

# Community Information Exchange

All Presentations and Slides can be found at:



MEDDAC  
TOWNHALL

March 2026 – (Final)  
[drum.armymwr.com](http://drum.armymwr.com)

**Your feedback helps improve housing!** 🏠

**Housing survey information will be sent to resident emails**

**Open to barracks and MCH housing residents**

Launches 02 Mar 26



Closes 01 May 26



Participation is highly encouraged



Prizes for participants!



# SURVEY

YOUR FEEDBACK MATTERS!





**HOUSING**

# **SURVEY**

YOUR FEEDBACK MATTERS!



Launched March 2, 2026



Closes May 01, 2026



Open to barracks and MCH residents



Participation is highly encouraged

FORT DRUM FMWR

# Maple Days

**Enjoy a FREE breakfast with us  
and learn more about Fort Drum FMWR!**

Breakfast will include pancakes with maple syrup and sausages.  
Beverages will be available for purchase.

## The Peak

4350 Euphrates River Valley Road

**MARCH 14**  **9 AM - 11 AM**

Open to DoD ID cardholders of all ages.  
For more information, call 315-772-7864.



[DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)



[@DRUMFMWR](https://www.facebook.com/DRUMFMWR) | [@FORTDRUMFMWR](https://www.instagram.com/FORTDRUMFMWR)

# Army Emergency Relief

## 2026 Annual Campaign

### AER Cases CY25

POV	\$389,088	Dental Care	\$20,632
Career Skills Program	\$36,950	Immigration Fees	\$32,053
Emergency Travel	\$149,725	Funeral Expenses	\$37,360
Housing	\$136,285	Special Medical Needs- Cranial Helmet	\$17,500
Utilities	\$36,281	Minor Home Repairs	\$13,558
Basic Needs (Food, Fuel, Temp Lodge)	\$41,540	Disaster Assistance-Recovery	\$4,357
PCS Move	\$78,365	Medical Care/ETP	\$20,208
Appliance Repair/Replacement	\$12,469	<b>TOTAL</b>	<b>\$1,026,400</b> <b>615</b> <b>Clients</b>

As of 31 Dec 2025

**ARMY EMERGENCY RELIEF**  
OFFICIAL NONPROFIT OF THE U.S. ARMY

*Empowering Soldiers, Enhancing Lives*

## 2026 Annual Campaign

EST. 1942  
**ARMY EMERGENCY RELIEF**

**March 1 - June 14**

Donate Today!



**MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic

# *All Things Medical Townhall* *Guthrie Army Health Clinic, DHN-East*

**COL Elizabeth Duque    CSM David Cook**

**4 March 2026**

**V2.0**



## Agenda

- Guthrie AHC Command Structure
- Fort Drum (North Country) Medical Ecosystem
- Humana Military
- Managed Care Division
  - Enrollment
  - Referrals Management
- Family Medicine Service
  - Making Appointments
  - Virtual Care Options
- Exceptional Family Member Program (EFMP)
- Army Public Health Nursing
- Pharmacy
- Mental Health
- Veterinary Services
- Patient Advocate
- American Red Cross Blood Drives
- Questions



Guthrie Army Health Clinic

CUI

MEDDAC, FT Drum



**US Army Dental Activity**



**COL Ralf Beilhardt**  
Commander



**MSG Linda Gonzales-Muriel**  
Senior Enlisted Advisor



**Mr. Albert Goetz III**  
Executive Officer

**Soldier Recovery**



**LTC Jacob G. Ragsdale**  
Commander



**CSM Johnny Gonzales**  
Command Sergeant Major

**US Army Medical Department Activity**



**COL Elizabeth H. Duque**  
Commander



**CSM David C. Cook**  
Command Sergeant Major



**MAJ Nicholas Studer**  
Deputy Commander  
Clinical Services



**LTC Kylee J. Jewett**  
Deputy Commander  
Nursing



**MAJ Samuel Erickson**  
Deputy Commander  
Administration



**James A. Swords**  
Executive Officer



**HQ, Medical Company**



**CPT Amber D. Cantey**  
Commander



**1SG Timothy McCool II**  
First Sergeant

**Veterinary Services**



**CPT Alexandra O'Donnell**  
Officer In Charge



**SFC Hong Xu**  
NCO In Charge

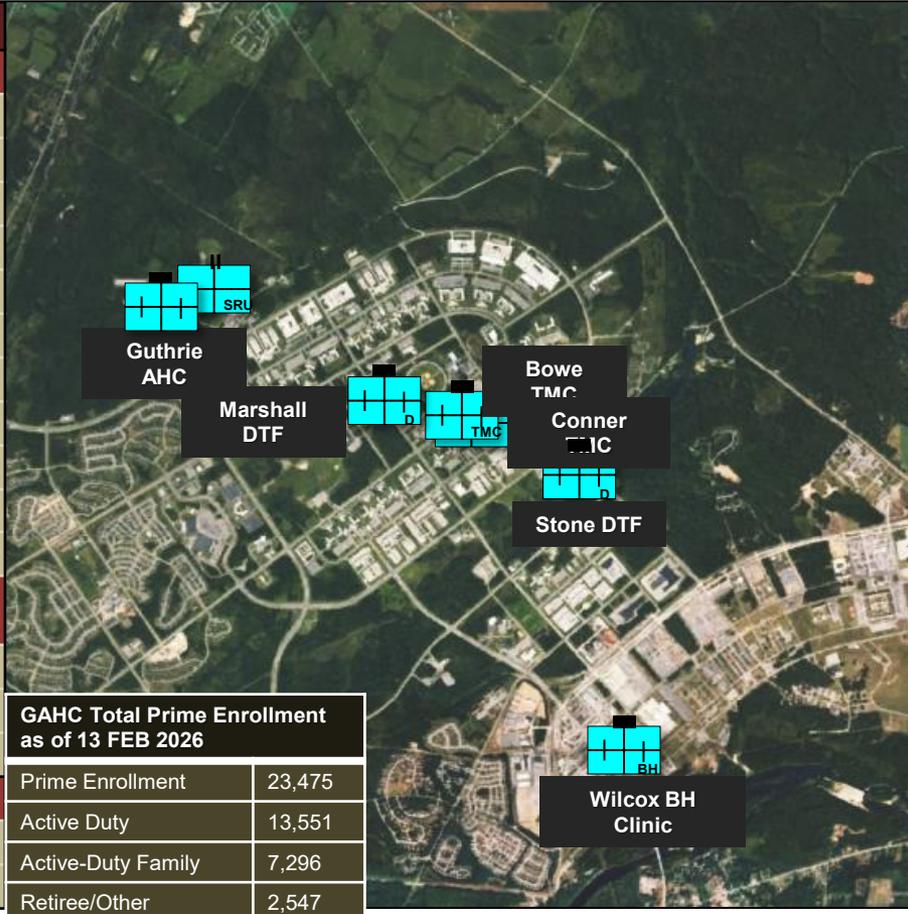


# MOUNTAIN MEDICS! CARE FOR THE CLIMB!

Guthrie Army Health Clinic

# Fort Drum MEDICAL – Common Operating Picture (COP)

FORT DRUM MEDICAL CAPABILITIES	
Guthrie Army Health Clinic (GAHC)	
Medical C2	Occupational Therapy
Primary Care	Chiropractic
Dermatology	Women's Health
Orthopedics	EFMP
Pain Management	Immunizations
Occupational Health	Dermatology
Physical Therapy	FAP
EMS (Ambulance)	Pharmacy
Radiology	Industrial Hygiene
Laboratory	Nutrition
Environmental Health	Medical Logistics
Bowe, Conner, Falcon Troop Medical Clinics (TMC)	
Primary Care	Radiology (Bowe)
Pharmacy	Optometry (Bowe)
Laboratory (Bowe)	Audiology (Clark Hall)
Wilcox Behavioral Health (BH) Clinic	
Assessment	
Treatment	



