

Welcome to Fort Drum!

USA MEDDAC, Guthrie Ambulatory Health Care Clinic



Our Mission
Fort Drum Community's FIRST choice for health readiness.

Our Vision
To make everyone, teammate and patient, feel like part of our Family.

Our Values
Our Home, Our Family, Our Best!



USA MEDDAC, Guthrie Ambulatory Health Care Clinic

11050 Mount Belvedere Boulevard
Fort Drum, NY 13602
Appointments: (315) 772-APPT (2778)
After hours: (315) 772-APPT (2778)



Soldier Health Services

Army Medical Homes (AMH)

Appointment Line Hours: Mon - Fri: 0700 to 1600, Phone: 315-772-2778

Clinic hours 0730 to 1530

Conner Army Medical Home (C-AMH), P10506 Euphrates River Valley Rd, Ft. Drum, NY 13602

Bowe Army Medical Home (B-AMH), P10020 Euphrates River Valley Rd, Ft. Drum, NY 13602

We Are an Army Medical Home

As an *Army Medical Home*, our approach is to provide the men and women of our Armed Forces with comprehensive health care, which is focused on all aspects of your health and overall well-being, including emotional, family and social concerns. Along with your physician and other health care professionals, you are the most important person in managing your health.

A “Medical Home” makes it easier and more comfortable for you to access care on a day to day basis by strengthening your relationship with your primary care provider and the team responsible for your care. With a medical home, your quality of care will be significantly improved, and it will take less time for you to get the care when you need it.

Benefits of a Medical Home Team

- ✓ Your medical home team will have an ongoing relationship with you to manage your healthcare needs.
- ✓ Your team will have access to all of your health information through electronic records in order to effectively manage your care.
- ✓ You will have easy access to care through open scheduling, expanded hours and other methods of communication with your team.

How You Can Help

- ✓ Talk with your primary care provider and team about any questions you have.
- ✓ Keep in touch with your team if further questions arise about your health.
- ✓ Take care of your health by following the plan recommended by your team.
- ✓ Schedule a complete physical exam at least once a year.
- ✓ Fill out your JOES surveys and return them promptly, this helps us know how we are doing.

Services Offered

- ✓ Full scope Primary Care
- ✓ Audiology
- ✓ Laboratory
- ✓ Immunizations
- ✓ Medical Records
- ✓ Optometry
- ✓ Pharmacy
- ✓ Physical Therapy
- ✓ Physical Exams
- ✓ Radiology

Tricare Online Secure Messaging (TOLSM)

Service Members now have the option to communicate with their AMH Team online using the TOLSM provided by Change Healthcare. Simply sign up at your next clinic visit to enroll. You can still call the clinic or come in for a face-to-face office visit, and the central appointment line is available at 1-888-838-1303 or 315-772-2778. However, those who opt to utilize TOLSM can:

- ✓ Request prescription refills
- ✓ Ask questions about medications or whether you need to be seen about a medical question
- ✓ Request lab tests before your visit (annual labs and other indicated labs)
- ✓ Request physical Forms or Documents
- ✓ Request a referral or renewal of a referral to a specialty

Selecting your Primary Care Manager (PCM)

As a Service Member your Primary Care Manager (PCM) is your unit provider. You can choose to change your PCM through your Brigade Surgeon.

Patient Self-management & Shared Decision Making

We practice patient self-management. Traditional patient education offers patients health information, but does not provide them with the problem-solving skills that improve in real-life situations. Essentially, patients are passive and the physician is the expert who tells the patients what to do. The way we practice, Patient Self-Management, is a system of care in which your care team works collaboratively with you, instead of just dispensing advice, writing prescriptions, and hoping that you will comply. It shifts the care model from reactive symptom management to collaborative health management, where, you the patient, actively shares responsibility for solving problems and treatment outcomes.

Shared decision making is a process that engages our patients in actively working with their physicians to make health care decisions. Shared decision making seeks to make patients knowledgeable about their health conditions and the benefits and risks of potential treatment options so they can collaborate with the members of their care team and their family to create individualized care plans.

