

Prescription Activation using MHS Genesis Patient Portal

 460th Medical Group Pharmacy



**Scanning this QR Code will take you to the
MHS Genesis Patient Portal Home Page**

FOR ANY MHS GENESIS
PORTAL TECHNICAL
ASSISTANCE, PLEASE CALL
1-800-368-3665
or use the FAQ link on the
portal log-in page.

PLEASE NOTE: This portal is
designed for **ACTIVATING NEW** and
NON-URGENT PRESCRIPTIONS
electronically submitted by your
health care provider.

Please continue to use our telephone
automated system at 720-847-7455,
Option 1, to request **REFILLS**. Using
the portal to request refills may take
up to 5 business days.

To activate new prescriptions for
same day pick-up, please call
720-847-9355 Option 4, then
Option 3.

**Thank you for transitioning to our
new Electronic Health Record!**

Using the MHS Genesis Patient
Portal helps reduce telephone hold
times, wait times at the pharmacy,
prevent delays in receiving
medication, and most importantly
improve patient care!

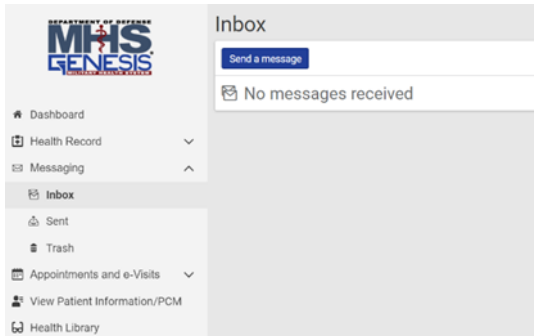


Tel: (720) 847-9355
Option 4, then Option 3

This version is current as of 13 Feb 23

ACTIVATE YOUR PRESCRIPTIONS VIA THE MHS GENESIS PHARMACY PATIENT PORTAL

1. Go to <https://patientportal.mhsgenesis.health.mil/>.
2. Login using either your DS Logon or CAC Authentication.
3. From the main menu, choose "Messaging"



4. From the messaging menu, click the blue button option to "Send a message."

5. In the "To" line, search "Buckley Pharmacy Prescription Activation"

6. In the "Subject" line, identify whether this is a "New Prescription Activation" OR a "Refill Request."

7. In the "Message" block, please provide the name(s) of the medication, corresponding dosage(s) and prescription number(s) (if available and as shown on the bottle) as well as any drug allergies.

****PLEASE NOTE:** If you are messaging on behalf of someone else, please include their full name, DOB, DOD ID#, and any medication allergies**
If this information is not included, the pharmacy may not be able to process your request.

8. Also, please provide a current cell phone number along with the name of your wireless carrier in order to receive an automated text message once your prescription is ready for pick-up.

PLEASE NOTE: text message notifications currently do not work for refills.

****text message rates may apply: check with your carrier for questions****

9. No attachment is required, but if you are unable to transcribe the info from your bottle effectively in the subject/message line, patients may send a picture of the medication bottle.

10. Click the blue "Send" button.

11. Within one business day, you will receive a return message from the Pharmacy indicating when your medication(s) will be ready for pickup.