FORT DRUM DENTAC CAPABILITIES	
Stone and Marshall Dental Treatment Facilities (DTF)	
General Dentistry	Oral Maxillofacial
Endodontics	Comprehensive
Periodontics	Prosthodontics
Dental Lab	



GAHC Total Prime Enrollment as of 13 FEB 2026	
Prime Enrollment	23,475
Active Duty	13,551
Active-Duty Family	7,296
Retiree/Other	2,547

Dental Treatment Facilities Enrollment as of 13 FEB 2026	
Active Duty	13,551
National Guard/Reserve	Mission Dependent
* No Family Members or Retiree Beneficiaries	



# MOUNTAIN MEDICS! CARE FOR THE CLIMB!

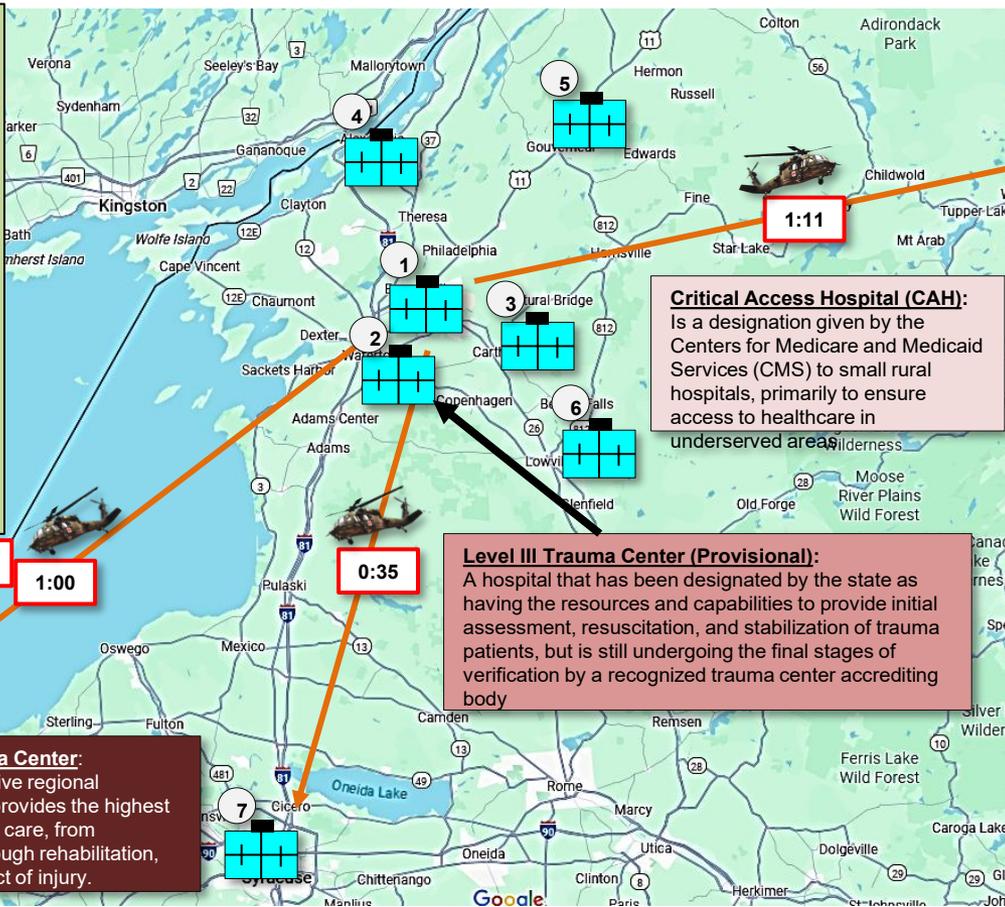
# AREA MEDICAL COP

Guthrie Army Health Clinic

**HUMANA Military (Purchased Care)**  
**Managed Care Support Contractor**

- Connecting Services:
- Provider Network Development
- Claims Processing
- Referral and Authorization
- Customer Service
- Data Management
- Beneficiary Enrollment
- Medical Management
- Clinical Support Agreements
- External Resource Sharing Agreements
- (MTF providers conducting services at local hospitals)
- OB/GYN Outpatient and Inpatient Services
- Orthopedic Surgery
- USFHP (Martin's Point; option for ADD and NADD only)

**NOTE: Air-times assume 151 KTAS**



**Critical Access Hospital (CAH):**  
 Is a designation given by the Centers for Medicare and Medicaid Services (CMS) to small rural hospitals, primarily to ensure access to healthcare in underserved areas.

**Level III Trauma Center (Provisional):**  
 A hospital that has been designated by the state as having the resources and capabilities to provide initial assessment, resuscitation, and stabilization of trauma patients, but is still undergoing the final stages of verification by a recognized trauma center accrediting body.

**Level I Trauma Center:**  
 A comprehensive regional resource that provides the highest level of trauma care, from prevention through rehabilitation, for every aspect of injury.

#	Facility	Capability
1	Guthrie Army Health Clinic	Ambulatory Health Clinic – No Emergency Services
2	Samaritan Medical Center	Level III Trauma Center (Provisional)
3	Carthage Area Hospital	• 24-Bed Critical Access Hospital • In/Out-Patient Behavioral Health
4	River Hospital	• 24-Bed Critical Access Hospital • In/Out-Patient Behavioral Health
5	Gouverneur Hospital	25-Bed Critical Access Hospital
6	Lewis County General Hospital	25-Bed Critical Access Hospital
7	SUNY Upstate Medical University Hospital	• Level I Trauma Center • Golisano Children's Hospital
8	University of Rochester Medical Center	Level I Trauma Center
9	University of Vermont Medical Center	Level I Trauma Center



***MOUNTAIN MEDICS! CARE FOR THE CLIMB!***

Guthrie Army Health Clinic

# Humana Military



# Enrollment Options

## TRICARE Open Season

- TRICARE Open Season is the annual period when you can enroll in or change your health care coverage plan for the following year.
- TRICARE Open Season applies only to enrollment in TRICARE Prime and TRICARE Select health plans.
- TRICARE Open Season occurs each fall. It starts the Monday of the second full week in November and runs at least 30 days.
- Enrollment changes made during TRICARE Open Season go into effect on Jan. 1 of the following year.
- Visit [www.tricare.mil/openseason](http://www.tricare.mil/openseason).