Referrals and Specialty Care

Service Members **MUST** sign up online at <https://www.humanamilitary.com/> to request how you would like to be notified regarding your referral. Routine Referrals: if your care is at the MTF, you will receive a phone call from the Specialty Clinic within 10 business days, if your care has been deferred to the Network, call the provider office listed on your authorization letter. If you have not heard from the Network provider within 10 business days, call Humana at 1-800-444-5445. ASAP & STAT referrals will be handled by the clinic and you will be called with an appointment date / time to the specialty clinic or service.

Immunizations

Available for all service members at B-AMH: Hours are Monday - Friday from 0800-1100 and 1300-1500. Immunizations cannot be given within 30 minutes of closing time. Allergy shots are unavailable at this location.

Pharmacy Services

Guthrie pharmacy now accepts electronically submitted prescriptions. Refills are obtained by calling the 24-hour automated refill service, or via the internet at www.tricareonline.com Refills submitted by 1300 will be ready by 1300 the next duty day. Refills are not held beyond 7 days. Patients can also use www.express-scripts.com/TRICARE

Conner pharmacy, located beside C-AMH within the AMH Complex, is available for all service members Monday – Friday 0730-1200, 1230-1600.

Did You Know?

We now offer Integrated Behavioral Health Services, Clinical Pharmacist, and Nurse Case Manager services. Please see your provider for further information.

After-Hours Care

Thanks to the free Military Health System Nurse Advice Line (NAL), a medical professional is just a phone call away. Registered nurses (including pediatric nurses) at the NAL help stateside TRICARE beneficiaries decide what course of action they should take. In many cases, the nurse will tell you how to care for your issue on your own. If needed, the nurse will help you find the closest emergency room or urgent care center. The nurse can also help you schedule a next-day appointment at a military hospital or clinic, if available. NAL is available 24 hours a day. To call the NAL, dial 1-800-TRICARE (1-800-874-2273) and select option 1.

Lactation Rooms

Did you know we have lactation rooms for your convenience? Please ask our staff for more information.

Lactation Counseling

Guthrie AMH has Certified Lactation Counselors (CLC) who are trained to support, educate, and assess breastfeeding mothers. Please call 315-772-2235 or 315-772-3631 for assistance. (No appointment is necessary) If no answer, please call the Appointment Line and leave a message for lactation counseling.

Dental / Oral Care

ADSMs receive care at the following locations:

Stone Dental Clinic

10590 Enduring Freedom Br. (315)772-5576

Marshall Dental Clinic

10205 S Riva Ridge Loop (315)772-8891

Good to Know!

Audiology: Monday, Tuesday and Thursday from 0730-1200 at B-AMH

Laboratory: Monday - Friday from 0730-1530 at B-AMH

Immunizations: Monday - Friday from 0800-1100 and 1300-1500 at B-AMH

Medical Records: Monday – Friday from 0730-1600 at B-AMH

Optometry: Monday – Friday from 0645-1115 and 1230-1515 located beside C-AMH within the SHS Complex

Pharmacy: Monday – Friday 0730-1200, 1230-1600 located beside C-AMH within the SHS Complex

Physical Therapy: Monday, Tuesday, Thursday and Friday from 0700-1600 and Wednesday from 0700-1400 located beside C-AMH within the SHS Complex

Physical Exams: Monday – Friday from 0730-1130 and 1300-1500 at C-AMH

Radiology: Monday – Friday from 0730-1530 at B-AMH

Bowe Army Medical Home

Falcon Team Providers



MAJ Corey Cronrath DO, MPH
Brigade Surgeon
Specific areas of medical interest:
Board Certified Occupational
Medicine
Undergraduate school: University
of Mary
Medical school: Chicago College
Osteopathic Medicine



CPT Chad Merfeld, APA-C
10 AVN Senior PA
Specific areas of medical interest:
Aeromedical
Medical school: IPAP, University of
Nebraska
Hobbies:

Picture Not
Available

CPT Collin Schultz
1-10 ARB Flight Surgeon
Specific areas of medical interest:
Medical school:
Hobbies:



CPT Abbey Darling, PA-C
1-10 ARB PA
Specific areas of medical interest:
Aeromedical
Medical school: IPAP, University of
Nebraska
Hobbies: Golf, Hiking, Skiing

Picture Not
Available

CPT Geoffrey (Will) Fisher
2-10 AHB Flight Surgeon
Specific areas of medical interest:
Medical school:
Hobbies:

Picture Not
Avilale

CPT Gregory Pelcak, APA-C
2-10 AHB PA
Specific areas of medical interest:
Medical school:
Hobbies:

