, complaint or compliment?

There are several ways for you to be heard here at Fort Drum.

- You may, at any time, contact your Patient Advocate Office at 315-772-4655 or walk in to see the Patient Advocate at Guthrie Ambulatory Health Clinic, Room 1104, no appointment is required.
- If you prefer, you may use the Interactive Customer Evaluation (ICE) program. After you click the Submit button your comments will be sent to the Patient Representative Officer via Email. If you would like a response, please ensure that your name and telephone numbers are included.
- Finally, your voice can be heard by completing the Joint Out-patient Experience Survey (JOES) you receive via email or talk to your healthcare team about signing up for JOES SMS messaging.
- And remember compliments are also welcome!!!

So what needs to be included in my comments?

USA MEDDAC, Fort Drum Patient Advocate Office requires no format or special form to file when you want to be heard. The following items are helpful to ensure that your concerns, complaints, or compliments are sent to the correct departments:

- Your name (and the Patient's name if you are not the Patient.) You may file a anonymous comment via the ICE program but no follow up with you will be possible.
- Good contact Telephone numbers and/or addresses or emails (if you have requested contact)
- Sponsor's or your last 4 social security number (SSN). Please do not include the full SSN, especially over the internet.
- All names of the people that have affected your care
- (positive or negative).
- Times and dates relating to the incident that you wish to make comment on are great but you do not have to be exact.
- How you feel about the situation. Not just the facts, but how the situation that you are commenting on has affected your emotions and your perception of your healthcare.

What you are looking to achieve with this complaint or comment. This is a very important part of your comment, but it will be the hardest to write.

Comments do not have to be in military format or in advanced legal jargon. In fact, it is always more effective to have your comments in the plainest words possible. If you have requested to be contacted in regards to your comment, you should receive contact from the Patient Advocate Office within two working days of your statement being received. If you have any questions about the complaint or grievance policy at USA MEDDAC Fort Drum, please do not hesitate to contact us. Thank you.

Language Interpreter Services

The Patient Advocate Office is also the point of contact for our patients who may require an American Sign Language Interpreter translator during their appointment. In most cases the Patient Advocate Office will require at least 48 hours to arrange for an Interpreter to be present. If you think that you or your family member may need a translator, please contact the Patient Advocate Office at 315-772-4655.

Patient and Family Partnership Council (PFPC)

Do you have ideas to help improve your medical care?
Become a patient and family partnership council volunteer!

Partner and Family Partners help us by:

- Sharing stories about their healthcare experience
- Helping to create materials and plans for improving health care quality and safety
- Providing input on how to improve our policies and care practices
- Giving feedback about their medical care
- Letting us know what went well and what we can do better

What skills do you need?

Partners should be able to:

- Listen and share their opinions respectfully
- Think about ways to improve healthcare
- Work well with others

No other qualifications are required. You must be willing to become an American Red Cross Volunteer to obtain appropriate certification and clearance. We will provide any necessary training. Contact the Patient Advocate for more information.

Patient Service Center (Managed Care)

Hours: Monday - Friday: 8 a.m. to 4 p.m.

Closed: 1 - 2 p.m. Wednesdays for training, Weekends and Federal Holidays

Phone: 315-772-4435

Debt Collections Office: 315-772-4039

Health Benefits Advisor (HBA) / Beneficiary Counseling and Assistance Coordinator (BCAC): 315-772-5111

Referral Management Office: 315-772-4435

Patient Travel Assistant: 315-772-2211

Location: Guthrie Ambulatory Health Care Clinic, 11050 Mt. Belvedere Blvd., next to the Primary Care Clinic

Appointments: No, walk-in or call

The Patient Service Center (Managed Care Division) is responsible for managing the coordination of health care services outside the MEDDAC's scope of care. Services include processing referrals for care to the civilian network or Medical Treatment Facility; enrollment to PCMs; advisement of the TRICARE benefits to enrollees; settlement of debts incurred for care outside of MEDDAC; and assistance with travel to specialty care providers over 100 miles from their PCM. This includes liaison with the Managed Care Support Contractor and civilian providers and other Medical Treatment Facilities within and outside the MEDDAC.