## Qualifying Life Event

- A Qualifying Life Event is a certain change in your life that means different TRICARE health plan options may be available to you and your family.
- Following a QLE, you have 90 days to make eligible health plan enrollment changes.
- A QLE for one family member means all family members are eligible to make enrollment changes.
- Examples of TRICARE QLEs include getting married or divorced, moving, giving birth, adopting a child, and retiring.
- Visit [www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents).



## Qualifying Life Events

- The following are TRICARE Qualifying Life Events:
  - Change in sponsor status that results in ineligibility to continue existing coverage
  - Change in family composition
  - Moving (change of address)
  - Certain government-directed changes
  - Change in command sponsorship (overseas only)
  - Losing sponsor or family member eligibility
  - Change in eligibility status of any single family member in another family
  - Losing other health insurance
- For more information, visit [www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents).



## Enrollment Options following a Qualifying Life Event

- Depending on your eligibility, a Qualifying Life Event may allow you and your family to:
  - Enroll in a new TRICARE health plan.
  - Change your health plan coverage.
- If you want to enroll in or change your health plan, you must:
  - Update the Defense Enrollment Eligibility Reporting System with the QLE.
  - Make the eligible enrollment changes within 90 days following the QLE.
  - Pay any enrollment fees or premiums due during the QLE period.
- For information on QLEs, visit [www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents).



## Telemedicine Services

- TRICARE beneficiaries are eligible to receive certain services at home via telehealth. In many locations, specialty services may be available via telehealth near you. Call your regional contractor for more information:
  - **TRICARE East Region:** Humana Military
    - Call 800-444-5445.
  - **TRICARE West Region:** TriWest Healthcare Alliance
    - Call 888-874-9378.
  - **Overseas:** The country where you live must allow telemedicine. Your provider must be licensed to practice where you live. For more information, contact International SOS Government Services, Inc.
    - Find toll-free contact information at [www.tricare-overseas.com/contact-us](http://www.tricare-overseas.com/contact-us).



# TRICARE Pharmacy Program (1 of 3)

## Out-of-Pocket Costs (Jan. 1–Dec. 31, 2026)

Pharmacy Option	Formulary drugs: Generic	Formulary drugs: Brand-name	Non-formulary Drugs	Non-covered Drugs
<b>Military Pharmacy</b> (Up to a 90-day supply)	\$0	\$0	Generally not available without medical necessity	Not available
<b>TRICARE Pharmacy Home Delivery*</b> (Up to a 90-day supply)	\$14	\$44	\$85	Not available
<b>TRICARE Retail Network Pharmacy</b> (Up to a 30-day supply)	\$16	\$48	\$85	Full cost of drug

*\*Some non-formulary drugs are only available through TRICARE Pharmacy Home Delivery. Home delivery isn't available in Germany, Norway, or Saudi Arabia. Home delivery may not be available to all overseas locations.*

*Section 702 of the NDAA for FY 2018 froze pharmacy copayments at the 2017 rates for survivors of active duty service members and medically retired service members (and their family members).*



## Take Control of Your Health Care Journey!

Through beneficiary self-service on [www.tricare.mil/eastselfservice](http://www.tricare.mil/eastselfservice), you can:



Make a payment



View your claims



Verify eligibility



Check referral and authorization statuses



Update your communication preferences



Start a chat or send a secure message

### How Do I Manage My Referral?

- Referrals can take three to five days to be posted.
- All contact information for the network provider will be included in the referral.
- You will be required to call the network provider to arrange an appointment time.
- If you have any concerns with the provider contact information, the location of your referral, or anything else, please call TRICARE East at 800-444-5445.

## Download the TRICARE East Mobile App



**EAST REGION**

**800-444-5445**  
**[www.tricare.mil/east](http://www.tricare.mil/east)**

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0325-B



**EAST REGION**

Welcome to TRICARE East



*Photo by Gunnery Sgt. Donald Holbert*



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Guthrie Army Health Clinic

# Managed Care Division



**To Receive Healthcare on Fort Drum:**



1. Ensure that your address, phone number, and email address are up to date by visiting **milConnect**, visiting the Fort Drum **DEERS Office** at Clark Hall, or by calling **1-800-538-9552**
2. Enroll with **TRICARE-East/Humana Military** by visiting **milConnect** or by calling **1-800-444-5445**

*\*Be prepared to provide the names of your family members\**

*\*You must choose a benefit within 90 days of leaving your previous duty station\**



**Download the TRICARE East app!**

View claims, referrals, and authorizations

Access coverage and benefit details

Identify Primary Care Manager

Check eligibility for care

And much more!





**Referral Management**

Answers to questions about an existing specialty care referral on or off post

\*The Managed Care Division does not place referrals

**Benefits Counseling**

Advice and information on TRICARE benefits and services

**Debt Collection**

Help with resolving debt collections due to unpaid TRICARE claims

**Medical Patient Travel**

Coordination and reimbursement of reasonable travel expenses for qualified medical appointments located more than 100 miles from Fort Drum

\*Patients must be non-Active Duty, a TRICARE Prime enrollee, and have a Primary Care Manager at GAHC

**Visit** us at **Guthrie Ambulatory Health Clinic**  
Monday - Friday, 0700 – 1530, except federal holidays

We are located between the  
Primary Care Clinic and Pharmacy

**Call** us at **(315) 772-4435**

**Message** us on the **MHS GENESIS Patient Portal**  
**@ Ft. Drum Referral Management Clinic**



<https://my.mhsgenesis.health.mil>



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Guthrie Army Health Clinic

# **FAMILY MEDICINE SERVICE**



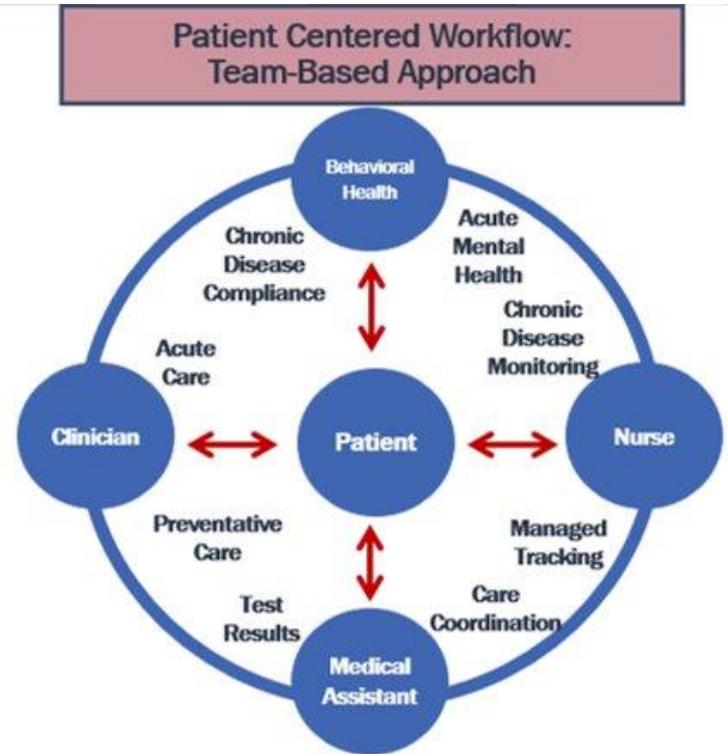
How to contact your care team

- Patient portal
- Telephone

Virtual care options

- TeleMynd
- Doc On Demand
- Teladoc
- Talkspace

School physical "rodeos" in 2026





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Guthrie Army Health Clinic

# **Exceptional Family Member Program (EFMP)**



## What is the Exceptional Family Member Program?

The Exceptional Family Member Program is a mandatory enrollment program governed by AR 608-75 and DoDI 1315.19, June 23, 2023. This program works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personnel services to any Service Member with an Exceptional Family Member.