Picture Not
Available

MAJ Rudolph (Andy) Cartier, DO
3-10 GSAB Flight Surgeon
Specific areas of medical interest:
Emergency Medicine, Aeromedical
Medical school: University of New
England College of Osteopathic
Medicine
Hobbies:

Picture Not
Available

CPT Danny Wu, APA-C
3-10 GSAB PA
Specific areas of medical interest:
Medical school:
Hobbies:

Picture Not
Available

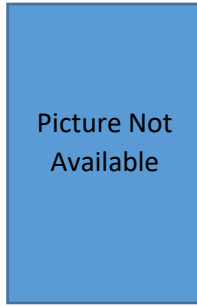
CPT Caitlin Christoffel
6-6 CAV Flight Surgeon
Specific areas of medical interest:
Medical school:
Hobbies:

Picture Not
Available

CPT Greg Dombroski, APA-C
6-6 CAV PA
Specific areas of medical interest:
Aeromedical
Medical school: IPAP, University of
Nebraska
Hobbies:



CPT Salvatore Bertucci DO
277 ASB Flight Surgeon
Specific areas of medical interest:
Aeromedical
Medical school: Rocky Vista
University
Hobbies: Historical European
Martial Arts



CPT Charles Gang APA-C
277 ASB PA
Specific areas of medical interest:
Medical school:
Hobbies:

Bowe Army Medical Home Mountain Team Providers



Dr. Matthew Bryant, MD
Medical Director
Specific areas of medical interest:
Family Medicine
Undergraduate school: Roanoke College
Medical school: University of Virginia
Hobbies: Gardening, Board Games



Yolanda George, FNPBC
Specific areas of medical interest:
Family Practice
Medical school: Pace University
Hobbies: Hiking, Reading, Outdoor Activities



Dr. Gregory Wallace, DO
Specific areas of medical interest:
Family Medicine, Pain Management
Medical school: Philadelphia College of Osteopathic Medicine
Hobbies:



MAJ David Miedema, MD
Specific areas of medical interest:
Medical school: Indiana University School of Medicine
Hobbies: Taekwon Do, Hobby Electronics



CPT Joshua Lane PA-C
Specific areas of medical interest:
Medical school: IPAP, UNMC
Hobbies: Building things out of wood. Wrangling kids.

Connor Army Medical Home Commando Team Providers



MAJ Bryan Petti, DO
2BCT Brigade Surgeon
Specific areas of medical interest:
Family Medicine
Medical school:
Chicago College of Osteopathic
Medicine
Hobbies:
Golf, Crossfit



CPT Ronald Lovich, DO
2-10 BSB
Specific areas of medical interest:
Infectious Disease
Medical school:
Lake Erie College of Osteopathic
Medicine
Hobbies:
Hunting, Fishing, Medicine & Travel



CPT Anton Wineman, PA-C
4-31 BN PA
Specific areas of medical interest:
Family Medicine
Medical school: University of
Nebraska Medical Center
Hobbies:



CPT Jenna Frost, PA-C
2-14 IN BN PA
Specific areas of medical interest:
Emergency Medicine
Medical school: Daemen College
Hobbies: Home renovations, Civil War
Battlefield Touring, Hiking



CPT Phillip Dandridge, PA-C
41st ENG BN PA
Specific areas of medical interest:
Family Medicine
Medical school: University of
Nebraska Medical Center
Hobbies: Homebrewing Delicious
Beer



CPT Sarah Erickson, PA-C
1-89 CAV PA
Specific areas of medical interest:

Medical school: IPAP
Hobbies:



CPT Tetevi Torsoo, PA-C
2-87 IN BN PA
Specific areas of medical interest:
Emergency Medicine
Medical school:
IPAP
Hobbies:
Disc Jockeying



CPT John Evans, PA-C
2-15 FA PA
Specific areas of medical interest:
Ortho
Medical school: University of
Nebraska Medical Center
Hobbies: Triathlon, Hiking



CPT Andrew Caswell, PA-C
2-10 BSB
Specific areas of medical interest:
Dermatology
Medical school:
IPAP
Hobbies:
Woodworking