Debt Collection Assistance Office (DCAO):

The DCAO assists beneficiaries who have received notification that their medical or dental bill is in collections.

If you receive a collection notice, please bring the following to our office: the notification letter; a copy of any receipts; name of individual who contacted you; phone number and address; the name and address of the provider and the date they treated you. We will examine your files to see where the issue may lie and determine the best way to resolve the problem.

The DCAO will contact collection agencies, attorneys, and providers, and stop collection efforts until s/he can determine the validity of the claim(s) in question. The DCAO can assist beneficiaries, providers (and their agents alike), in understating and solving TRICARE related issues.

Patient Travel Liaison (PTL):

The Patient Travel Liaison is responsible for assisting patients in the coordination of, and reimbursement of cost associated with, travel to specialty care services over 100 miles from your PCM. Services include (but are not limited to) preparing TDY orders and assistance with filing travel vouchers for both the traveler and when appropriate, the non-medical attendant. If you are enrolled to a PCM in the civilian network, you must call TRICARE at 1-888-TRICARE for assistance with your Prime Travel benefit.

Health Benefits Advisor (HBA) / Beneficiary Counseling and Assistance Coordinator (BCAC):

The Health Benefits Advisor is available to assist with questions regarding TRICARE benefits, in resolving TRICARE problems, and in completing forms associated with TRICARE benefits.

Referral Management Office:

This office provides Active Duty, retirees, and Family members with assistance in coordinating medical appointments through the

TRICARE Managed Care Support Contractor.

What You Need to Know about Your Specialty Referral If you have a "STAT" Referral:

1. PCM will call the specialty provider directly and coordinate the next available time for you to come in.
2. The PCM or member of your PCMH Team will give you the name of the specialty provider, directions to their office, phone number of the office, and assist in coordinating transportation based off of the severity of your current condition.

If your referral is URGENT or ASAP (need to be seen by specialists in the next 72 hours):

1. At Guthrie: A member of your PCMH team will call you within 24 hours to schedule the appointment.
 - If you do not receive a call within 24hrs or the PCMH team member is unable to contact you directly please call 1-888-838-1303 to book your appointment. Inform the call center representative that your referral is URGENT/ASAP to ensure you are seen within the 72-hour time frame.
2. If you received an URGENT/ASAP referral from your PCM to see a specialty provider outside of the MEDDAC your PCMH team will call you within 24 hours and provide you information to schedule the appointment with the specialty provider.
 - If you do not receive a call within 24 hours or the PCMH team member is unable to contact you directly please call 1-877-TRICARE (874-2273) for assistance with booking your appointment. Ensure the representative understands the referral is URGENT/ASAP to ensure you are seen within the 72-hour time frame.

Routine (Diagnostic Study or Specialty Visit within 28 days)

1. If you received a Routine referral from your PCM to see a specialty provider within the MEDDAC a member of the specialty provider's team will call you within 72 hours to schedule the appointment.
 - If you do not receive a call within 72 hours or the specialty provider's team member is unable to contact you directly please call 1-888-838-1303 to book your appointment.
2. If you received a ROUTINE referral from your PCM to see a specialty provider in the Civilian Community or a different MTF, Health Net Federal Services will have a letter

delivered to you within 10-14 business days providing the information needed to schedule the appointment with the specialty provider.

- If the specialist office calls you requesting information from your patient records, ask them to fax their request to the Release of Information at 315-772-3449 or 315-772-7758 and it will be provided.
- If the specialist office does not have the access, capability to provide the care you need, or you'd prefer to go to another specialist office that provides the same services needed, please call 1-877-TRCARE (874-2273) to have your referral changed to see another provider.

Referral processing time

1. Please allow the amount of time prescribed for each type of referral to properly process it. Please do not visit the Managed Care Referral Management Office or your PCMH until the allotted time has passed.
 - Patients should only visit MCD if they are having difficulties with processing their referrals with the specialty provider or need assistance with transportation to specialty offices that are over 100 miles from their PCM.
2. The status of your referral can be viewed by clicking the TRICARE Claims/Referrals (My TRICARE managed by PGBA) prompt from your TRICARE account located at <https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>.
 - Non-Common Access Card (CAC) beneficiaries will need to create a Department of Self-Service (DS) or Defense Finance and Accounting Service (DFAS) user name and password account to log into TRICARE online.
 - Non Common Access Card (CAC) beneficiaries will need to create another user name and password once you hit the TRICARE Claims/Referrals (My TRICARE managed by PGBA) prompt. This creates the My TRICARE account that allows you to see your referrals.