### **Medical EFMP office has 3 main functions:**

- Enrollment processing ( new enrollment, update to an enrollment or disenrollment)
- DA Nominative Review and recommendation
- Family Member Travel Screening for all OCONUS assignments

The Fort Drum office services all military branches (Army, Air Force, Marines, Navy, Space Force and National Guard) for all of New York state except NYC, Maine, New Hampshire, Vermont and Canada

### **Things to Know about EFMP:**

- EFMP SITE: <https://efmp.army.mil/EnterpriseEfmp/>
- All Family Members over the age of 18 must have their own DS Logon
- Enrollments must be updated every 3 years
- The EFMP office at the Soldier and Family Service Center offers many community support activities, system navigators, and respite care



**Decision methodology:** Capability and Capacity

- Weekly care must be available within a 40-mile radius
- Monthly care within a 60-mile radius
- Quarterly care within a 90-mile radius
- Annual care within 100-miles (or farther)

**Methods used to determine/validate:**

- Humana Military website for network providers
- Spot checks (calls to specialty offices) to verify wait times for new patient appointments
- Discussions with MEDDAC providers
- Feedback from patients
- Coordination with our referral management office

**EFMP** Exceptional Family Member Program

**Hours:** Mon. – Fri., 8:30 a.m. to 3:30 p.m.

Closed from 12 –2 p.m. daily

**Phone:** (315) 772-4653/4620

**Location:** Guthrie AHC (across from security)



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# **Army Public Health Nursing**



## **What is Army Public Health Nursing?**

Army Public Health Nursing (APHN) enables Total Force readiness through promoting population-focused health, mitigating disease and injury, assuring Force Health Protection, informing policy, and responding to emerging health threats.

### **APHN Services**

Nicotine Cessation Education

Sexual Health and Responsibility

Travel Clinic

Rabies and Animal Bite Program



Health Promotion Campaign and Services

Communicable Disease Surveillance

CYS Health Consultant

Nutrition Services Resource

### **Location:**

**Army Public Health Nursing Clinic**

**P-36 1st Street W**

**Ft. Drum, NY 13602**

**📞 Front Desk (315)772-6404**



**MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic



**NATIONAL  
PUBLIC  
HEALTH  
WEEK**

COLORECTAL CANCER IS

**PREVENTABLE.  
TREATABLE.  
BEATABLE.**

Colorectal cancer is the third most common cancer diagnosed in both men and women in the United States. But you can prevent it with a colonoscopy.



**Upcoming Health Promotion Events:**

- Join us in Celebrating National Public Health Week, April 6 - 12, 2026- installation tour
- Colon Cancer Awareness- March 2026, Clark Hall, updated monthly



# MOUNTAIN MEDICS! CARE FOR THE CLIMB!

Guthrie Army Health Clinic

## COLD INJURIES

What are Cold Injuries?



Cold injuries refer to a range of medical conditions that occur due to exposure to cold temperatures. They are commonly associated with cold weather but can also occur in other environments where the body is exposed to extreme colds, such as in refrigerated environments or during winter sports.

## FROSTBITE & HYPOTHERMIA

In cold temperatures, your body begins to lose heat faster than it can be produced, which can lead to serious health problems.

### Know who is at high risk:



Older adults without proper food, clothing, or heating



People who stay outdoors for long periods (homeless, hikers, hunters, etc.)



People who drink alcohol in excess or use illicit drugs



Babies sleeping in cold rooms

<http://emergency.cdc.gov/disasters/winter/staysafe/index.asp>



U.S. Department of Health and Human Services  
Centers for Disease Control and Prevention

# SPOT

## FROSTBITE

A victim is often unaware of frostbite because frozen tissue is numb.



### Signs & Symptoms

- Redness or pain in any skin area may be the first sign of frostbite.

### Other signs include:

- a white or grayish-yellow skin area
- skin that feels unusually firm or waxy
- numbness

## HYPOTHERMIA

Hypothermia often occurs at very cold temperatures, but can occur at cool temperatures (above 40°F), if a person is wet (from rain, sweat or cold water) and becomes chilled.



### Signs & Symptoms

#### Adults:

- shivering
- exhaustion
- confusion
- fumbling hands
- memory loss
- slurred speech
- drowsiness

#### Infants:

- bright red, cold skin
- very low energy



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# Pharmacy



**How to Activate a New Prescription Remotely:**

Step	Action
1. Initiate Contact	Text the phrase “Get in line” to <b>833-564-4369</b> , or use the QR code below.
2. Provide Information	You will receive automated text messages. Respond directly to these prompts to securely submit your prescription request for processing.
3. Convenient Pickup	<b>When you arrive at the Pharmacy, use the text prompt to check in.</b> You will receive a notification when your medication is ready. Follow the prompts to collect your prescription.



The Guthrie AHC Pharmacy is reminding beneficiaries of a convenient service exclusively for activating **NEW PRESCRIPTIONS** at least **TWO HOURS** before they plan to visit the pharmacy. This existing but underutilized resource is designed to ensure medications are ready for pickup upon arrival, significantly reducing your wait.



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# Mental Health



## **MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic

### Embedded Mental Health and Multidisciplinary Clinics (315) 774-5327/8

- Located within a Service Member's respective unit's footprint
- Walk-in services during the duty day for urgent mental health matters

### Substance Use Disorder Care Clinic (315) 772-3301

- Addresses addiction and substance use concerns

### Intensive Outpatient Program (IOP)

- For Service Members requiring more intensive treatment (by referral only)

### Child and Family Mental Health Clinic (315) 772-1074

- Supports the unique needs of military families
- Offers individual and couples therapy

Our Goal is to deliver timely, effective mental health care in alignment with patient preferences and treatment goals.



# MOUNTAIN MEDICS! CARE FOR THE CLIMB!

Guthrie Army Health Clinic

- Our Child and Family Mental Health Clinic currently has availability for in-person or virtual individual or couple’s therapy with new appointments typically being scheduled within 28 days. We are hopeful to welcome a new child psychologist to our team in April or May of this year, which will expand our available services and capacity.
- We understand how important timely support is for your child and family. No referrals are required for Family members to be seen in our clinic or in the network.
- To schedule a Mental Health appointment at Guthrie Army Health Clinic or for other questions: call 315-772-1074
- To find a network Mental Health provider: <https://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main>
- To find a network virtual Mental Health provider: <https://www.tricare.mil/About/Regions/East-Region/Find-Care/virtualHealth>
- For general information on network Mental Health offerings: <https://www.humanamilitary.com/content/dam/sites/humana-military-com/beneficiary-section/faqs/starforce-flyer.pdf>
- For a current mental health emergency, please call 911 or go to the nearest emergency department.