Connor Army Medical Home

Warrior Team Providers



MAJ Ravi Menon, MD
Brigade Surgeon
Specific areas of medical interest:
Internal Medicine
Undergraduate school: SUNY
Stony Brook
Medical school: USUHS F. Edward
Hebert School of Medicine



MAJ Gary Clarkson, APA-C
1BCT Senior PA
Specific areas of medical interest:
Aeromedical
Undergraduate school:
George Mason
Medical school: AACC & St.
Francis University



1LT Marjorie Evans, PA-C
10 BSB BN PA
Specific areas of medical interest:
Family Medicine
Medical school: IPAP, UNMC
Hobbies: Hiking, Reading



CPT Jennifer Carroll, PA-C
7TH ENG BN PA
Specific areas of medical interest:
Medical school: IPAP, Simmons
College
Hobbies: Making things out of string



CPT Michael Lupo, PA-C
1-32 IN BN PA
Specific areas of medical interest:
Medical school: IPAP, Central
Michigan University
Hobbies: Walking on the Beach,
Flying Kites



April, Rivers, RPA-C
Specific areas of medical interest:
Medical school: Suny Downstate
Medical Center
Hobbies: Reading, Travelling



CPT John Bockman, PA-C
3-6 FA BN PA
Specific areas of medical interest:
Medical school: IPAP, Claremont
McKenna College
Hobbies: Reading, Sports



CPT Clifford Sandoval, PA-C
1-87 IN BN PA
Specific areas of medical interest:
Medical school: University Of
Nebraska Medical Center
Hobbies:



1LT Nicholas Jones, PA-C
3-71 CAV PA
Specific areas of medical interest:
Medical school: IPAP, UNMC
Hobbies: Hunting, Camping

Guthrie Ambulatory Health Clinic

11050 Mt. Belvedere Blvd.

Fort Drum, New York

(315) 772-APPT (2778)

Guide to Health Care Access



MISSION

Provide integrated quality healthcare and medical readiness support that is responsive to the needs of the 10th Mountain Division and the Fort Drum community



CORE BELIEFS

Care: Foster a climate of caring for our patients and staff.

Dignity: Believe in the fundamental worth and value of all people and treat each individual with respect.

Competence: Committed to providing highly qualified medical professionals to care for the Fort Drum Community.

Creativity: Cultivate a climate where the possibilities are limited only by the imagination.

Dedication: Be loyal to our beneficiaries, to the organization, and to each other. Fulfill our obligations, putting the welfare of our patients, our staff, the USA MEDDAC, Fort Drum; the Army; and the Nation before our own.

Honor: Continually strive to live by the Army, AMEDD, and MEDDAC values. Do what is right and take personal responsibility for our actions.



Health Care for Soldiers

Soldiers newly arrived to Fort Drum will medically in-process through the Soldier Readiness Center (SRC) located at 10720 Mount Belvedere Blvd, inside the Clark Hall Building. 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. Active Duty (AD) sick call is held at the Battalion Aide Station, see your unit leadership for time and location, physical examinations, and optometry services are performed at Conner Troop Medical Clinic located at the corner of South Riva Ridge Loop and Euphrates River Drive. To schedule a primary care appt., optometry, or audiology exam, please call 315-772-2778. Call 772-3622 for more information.

Health Care for Non Active Duty Prime Enrollees

Family Members of Active Duty (ADFM), retirees and their Family Members, and other eligible prime beneficiaries are assigned a Primary Care Manager. That Primary Care Manager will be located at the Guthrie Ambulatory Health Care Clinic. The Guthrie Ambulatory Health Care Clinic is located at 11050 Mt. Belvedere Blvd, (315) 772-2778 for appointments.

Health Care for Children

Guthrie Army Medical Homes 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. Children with special needs or requiring respite care are enrolled in the Exceptional Family Member Program (EFMP) collocated inside the Guthrie Ambulatory Health Clinic. Please call 315-772-2778 for appointments.

Women's Health Care

The Fort Drum Obstetrics and Gynecology Department has multiple services dedicated to supporting women in all phases of their life. The obstetrical services include low and high risk OB. Doctors and midwives are available as well as lactation services. If you think you are pregnant or have a positive home pregnancy test, please call 315-772-2778 for assistance in obtaining a referral to the Fort Drum OB Clinic.