DURING CLINIC HOURS: For Patients assigned to Guthrie Primary Care Clinic: First call the clinic at 1-888-838-1303 for a same day appointment. If no appointments are available, you will be transferred to a Triage Nurse and you may be referred to an Urgent Care Center.

- Soldiers assigned to CTMC or BTMC should first go to their assigned Battalion Aide Station. After sick-call hours call 1-888-838-1303.
- Soldiers assigned to ACAS should first go to sick from 7-8 a.m. at ACAS. After sick-call hours call (315) 772-1451.
- Soldiers assigned to MEDDAC, DENTAC, VET Services, or SRU Cadre should first go to sick call from 8 - 8:30 a.m. at the Guthrie Primary Care Clinic, after sick-call hours call 1-888-838-1303.

Case Management Services

What is Case Management?

It is a process, managed by your healthcare team, to help you and your family find medical solutions. The case manager is your team coach and advocate. Together, you develop a plan of care to promptly control your illness, injury, or situation, and navigate through the maze of medical care progressing toward your medical goal.

Generally, patients with complex problems and considerable medical expenses receive case management support. Problems may be one or a combination of medical, social, financial, or mental health.

Who is eligible?

TRICARE Prime patients

Why would I need Case Management?

The need for case management services is determined through a collaboration between you, your family or caregiver, your health care team, and your provider. This collaboration will include a comprehensive assessment of your health, psychosocial needs, and use of health care services and resources.

Case Management can help by:

Coordinating your care; assessing, planning, and facilitating services for you; evaluating your options; and advocating on your behalf.

You or your family member may need Case Management if you have: Instability with chronic health problems; a serious terminal illness; an increased need for different provider specialties; or a need for more support and education during a critical period.

Who are Case Managers?

Case managers are registered nurses who can help you and your family figure out complex health care and support systems. They will work with you to coordinate the services and other community resources you need.

They can help: Provide advocacy, support, and education; Reduce burden and streamline appropriate utilization of care; Partner with members of your healthcare team to assist in coordination of your healthcare needs; Monitoring for progress and desired outcomes.

How long will Case Management services last?

Services last until your Case Management goals are reached or until you and your case manager decide they are no longer necessary and/or helpful. Case management may be resumed at a later time if needed.

Is there a fee?

Case management is a TRICARE / Prime benefit. There is no additional charge and no billing to your insurance for this service.

Referral to Case Management

Electronic Referral: Ask your Primary Care Manager (PCM) to write a consultation to Case Management services or call the phone number listed for this clinic's case management services.

Who will be my Case Manager?

You will work with a registered nurse. Everyone has the same goal — to help you reach optimum health as soon as possible.

Will my Primary Care Manager be informed of these plans and services?

Your PCM is part of the team that helps you make plans and decisions about your health goals. Based on these goals, your case manager develops a plan and continually updates it as you progress. The PCM and you have the final say about your care.

Along the way, we share with you

- Your progression according to the case management plan
- Our professional evaluation of family dynamics affecting response to treatment
- Medical insurance coverage as it impacts identified medical needs

Sexual Harassment/Assault Response Prevention **(SHARP)**

The following services are available to Soldiers and adult Family members who are survivors of sexual assault not related to domestic violence:

Unrestricted Reporting: This option is for a victim of sexual assault who desires medical treatment, counseling, and an official investigation of the crime. You should contact one of the numbers listed below to report the sexual assault.

Restricted Reporting: This option is for victims of sexual assault who wish to confidentially disclose the crime to specifically identified individuals and receive medical treatment and counseling without triggering the official investigative process. Victims who make a restricted report can change to an unrestricted report at any time. You should contact one of the numbers listed below to report the sexual assault.