## Urgent Mental Health Services and Support:

National Suicide and Crisis Lifeline:  
Call or text 988

Military OneSource:  
<https://www.militaryonesource.mil/>  
(800) 985-5990

Citizen Advocates  
650 State Street, Watertown, NY 13601  
315-755-1251

Mobile Crisis of Jefferson/Lewis Counties  
Call 24/7  
315-782-2327 or 315-405-0696



***MOUNTAIN MEDICS! CARE FOR THE CLIMB!***

Guthrie Army Health Clinic

# **Veterinary Services**



- **Our Mission:** Provide comprehensive health care to our Military Working Dogs and Government Owned Animals. Conduct Food Defense and Food Safety inspections for over 45 facilities on Fort Drum. Provide preventative health care for privately owned animals, including conducting bite reports, with sick call appointments and surgeries as time allows.
- **We are not an emergency clinic.**
- **Scheduling:** Call 315-772-4262
- **Updating Records:** send us an email at [fortdrumvtf@gmail.com](mailto:fortdrumvtf@gmail.com)
- **Services:**
  - **Wellness Appointments**
  - **Bite Reports**
  - **Sick Call Appointments**
  - **Surgeries**
  - **Health Certificates:** Contact us as soon as you know you are going OCONUS.
    - Please visit <https://www.aphis.usda.gov/pet-travel> for more information.
    - You can get reimbursed for pet travel during PCS moves. For more information see Joint Travel Regulations par. 050107.





**MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic

**PATIENT ADVOCATE  
MS. DEBORAH WOODS  
315-772-4655**

**[DEBORAH.A.WOODS24.CIV@HEALTH.MIL](mailto:DEBORAH.A.WOODS24.CIV@HEALTH.MIL)**



## **Value of Patient Feedback:**

- Improve satisfaction/experience.
- Enhance communication and trust
- Ensure Quality of Care
- Areas for improvement



**Your Voice Matters!**

***"Be part of the solution in improving healthcare for all beneficiaries"***



**MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic

Patient Experience Outpatient Satisfaction Surveys

## Patient Satisfaction Surveys/Reinforcing Directed Behavior

Joint  
Outpatient  
Experience  
Survey



## Joint Outpatient Experience Survey (JOES)



Your opportunity to tell us how we're doing!

<https://ice.disa.mil/> - In the box, search for "MEDDAC", and look for "MEDDAC, Patient Advocate Office"

*We appreciate hearing about your experiences!*





## What is JOES?

- Defense Health Agency assessment tool and confidential patient satisfaction survey
- Standardized sampling and universal means of delivery:
  - Via email, mail, and text (JOES-T)
- Provides insight for leadership on the beneficiary experience.
- JOES focuses primarily on the following:
  - Access to care
  - Doctor or provider communication and courtesy
  - Effectiveness of the clerks/receptionists
  - Overall satisfaction with the provider and healthcare
- JOES provides information to improve the level of service we provide
- Beneficiaries are surveyed only once within a **90-day period**
- Completed satisfied JOES Surveys helps to improve customer experience



### The Joint Outpatient Experience Survey for Walk-in Contraceptive Clinics

Dear valued patient,

Our goal is to provide the best healthcare possible for you and your family. As a result, we are asking for your honest feedback about your experience with today's visit.

This voluntary survey only takes a few minutes to complete and will help us learn how the Department of Defense can better serve you and our community. Your information and answers are strictly confidential, and the results are compiled and reported at an aggregate level.

We invite you to complete the JOES WIC survey by scanning this code with your smartphone camera to complete the survey online.





# MOUNTAIN MEDICS! CARE FOR THE CLIMB!

Guthrie Army Health Clinic

## ICE (Interactive Customer Evaluation) :

- ICE is locally managed available <http://ice.disa.mil> or customer comment cards.
- Provides immediate feedback that is addressed promptly.
- Allows DoD customers and patients provide feedback, submit comments, and rate their experiences in real time.
- Gives leadership data on service quality.
- Contact information must be left if you would like to receive a response.

The screenshot shows the 'Madigan - Hematology/Oncology Comment Card' interface. It includes a header with the ICE logo and navigation links. The main content area contains a series of questions with radio button options for ratings: Excellent, Good, OK, Poor, Awful, and N/A. The questions cover various aspects of the patient experience, such as appointment timing, staff attitudes, and service quality. At the bottom, there is a section for 'Did the product or service meet your needs?' with Yes, No, and N/A options.

✓ No appointment necessary  
 ✓ QR code accessible



## **What is the Patient and Family Partnership Council?**

- A forum where beneficiaries meet quarterly with Command and key healthcare leaders
- Focused on discussing improvements to enhance patient experience
- Platform for generating ideas and solutions for better healthcare deliver
- Direct communication channel between patients and healthcare team leadership
- Voice concerns and suggestions directly to leadership



## **PFPC Beneficiary Membership**

- Active-Duty Personnel
- Active-Duty Family Members
- Retirees
- Retiree Family Members
- TRICARE Plus Beneficiaries
- TRICARE for Life Beneficiaries

## **Meeting Format & Accessibility**

- Quarterly meetings held every three months
- Multiple attendance options available:
  - Microsoft Teams virtual attendance
  - In-person participation
  - Dial-in option for phone participation



# **SPEAK UP!**

## **YOUR VOICE MATTERS**

Volunteer to be on the  
***Patient and Family  
Partnership Council (PFPC)***



Share suggestions and potential solutions to improve patient care.

The PFPC partners patients and family members with members of the healthcare team to discuss improvements to the overall healthcare experience. Membership doubles as a Red Cross volunteer opportunity.

We are looking for:

- o Family Members
- o Spouses
- o Retirees
- o Soldiers

### **Call Now!**

Contact the Patient Advocate at (315) 772-4655

or visit [Guthrie.TRICARE.mil](http://Guthrie.TRICARE.mil) (select Customer Service under Patient Resources).



U.S. Army Medical Department Activity  
Fort Drum, New York  
*Mountain Medics, Care for the Climb!*



[@FortDrumMEDDAC](https://www.instagram.com/FortDrumMEDDAC)

PFPC provides a platform for patients and families to share their experience, offer feedback, and collaborate on solutions to improve care delivery.



***MOUNTAIN MEDICS! CARE FOR THE CLIMB!***

Guthrie Army Health Clinic

# **American Red Cross Blood Drives**



## Upcoming American Red Cross Blood Drives on Fort Drum

- Friday, March 6
  - Guthrie Army Health Clinic  
11050 Mt. Belvedere Blvd.  
Fort Drum, NY 13602
- Friday, April 3
  - Fort Drum Mountain Community Homes  
9035 S. Riva Ridge Loop  
Fort Drum, NY 13602
- Monday, April 6
  - Fort Drum Boss Center  
Bldg. 10650, 5<sup>th</sup> Armored Division Drive  
Fort Drum, NY 13602
- Friday, April 10
  - UAS Bldg., Wheeler-Sack Army Airfield  
3886+GP  
Fort Drum, NY 13603





**MOUNTAIN MEDICS! CARE FOR THE CLIMB!**

Guthrie Army Health Clinic



**Questions?**

# Community Information Exchange

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BETTER

*When you tell a  
friend*

Next Community Information Exchange

**April 1st, 2026**

# Back-up Slides

# Fort Drum Mountain Community Homes

315-955-6800

# The Army Housing Tenant Satisfaction Survey is

**NOW  
OPEN!**





Scholarship  
Opportunity for  
Residents

# 2026 Scholarship Program

Scan the QR  
code to apply!