The GYN services are by *referral only* from your Primary Care Manger and they include Well Woman Exams, abnormal pap smear clinic and surgical gynecology services. The OB/GYN Department is located off-post, at 826 Washington, Suite 202 Street, Watertown. 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: Tobacco Cessation (AD & ADFM); and Maternal-Child Health Program (AD & ADFM). For more information please call Army Public Health Nursing at 315-772-6404.

The **Army Wellness Center** offers services and classes that aim to improve readiness and the overall health and wellness of the individual. Areas of emphasis include- fitness, nutrition, sleep, stress, and health coaching. Open to AD, ADFM (over 18), retirees, and DOD employees. Appointments are self-referral. For more information call 315-772-4608/4528.

Tricare Online

TRICARE Online (TOL): You can make Primary Care appointments, check lab results and even order your pharmacy refills using TOL, 24 hours a day, 7 days a week. All you need to do is register in TOL. It's easy and fast. TOL links you and your family to healthcare services, resources, and information through a secure internet environment. TOL provides a list of acute and routine appointments with your

PCM, and where available, wellness care appointments (eye exams, mammogram, physicals, paps). The TOL website is www.tricareonline.com

TRICARE Prime Access Standards

Emergency Care – If you require emergency care, go to the nearest emergency room or call 911.

Acute/Urgent Care – Seen within 24 hours

If you require an acute or urgent care appointment (earache, high fever, etc), your Primary Care Manager (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 Centers Option

TRICARE also offers beneficiaries the option to use Urgent Care Centers in Watertown. No referrals are required. Locations, hours of operation, and phone numbers, are as follows:

Acute/Urgent Care During Duty Hours for Soldiers:

**Soldiers assigned to CTMC/BTMC should first go to sick call at their battalion aid station. After sick call hours call (315) 772-2778.

**Soldiers assigned to MEDDAC, DENTAC, VET Services, or WTU *Cadre* should call the appointment line from 0700-0730 to obtain a same day appointment. (315) 772-2778. After sick call hours, call 315-772-2778.

AFTER HOURS:**Quick Med Urgent Care**

315-7585-7009, 0900-2100

Watertown Urgent Care

315-779-2273, 0800-1930

LeRay Urgent Care

315-629-4080, 0900-2030

River Hospital Convenience Care

315-482-1125, 0800-1600 M-F & 0900-1500 Sa

Adams Urgent Care

315-203-0070, 0800-1930 M-F 0800-1730 S-S

Lowville Urgent Care

315-376-1401, 1000-1800 M-F, 0900-1400 Sa

Patients who are experiencing an emergent medical situations should report to the nearest hospital emergency room or call 911. Local area hospitals with emergency services include:

Samaritan Medical Center

830 Washington St., Watertown
315-782-4100

Carthage Area Hospital

1001 West St., Carthage
315-493-1000

Lewis County General Hospital

7785 N. State St., Lowville
315-376-5200

River Hospital

4 Fuller St., Alexandria Bay
315-482-2511

Gouverneur Hospital

77 W. Barney St., Gouvernuer
315-287-1000

Health Care Services

Hours of Operation

Army Medical Homes Red, White, Blue & Gold Family Medicine

Bldg. 11050
Appts: 0700-1600 M-F
315-772-2778
Clinic: 0800-1700 M-F

Army Medical Home Mountain, Warrior, Com- mando & Falcon Soldier Medicine

Conner TMC
Bldg. 10506
Appts: 0700-1600 M-F
315-772-2778
Clinic: 0700-1530 M-F
Bowe TMC
Bldg. 10020,
Appts: 315-772-2778
Clinic: 0700-1530 M-F

Specialty Care

Bldg. 11050
Appts: 0700-1600 M-F
315-772-2778
Clinics: 0700-1530 M-F
Musculoskeletal Center
Physical Therapy
Orthopedics
Podiatry
Chiropractic (Active Duty Only)
Occupational Therapy
Dermatology

Optometry

Bldg. 10501
0645-1545 M-F 315-774-5311

Obstetrics and Gynecology

Located in Samaritan Medical
Center
826 Washington St, Suite 202
Watertown, NY
0730 - 1600 M-F, 315-785-4624

Occupational Health

Bldg. 11058
0700-1630 M-F 315772-5811

Ancillary Services

Bldg. 11050
Radiology
0700 - 1700 M-F 315-772-5383
Laboratory
0700-1700 M-F 315-772-5381
Pharmacy
Building 11050
0730 - 1730 M-F, 315-772-7698
Building 10506 (Soldiers Only)
0730-1200 & 1230-1600 M-F