For additional information or immediate assistance contact: Fort Drum 10th MTN DIV SHARP 24/7 Hotline: (315)767-6128 Or Safe Helpline-Sexual Assault Support for the DOD Community (877)995-5247 Text: 55-247 (inside the U.S.) Text: 202-470-5546 (outside the U.S.) www.safehelpline.org/

Forensic Healthcare Program:

The Fort Drum Forensic Healthcare Program provides medical and behavioral health care to all adult (age 18 and above) victims of sexual assault. Our team consists of the Forensic Healthcare Examiners (FHE), Forensic Healthcare Program Follow-up Providers (FHP-F), Forensic Healthcare Program Care Coordinators (FHP-CC) and Behavioral Health providers.

We have a team of nurses and providers (FHE) available 24/7 who are specially trained to conduct a medical and forensic examination when a victim reports sexual assault within 168 hours (7 days) of the event. The examination includes the completion of a forensic evidence collection kit, treatment for injuries and preventative treatment for pregnancy and sexually transmitted infections. Examinations are offered in the local hospital emergency rooms at Carthage Area Hospital and Samaritan Medical Center and at Guthrie Ambulatory Health Center.

Whether the assault is officially reported as restricted/unrestricted or not officially reported at all, any victim of sexual assault is offered ongoing medical care by our Forensic Healthcare Team.

All Survivors should receive follow up care with the Forensic Healthcare Program Care Coordinator (FHP-CC) within 48-72hrs, to schedule ongoing medical treatment and surveillance, regardless of reporting option. The FHP-CC may coordinate and schedule all ongoing medical appointments, to include FHP-F, SABH, and continuous FHP-CC visits. Survivors will be monitored for any infections or symptoms related to the assault.

The FHP-F will monitor and treat any medical complications or problems as a result of the assault. The care will continue for at least six months following the assault or until care is no longer needed.

Additionally, behavioral health counseling and care is led by our SABH provider offering individual counseling/therapy and group therapy to survivors of sexual assault, no matter when it occurred.

The SABH will meet with the survivor to address the survivor needs and develop a plan for services as requested or required and will continue until care is no longer needed or the survivor wishes to terminate care.

The SABH and the FHP-F work together as a team to ensure recovery and healing for the survivor.

To report a sexual assault, call the Fort Drum Sexual Assault Hotline (confidential) 315-767-6128.



SHARP

**SEXUAL HARASSMENT/ASSAULT
RESPONSE AND PREVENTION**

Acronyms

ACAS	Aviation Consolidated Aid Station
AD	Active Duty
ADFM	Active Duty Family Member
AFI	Amniotic Fluid Index
AMH	Army Medical Home
APLSS	Army Provider Level Satisfaction Survey
ASAP	Army Substance Abuse Program
AFWC	Armed Forces Wellness Center
BAMH	Bowe Army Medical Home
BCAC	Beneficiary Counseling and Assistance Coordinator
CDC	Centers for Disease Control and Prevention
CAMH	Conner Army Medical Home
DCAO	Debt Collection Assistance Office
DEMOB	Demobilization
DENTAC	Dental Health Activity
DHA	Defense Health Agency
EFMP	Exceptional Family Member Program
ER	Emergency Room
FAP	Family Advocacy Program
GAHC	Guthrie Ambulatory Healthcare Clinic
GAMH	Guthrie Army Medical Home
HBA	Health Benefits Advisor
ICE	Interactive Customer Evaluation
IUD	Intrauterine Device
IAW	In Accordance With
IPMC	Interdisciplinary Pain Management Clinic

JC	Joint Commission
LEEP	Loop Electrical Excision Procedure
MEDDAC	Medical Department Activity
MCD	Managed Care Division
MTF	Military Treatment Facility
MRI	Magnetic Resonance Imaging
NAL	Nurse Advice Line
NCQA	National Committee for Quality Assurance
NST	Non-stress Test
OB/GYN	Obstetrics and Gynecology
PAD	Patient Administration Division
PCM	Primary Care Manager
PCMH	Patient Centered Medical Home
PCP	Primary Care Provider
PCPC	Primary Care Pain Champion
PDHRA	Post-Deployment Health Reassessment
PEBLO	Physical Evaluation Board Liaison Office
PSC	Patient Service Center
PTA	Patient Travel Assistant
SAMFE	Sexual Assault Medical Forensic Examiner
SCMH	Soldier Centered Medial Home
SHARP	Sexual Harassment/Assault Response Prevention
SRC	Soldier Readiness Clinic
SRU	Soldier Recovery Unit
TBI	Traumatic Brain Injury
UCC	Urgent Care Center