WinningEdge



**WinnCompanies**  
*Development | Residential | Military*

The WinnCompanies logo, featuring a stylized "W" icon followed by the company name "WinnCompanies" in a bold, sans-serif font. Below the name is the tagline "Development | Residential | Military" in a smaller, italicized font.

# PAINT & SIP PARTY

Find your inner Picasso  
as you paint, snack  
and have fun!

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Thursday, **MARCH 19**  
**CRESCENT WOODS**  
**COMMUNITY CENTER**

Visit our Facebook Page to register

 **fort drum**  
MOUNTAIN COMMUNITY HOMES



**AAFES**

**315-772-5631**

# Army & Air Force Exchange Service

## What is Happening at the Exchange?



**NATIONAL  
CHILDREN'S  
CRAFT DAY**

**MARCH 14, 2026  
1300-1400  
FORT DRUM PX MALL**

**COME MAKE A CRAFT AND  
TAKE HOME YOUR CREATION!**

  
**EXCHANGE**

**CRAFTING SMILES, ONE PROJECT AT A TIME!**

The poster features a decorative border of colorful stars and handprints. It includes illustrations of a paint palette and a box of crayons.



**EASTER CRAFTS**

**FORT DRUM EXCHANGE  
MARCH 28, 2026  
1200-1400**

  
**EXCHANGE**

**HOP ON OVER AND MAKE SOMETHING  
EGG-STRA SPECIAL THIS EASTER!**

The poster has a colorful geometric background with Easter-themed illustrations like eggs, bunnies, and flowers.

**Shop & Save 24/7:**

[shopmyexchange.com](https://shopmyexchange.com)

**Follow us on social media:**

[facebook.com/FtDrumExchange](https://facebook.com/FtDrumExchange)

[instagram.com/exchangefortdrum/](https://instagram.com/exchangefortdrum/)

# Army & Air Force Exchange Service

## What is Happening at the Exchange?



**Easter Bunny Visit at the Fort Drum Exchange!**

**April 4, 2026 1200-1500**

**April 5, 2026 1200-1500**

**Bring your own camera to capture this moment**

**Follow us on Social  
Media for more  
information on our  
Easter events!**



**Shop & Save 24/7:**  
[shopmyexchange.com](https://shopmyexchange.com)

**Follow us on social media:**  
[facebook.com/FtDrumExchange](https://facebook.com/FtDrumExchange)  
[instagram.com/exchangefortdrum/](https://instagram.com/exchangefortdrum/)

# Army Community Service Relocation

315-772-6566 (RELO)



# Relocation Readiness



## SPOUSE CONNECTION

Come join us, meet new Spouses, build your Squad and make 10<sup>th</sup> Mountain your home!

MORNING EDITION  
0900  
THE PEAK

HIGHLIGHT - RESOURCE FAIR  
IMMEDIATELY FOLLOWED BY  
THE COMMUNITY INFORMATION  
EXCHANGE (CIE)

EVENING EDITION  
1800 (6:00 PM)

FAMILY RESOURCE  
CENTER

HIGHLIGHT -  
COMMUNITY  
RESOURCE

The first Wednesday  
of the month

315-772-6556

KIDS ARE WELCOME!!



## BEHIND THE MISSION RESOURCE FAIR



The Community Information Exchange brings you the Behind the Mission Resource Fair. Join us to see a snapshot of the installation's programs, services and community partners that support Fort Drum. Discover valuable resources, ask questions, build connections that will strengthen you and your family - because when spouses are supported, the mission succeeds.

FIRST WEDNESDAY OF THE MONTH

0900-1000

THE PEAK



Please join us on the first Wednesday of the month for Spouse Connection 1800 @ the Family Resource Center Featuring: Next Move NY Kids are welcome!



# Relocation Readiness Enrichment classes

ARMY COMMUNITY SERVICE  
**ACS**  
Real-Life Solutions for Successful Army Living

Join us for our monthly

# International Spouse Club

THIRD THURSDAY OF THE MONTH AT 1330

Join us for our March Meeting!!

**GLOBAL SPOUSES, LOCAL MISSION**  
MARCH 19<sup>TH</sup> 1330

Join fellow international military spouses for a fun and engaging introduction to Fort Drum. Discover installation resources, connect with new friends, and learn how to thrive in the North Country - together.



ACS 11042 MT BELVEDERE BLVD 315-772-6556



**★ FREE TRAINING ★**  
**STITCHING THE STANDARD**



**WHAT YOU'LL LEARN:**

- Hemming & sleeve adjustments
- Patch & rank placement (regs-based)
- Repairs & uniform upkeep
- Measuring for proper fit

**FREE CLASS — WALK INS WELCOME**

- Last Tuesday Of The Month
- 1145 - 1245
- FRC 11042 Mt. Belvedere Blvd.
- (315) 772-6556

**HANDS-ON WORKSHOP**






# Relocation Readiness Enrichment classes

2026 ARMY COMMUNITY SERVICE 2026  
RELOCATION READINESS PROGRAM PRESENTS:

## GOING OVERSEAS?

### OVERSEAS PCS BRIEF

**MANDATORY**

SPOUSES AND KIDS ARE WELCOME

JANUARY 14th   28th	APRIL 8th   22nd	JULY 8th   22nd	OCTOBER 14th   28th
FEBRUARY 11th   25th	MAY 6th   20th	AUGUST 12th   26th	NOVEMBER 11th   25th
MARCH 11th   25th	JUNE 10th   24th	SEPTEMBER 9th   23rd	DECEMBER 9th   23rd

time 1:30 P.M.  
Location Family Resource Center  
11042 Mount Belvedere Blvd.

[REGISTER NOW](#) (315)-772-6556

**2026 Overseas Brief schedule**  
**2<sup>nd</sup> & 4<sup>th</sup> Wednesdays at 1330**  
 11 & 25 March  
 8 & 22 April  
 13 & 27 May  
 10 & 24 June

ARMY COMMUNITY SERVICE ACS Real-Life Solutions for Successful Army Living

BUILD YOUR SQUAD - YOU ARE NOT ALONE!

# HEARTS APART

DEPLOYMENT PREPARATION CLASSES

- BEFORE
- DURING
- COMING HOME

HEARTS APART will help Spouses build their Homefront Hub by connecting them with their 'Battle Buddies' and resources for a successful deployment navigation.

Thank you for showing us strength and loyalty.