Behavioral Health, Bldg. 36

0730-1600 M-F 315-772-2778

Alcohol & Substance Abuse Program

0730-1600 M-F 315-772-9017

Substance Use Disorder Clinical Care

0730-1600 M-F 315-772-3301

Samaritan/Fort Drum Behavior Health

(Active Duty Only)
165 Coleman Ave.
Watertown, NY 13601
0730-1630 M-F 315 782-2061

Preventive Medicine

Bldg. 10720, Clark Hall
All PM Clinics: 315-772-6404

Audiology

0800-1530 M-F

Army Public Health Nursing

0730-1600, M-F

Nutrition

0800-1530 M-F

Environmental Health

Bldg. T-29 0800-1600 M-F

Industrial Hygiene

Bldg. T-29 0800-1600 M-F

Army Wellness Center

Bldg. 10550, 5th Armored Division Dr.
315-772-4608/315-772-4528
0700-1600 MWThF, 0700-1800 Tu

Important Numbers

Appointment Line (315) 772-2778 / 772- APPT
Toll Free 1-888-838-1303
Hours 0700-1600 M-F

Appointment Cancellations 315-772-2778

Patient Services Information 315-772-2778

For all TRICARE questions
Health Benefits Advisor 315-772-5111

Humana Military 1-800-444-5445

Debt Collection Assistance Officer 315-772-4039

Referral Management Office 315-772-4435

Patient Advocate 315-772-4655

Exceptional Family
Member Program 315-772-4620

Laboratory 315-772-5381

Radiology 315-772-5383

Pharmacy 315-772-7698

Prescription Refills 315-772-3696

Medical Records 315-772-2649

Clinical Care
Coordinator (OB/GYN) 315-779-2253

HIPAA Privacy Officer 315-772-5232

Dental Services 315-772-4343

Veterinary Services 315-772-4262

Joint Commission Patient Safety and
Quality Care Complaints 1-800-994-6610
complaint@jointcommission.org

USA MEDDAC, Fort Drum
www.drum.amedd.army.mil

TRICARE Mail Order Pharmacy
www.express-scripts.com

TRICARE Online
www.tricareonline.com

FACT SHEET

TRICARE Online Patient Portal

ACCESS ANYTIME, ANYWHERE



TRICARE Online Patient Portal (TOL) is the Department of Defense (DoD) online patient portal providing eligible beneficiaries access to military hospital and clinic appointing, prescription (Rx) refill, Health Record, Secure Messaging, Service Separation/Retirement and Nurse Advice Line.

DoD beneficiaries age 18 years or older, including active duty service members, retired service personnel and their families, can use TOL Patient Portal services and information. Beneficiaries can securely access information using their DoD Common Access Card (CAC), DoD Self-Service Logon (DS Logon) Premium (Level 2) and Defense Finance and Accounting Services (DFAS) myPay credentials. TOL Patient Portal capabilities are available 365/24/7 from any location with an internet connection, providing convenient access to tools which empower patients to be more active participants in their health care. TOL Patient Portal saves time, money and frustration. Patients can schedule an appointment for a sick child in the middle of the night, refill a Rx without waiting in line at the pharmacy, check lab results from their cell phone or even communicate directly with their provider team or a nurse regarding their health care needs. Access the TOL Patient Portal at www.TRICAREonline.com.



Today's Date: Wednesday, 18 Apr 2018, Last Login: 17 Apr 2018 @ 0458
Switch to Mobile

MHS EAOs | Feedback | Quick Links | Resources | Contact Us | Log Out
Military Health Care Facility: AHC McDonald-Eustis (update) | Family Sponsor: Stephen Parker



Scan the code below and bookmark the mobile site today!



Announcements | Accessibility & Security | Site Map

Personal Data - Privacy Act 1974 (PL 93-579) For Official Use Only (FOUO)
TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by DoD policies and terms summarized in the TOL Security Policy. Many of these policies are designed to protect privacy of your personal information. We encourage you to review these policies.