Primary Care Clinics, Hospitals, Urgent Care Clinics, & Dental Care

Guthrie Ambulatory Health Clinic

(No Emergency Services)

MEDDAC/DENTAC Soldiers & Family Members

11050 MT. Belvedere

(315) 772-2778

Patient Care Hours M-F: 8 a.m. - 5 p.m.

Sick Call Active Duty only 8 a.m.

Behavioral Health Clinic (Wilcox Clinic)

P-36 1st Street W.

(315)-772-2778

Patient Care Hours M-F 7:30 a.m. - 4 p.m.

Walk in Services 7:30 a.m. - 3:15 p.m.

Connor Army Medical Home (No Emergency Services)

(1 BCT & 2 BCT Soldiers)

South Riva Ridge & Euphrates Valley Rd

(315) 772-0098/7054/7059

Patient Care Hours M-F: 7 a.m. - 4 p.m.

Bowe Army Medical Home (No Emergency Services)

(10th SBD, 10 CAB, & Tenant unit Soldiers)

Korengal Valley Blvd & Euphrates Valley Rd

(315)-772-5517/5629

Patient Care Hours M-F: 7 a.m. - 4 p.m.

Falcon Army Medical Home (No Emergency Services)

19914 MSR Tampa (Wheeler-Sack Army Airfield)

(315) 772-5513

Patient Care Hours M-F: 7 a.m. - 4 p.m.

Hospitals & Emergency Care

Samaritan Medical Center

830 Washington Street, Watertown

315-782-4100

Carthage Area Hospital

1001 West Street, Carthage

315-493-1000

Lewis County General Hospital

7785 North Street, Lowville

315-376-5200

River Hospital

4 Fuller Street, Alexandria Bay

315-482-2511

EJ Noble Hospital

77 West Barney Street, Gouverneur

315-287-1000

Dental Care

Active Duty Soldiers

Stone Dental Clinic

10590 Enduring Freedom Drive

315-772-5576

Hours: 0700-1600

Sick Call 0700-0900

Marshall Dental Clinic

10205 North Riva Ridge Loop

315-772-8891

Hours 0700-1600

Sick Call 0700-0900

Emergency After Hours

315-778-5622

MHS Nurse Advice Line

1-800-TRICARE (874-2273)

Area Urgent Care Clinics

Samaritan LeRay Urgent Care

26908 US Route 11

Evans Mills, NY

315-629-14088

Mon-Fri

9:00 a.m. - 8:30 p.m.

Sat-Sun

9:00 a.m. - 6:30 p.m.

Quick Med Urgent Care

727 Washington Street

Watertown, NY

315-785-7009

Mon-Sun: 9:00 a.m. - 9:00 p.m.

Well Now Urgent Care

1233 Arsenal St

Watertown NY

Mon-Sun: 8:00 a.m. - 8 p.m.

Watertown Urgent Care

457 Gaffney Dr

Watertown, NY

315-779-2273

Mon-Fri

8:00 a.m. - 7:30 p.m.

Sat-Sun

8:00 a.m. - 5:30 p.m.

Adams Urgent Care

10881 US Route 11

Adams, NY

315-203-0070

Mon-Fri

8:00 a.m. - 7:30 p.m.

Sat-Sun

8:00 a.m. - 5:30 p.m.

River Hospital Convenient Care

4 Fuller Street

Alexandria Bay, NY

315-482-1125

Mon-Fri: 8:00 a.m. - 6:00 p.m.

Sat: 9:00 a.m. - 3:00 p.m.

Lowville Medical Associates LLP

5402 Dayan St

Lowville, NY

315-376-4600

Mon-Sun

8:00 a.m. - 8:00 p.m.

Closed on Thursdays

MOUNTAIN MEDICS



CARE FOR THE CLIMB