Climb to Glory

**CONTACT ARMY COMMUNITY SERVICE TO SCHEDULE A CLASS! 315-772-6566**

# Family and Morale, Welfare and Recreation

315-772-5686

# Family and Morale, Welfare and Recreation Dates to Remember

## March 2026

3/14	Cascades Indoor Waterpark	8:00 AM	Outdoor Recreation
3/14	Maple Days	9:00 AM	Special Events
3/14	Flapjack 5K	9:00 AM	Sports & Fitness
3/14	St. Patrick's Bowling	4:00 PM	Pine Plains Bowling Center
3/16	Shamrock Splash Challenge	8:00 AM	Aquatics
3/16	Pickleball Tournament	6:00 PM	Sports & Fitness
3/17	St. Patrick's Day Scavenger Hunt & Craft	5:00 PM	McEwen Library
3/18	Basketball Tournament	6:00 PM	Sports & Fitness
3/19	Shamrock Shred	9:30 AM	Sports & Fitness
3/20	Sprint Triathlon	7:00 AM	Sports & Fitness
3/21	Community Art Project	10:00 AM	McEwen Library
3/21	Trivia Night	5:00 PM	The Peak
3/22	Monster Truck Wars	12:00 PM	Outdoor Recreation
3/23	Plank-a-Palooza	6:00 AM	Sports & Fitness
3/25	Story Time with SLO's	10:00 AM	McEwen Library
3/26	Virtual Golf League	6:00 PM	Sports & Fitness
3/28	Central Rock Gym Trip	8:00 AM	Outdoor Recreation
3/31	Family Game Night	5:00 PM	McEwen Library



# Family and Morale, Welfare and Recreation Dates to Remember

## April 2026

4/1	50 Mile Run Challenge Begins	6:00 AM	Sports & Fitness
4/1	Only Fools Run 5k	7:00 AM	Sports & Fitness
4/2	Eggs-cercise Hunt	6:00 AM	Sports & Fitness
4/4	Rosamond Gifford Zoo Trip	8:00 AM	Outdoor Recreation
4/6	March Madness Championship	TBD	Special Events
4/7	Library Skills Workshop Grade 6-12 Begins	2:30 PM	McEwen Library
4/8	Library Skills Workshop Grade K-5 Begins	2:00 PM	McEwen Library
4/10	Dive-In Movie	5:00 PM	Aquatics
4/10	Soccer League Championship	6:00 PM	Sports & Fitness
4/11	When Pigs Fly Shoot	10:00 AM	Outdoor Recreation
4/14	Pressed Flower Votives	5:00 PM	McEwen Library
4/15	Pickleball Tournament	6:00 PM	Sports & Fitness
4/18	Spring Fling Outdoor Party	10:00 AM	McEwen Library
4/18	Paintball Tournament	9:00 AM	Sports & Fitness
4/18	E-Bike Ride	10:00 AM	Outdoor Recreation
4/18	Trivia Night	5:00 PM	The Peak
4/20	Adirondack Stairclimbing Challenge	6:00 AM	Sports & Fitness
4/21	Family Game Night	5:00 PM	McEwen Library
4/23	Dodgeball Tournament	6:00 PM	Sports & Fitness
4/24	Ultimate Frisbee Tournament	6:00 PM	Sports & Fitness
4/25	Racquetball Tournament	9:00 AM	Sports & Fitness
4/25	Spring Open House	9:00 AM	Outdoor Recreation



**Family and Morale, Welfare and Recreation  
Calendar of Events**

[home.army.mil/drum](http://home.army.mil/drum)

[drum.armymwr.com](http://drum.armymwr.com)



# Family and Morale, Welfare and Recreation

FORT DRUM FMWR

## Maple Days

Enjoy a **FREE** breakfast with us  
and learn more about Fort Drum FMWR!

Breakfast will include pancakes with maple syrup and sausages.  
Beverages will be available for purchase.

### The Peak

4350 Euphrates River Valley Road

**MARCH 14**  **9 AM - 11 AM**

Open to DoD ID cardholders of all ages.  
For more information, call 315-772-7864.



[DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)



[f @DRUMFMWR](https://www.facebook.com/DRUMFMWR) | [@FORTDRUMFMWR](https://www.instagram.com/FORTDRUMFMWR)

# Family and Morale, Welfare and Recreation

## BREAKFAST AT THE BOWL

Breakfast is available on SUNDAY ONLY from 12 PM - 5 PM

### Breakfast Pizza

Peppered gravy for the base, scrambled eggs, shredded cheese with your choice of bacon, sausage, or ham.

7" ..... \$8.50

16" ..... \$16.50

Cauliflower Breakfast Pizza (14") ..... \$15.50

Peppered gravy for the base, scrambled eggs, shredded cheese with your choice of bacon, sausage, or ham on a cauliflower crust.

Breakfast Burrito ..... \$10

Scrambled Eggs, green peppers, red onions, shredded Monterey/Colby cheese, French Fries, and Salsa. With your choice of Bacon, Ham, or Sausage.

Breakfast Sandwich ..... \$9

Brioche Roll, Fried Egg, Choice of Sliced Cheese (Provolone, Swiss, American, Cheddar or Pepper Jack) and your choice of Bacon, Sausage Patty, or Ham.

315-772-6601 | 4320 Conway Road, Fort Drum, NY 13602

DRUM.ARMYMWR.COM



@DRUMFMWR | @FORTDRUMFMWR



## Cozy Igloo Night



*Escape the Cold, Embrace the Glow, Experience the Magic!*  
**Warm Blankets \* Ambient Lighting \* Table Service**