Key Capabilities

- ▶ Schedule primary care and select self-referral military hospital or clinic appointments
- ▶ Cancel, view, and/or print past and future appointments
- ▶ Receive up to three email and/or text reminders for appointments and Rx Refills
- ▶ Access DoD and VA personal health data including medications, allergies, problem lists, encounters, lab results, radiology results, vital signs and immunizations
- ▶ Request Rx Refills and status information
- ▶ Communicate securely with the health care team
- ▶ Access Service Separation/Retirement and Nurse Advice Line information

Key Benefits

- ▶ Consolidates existing patient health care capabilities
- ▶ Provides convenient 365/24/7 self service
- ▶ Provides secure login with DoD CAC, DS Logon Premium, or DFAS myPay
- ▶ Encourages active participation in health care
- ▶ Increases beneficiary access to care
- ▶ Reduces the administrative workload for military hospitals and clinics
- ▶ Reduces appointment no show rates
- ▶ Increases patient satisfaction
- ▶ Saves resources, time and money

SDD is a component of DHA DAD IO (J-6). For more information, visit www.health.mil/SDD. To subscribe for SDD product news, please visit <https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>.





EXCEPTIONAL FAMILY MEMBER PROGRAM

SUPPORTING MILITARY FAMILIES WITH SPECIAL NEEDS

Contact Information

- Sharon Chaple
Program Manager
315-772-5476
- Kelly Hemphill
Social Service Rep
315-772-0819
- Sonny Valdez
Systems Navigator
315-772-5488
- Janet Boebert
Systems Navigator
315-772-0664

EVENTS **SYSTEMS NAVIGATION** **ADVOCACY** **FAMILY SUPPORT** **WORKSHOPS**



SEARCH: Fort Drum Exceptional Family Member Program



OVERSEAS SCREENINGS
ENROLL **DISENROLL** **RENEW** **UPDATE**

- Nurse Manager
315-772-3540
- Case Coordinator
315-772-4653
- LPN
315-772-4620





Patient's Rights



- Medical and Dental Treatment:** You have the RIGHT to quality care and treatment consistent with available resources and applicable standards. You also have the RIGHT to refuse treatment to the extent permitted by law and government regulations, and to be informed of the significant consequences, risks, or alternative treatment based on your refusal.
- Privacy, Confidentiality, and Security:** You have the RIGHT, within the law and military regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to have case discussions, consultations, examination, and treatment conducted in a confidential manner. Your privacy rights are detailed in the Military Health System (MHS) Notice of Privacy Practices.
- Emergency Care:** You have the RIGHT to receive emergency care at designated emergency room departments without preauthorization where and when needed to prevent serious harm to life, limb, eyesight or death.
- Respectful Treatment:** You have the RIGHT to have care that is respectful and responsive, without discrimination based on race, ethnicity, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, age, mental or physical disability (vision, speech, hearing impairment), genetic information or socioeconomic status.
- Identity:** You have the RIGHT to know, at all times, the name and credentials of the health care personnel providing treatment.
- Informed Consent:** You have the RIGHT to engage in all decisions in non-clinical terms related to your health care regarding course of treatment, procedures, and prognosis in your preferred language. Information should include, but not be limited to, the specific procedures or treatment, the medically significant complications and / or benefits. Furthermore, you have the right to decline at anytime recordings, images, and films; however doing so may delay diagnosing and care. You may request information concerning medical alternatives including understanding if something goes wrong with care received, with an honest explanation and apology.
- Timeliness of Care:** You have the RIGHT to the most timely access and treatment that the MTF resources and circumstances allow.

	URGENT CARE	ROUTINE CARE	REFERRED/SPECIALTY CARE	WELLNESS/PREVENTIVE CARE
APPOINTMENT WAIT TIME	Not to exceed 24 hours	Not to exceed 7 days	Not to exceed 4 weeks	Not to exceed 4 weeks

- Pain Management:** You have the RIGHT to have pain assessed with appropriate timely and treatment options provided.
- Choice of Plans:** You have the RIGHT to easy-to-understand information and TRICARE; too include covered health benefits plan options.
- Medication:** You have the RIGHT to have a complete and current list of your medications.
- Spiritual Care:** You have the RIGHT to Pastoral care and other spiritual services.
- Health Care Proxy:** You have the RIGHT to have a personal and / or legal representative with you during your care regarding risks, benefits, and other alternatives. The person of your choice will become part of your medical team who has been granted legal responsibility to make decisions regarding your medical care on your behalf.
- Research Projects:** You have the RIGHT to be advised if the facility proposes to engage in or perform research, investigation or clinical trials associates with your treatment. You have the right to refuse to participate in any research project.
- Medical Records:** You have the RIGHT to request a copy and review your medical records. You have the RIGHT to request an amendment of your medical records if you believe there is an error. All medical records originating from the Military Treatment Facility are the property of the government. You have the RIGHT to request all accounting disclosures if that information has been released. The Management Activity Notice of Privacy Practices provides information about when medical records are released without patient consent. [www.health.mil / Military-Health-Topics / Privacy-and-Civil-Liberties / HIPAA-Compliance-within0theMHS / Notice-of-Privacy-Practices](http://www.health.mil/Military-Health-Topics/Privacy-and-Civil-Liberties/HIPAA-Compliance-within0theMHS/Notice-of-Privacy-Practices).
- Safe Environment:** You have the RIGHT to be in a safe and clean environment while visiting our facilities, free from any form of abuse. Please inform medical staff immediately or complete a hand written customer comment card or submit a Interactive Customer Evaluation (ICE) via <http://ice.disa.mil/> of any unsafe situation that comes to your attention immediately, or direct concerns to the Patient Advocate or Patient Safety representative. **Safety concerns should be addressed immediately.**
- Patient Concerns:** You have the RIGHT to question these civil liberties and provide a copy of these written rights along with advocacy and protective services which include resolution of concerns to include understanding policy.
- Patients with Disabilities:** If you encounter physical or communication barriers in the clinic, you have the RIGHT to ask staff for assistance. The clinic can provide you with assistance including wheelchair for use in the clinic, interpreters, and assistance in reading or filling out forms.
- Advanced Directives:** You have the RIGHT to participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatment, as well as refusal of photographs. You have the right to formulate an advanced directive (living will) and / or durable power of attorney to request to withhold resuscitative services, and to forgo or withdraw from life-sustaining treatment or healthcare. You have the right to have these directives made part of your permanent medical records. Please contact our Legal Services (315)772-5261 to construct these documents for you.
- Appeals and Complaints:** You have the RIGHT to bring forth your concerns regarding your health care, without reproach, to include discussion of ethical issues and have these issues/concerns reviewed and resolved. This can be accomplished by speaking with the clinic / department Officer-In-Charge, the Noncommissioned Officer -In-Charge, the Patient Representative, or the Commander. You may also contact Joint Commission directly by dialing 1-800-994-6610, or email: www.jointcommission.org or patient safety concern email: patientsafetyreport@jointcommission.org.

Patient's Responsibilities

- Providing Information:** You have the RESPONSIBILITY to give, to the best of your knowledge, accurate and complete information about symptoms, past illness, hospitalization, allergies, medications and vitamins, herbs and supplements, and other matters relating to your health. It is your RESPONSIBILITY to inform the provider whether or not you understand the treatment plan and what is expected of you. Inform your health care provider if you believe you cannot follow through with the plan of care. We ask that you inform staff when translation is required.
- Financial Responsibility:** It is your RESPONSIBILITY to cover any charges not covered by your insurance. You may contact the Beneficiary Assistance Coordinator at your local Managed Care/TRICARE office for further inquiries.
- Respect and Consideration:** It is your RESPONSIBILITY to be considerate to all people you encounter in the medical facility, to include property. In addition, any person accompanying the patient will be responsible for their own actions.
- Transportation / Observation:** It is your RESPONSIBILITY to provide a reliable adult to assist with transport to and from the facility if recommended by the provider.
- We encourage you to maximize healthy habits, such as exercising, not smoking and maintaining healthy weight. Beneficiaries must understand the consequences when choosing not to follow treatment plan.
- If not satisfied with provider's treatment plan, you are entitled to a second opinion within MEDDAC scope of capabilities; you will need to inquire through your PCM and / or Patient Advocate. You may also inquire through your medical team about seeking specialty care services.
- If not satisfied with assigned Primary Care Manager, you may request online through TRICARE (<http://www.tricare.mil/changepcm>) or contact the current Managed Care Support Contract by calling 1-800-TRICARE and request a newly assigned provider.
- Be knowledgeable about TRICARE coverage and program options, including covered benefits; limitations; exclusions; rules regarding referral process too include appeals, claims, grievance process.