**Includes:**

\* **Choice of Two Shareables**

*(Any two options from the menu)*

\* **Dessert Sampler**

*(options may vary)*

\* **Two Drinks**

*(Any two options from the menu)*

## Limited Spots Available!

75 Minute Reservation for Two People ..... \$75 THURSDAY \$125 FRIDAY & SATURDAY

**RESERVE TODAY** ❄️ 315-772-6222

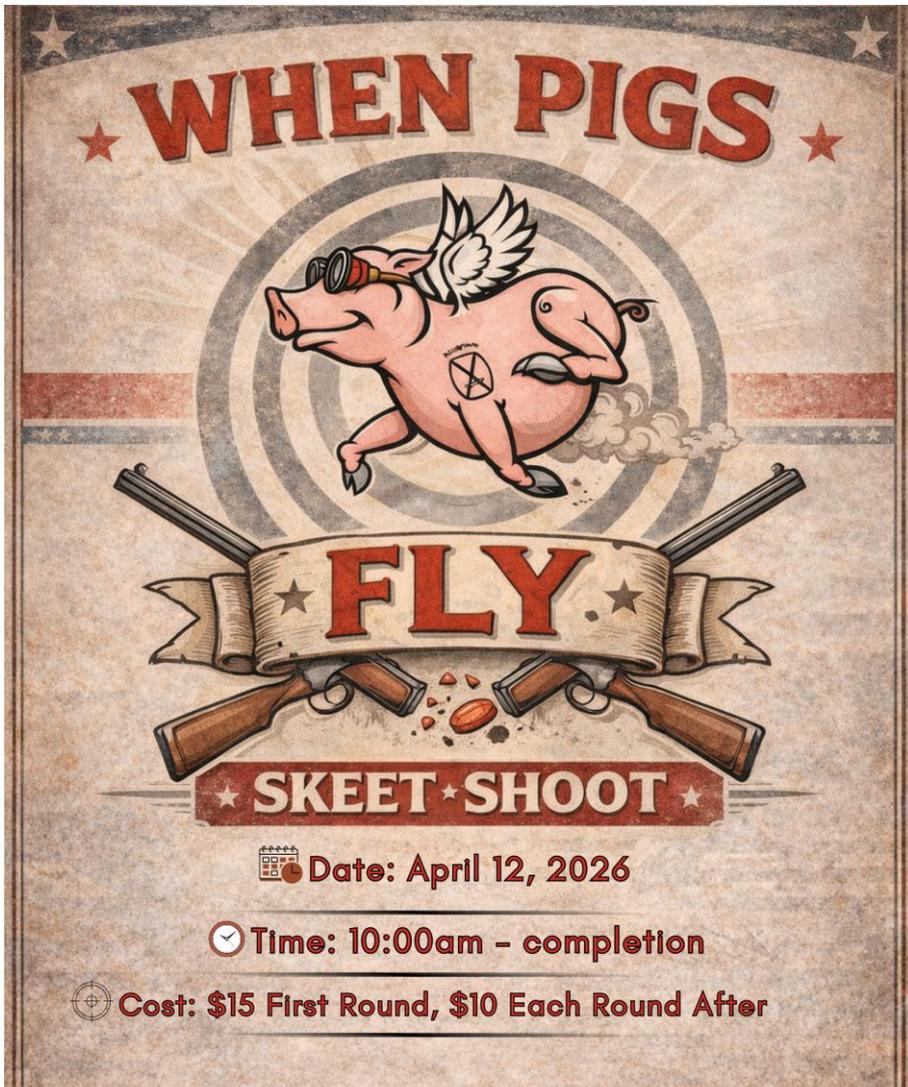
DRUM.ARMYMWR.COM



**THE PEAK**  
EVENT VENUE

f @THEPEAKATDRUM

# Family and Morale, Welfare and Recreation



**★ WHEN PIGS ★**

**★ FLY ★**

**★ SKEET SHOOT ★**

**Date:** April 12, 2026

**Time:** 10:00am - completion

**Cost:** \$15 First Round, \$10 Each Round After

Contact : 315-772-8222 Sign up: Outdoor Recreation - 11115 Iraqi Freedom Dr

DRUM.ARMYMWR.COM



@FORTDRUMDR



FORT DRUM SPORTS, FITNESS & AQUATICS

# Adirondacks

## STAIRCLIMBING CHALLENGE

April 20 - 24 2026

**\$5** PER PERSON

*A stair-climbing challenge to conquer New York State's tallest peak.*

*Push yourself to climb the height of Mount Marcy; 5,344 feet!*

*Hop on a stairclimber and see if you have what it takes to reach the summit.*

**\*\*Stairclimbers available at Magrath, Monti, and Atkins\*\***

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**Family and Morale, Welfare and Recreation**

# **School Support Services**

**Contact School Liaison Officer**

**315-772-3214 / 315-772-0281**



# SLO: Reminders

## **IRCS D**

- 16 & 17 MAR: Early Dismissal; Parent/Teacher Conferences.

## **CCSD**

- 13 MAR: Superintendent's Day, Staff only, no students.
- 19 MAR: Early Dismissal for K-4 Students/ Parent/ Teacher conferences.

## **WCSD**

- 13 MAR Early Dismissal for K-6 grade only; Parent/Teacher Conferences.

## **Universal Pre-K Kinder Information**

- Child must be 4 by 1 DEC 2026.
- See SLO's for school zoning information.

## **Kinder Eligibility for 2026-27 SY/ Kinder Screening:**

- Child must be 5 by 1 DEC 2026.
- School districts finalizing dates for April & May Kinder Screenings.
- SLO's finalizing list of schools and dates; check out the QR Code on our attached Kinder Readiness Flyer.

## **Kinder Readiness Workshops**

- Workshops for CYS and NON-CYS parents, dates TBD.
- Open to all parents with 2026-27 SY Kinder eligible students.

# SLO: Reminders



## ALL YOU NEED TO KNOW ABOUT KINDERGARTEN!



With a little bit of advance preparation, the transition to Kindergarten can be a very positive one for parents and children. Enjoy this next stage in your child's life and in your life as a parent.



[DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)



### KINDERGARTEN SCREENING:

- Testing done to identify services a child might need when school begins
- Child tested on cognitive ability, motor skills, speech, language and auditory/visual skills
  - following directions, recognition of colors/shapes/numbers etc.
  - Speech test also administered
  - Parents are notified of results
- Please have your child dress casually with sneakers or soft-soled shoes.
- Screening is approximately 90 minutes to complete the various screening stations.
  - If your child has an IEP or 504, please bring a copy.

### SCHOOL REGISTRATION CHECKLIST:

- Kindergarten Age Requirement for New York State:  
Age 5 by December 1 of Current School Year  
(i.e. 5 by December 1, 2026 for September 2026 Start Date)
- Register As Soon As Possible
- Completed School District registration packet  
(generally available online at the Student registration website or the registration office will email/mail it to you.)
- Proof of Residency
- Copy of Child's Birth Certificate or Proof of Age
- Any special needs documentation (IEP 504)
- Immunization Records
- Medical Physical (completed within 1 year prior to the first day of school);  
Your child's school has the NY Physical form as part of the registration packet.

FOR A MORE DETAILED LIST OF SCHOOL REGISTRATION DATES VISIT [DRUM.ARMYMWR.COM](http://DRUM.ARMYMWR.COM)

SCAN ME



### HOW PARENTS CAN HELP WITH FIRST DAY JITTERS

- Establish a morning/afternoon routine
- Practice routines a week ahead
- Lay clothes out the night before
- Let child help pick out first day of school clothes
- Have a set place for backpacks, lunchboxes, shoes, coats, etc
- Be on time for school
- Plan transition times: before and after school
- Have a kindergarten buddy
- Let your child ride the bus on the first day of school.



### CHILDREN'S BOOKS ABOUT STARTING KINDERGARTEN

- "Curious George Goes to School" by M. Rey & H.A. Rey
- "First Day Jitters" by J. Danneberg
- "I am absolutely too small for school" by L. Child
- "I love school!" by P. Sturges & S. Halpern
- "Leo the Late Bloomer" by R. Kraus
- "Miss Bindergarten Gets Ready for Kindergarten" by J. Slate
- "Mr. George Baker" by A. Hest & J.J. Muth
- "The Kissing Hand" by A. Penn
- "Will I Have a Friend?" by M. Cohen

Check out the Robert C. McEwen Library for a list of books or check out your local community library.  
[drum.armymwr.com/programs/robert-c-mcewen-library](http://drum.armymwr.com/programs/robert-c-mcewen-library)

Have a question about school?  
Contact the Fort Drum School Liaison Officer,  
Wendy O'Sullivan, Robin Banks: 315-772-3214;  
315-772-0281  
[ena.w.osullivan.naf@army.mil](mailto:ena.w.osullivan.naf@army.mil); [robin.d.banks3.naf@army.mil](mailto:robin.d.banks3.naf@army.mil)