

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

The MHS-Genesis Patient Portal is
designed as a means of communication
for patients to ask questions or request
prescription refills.

All electronically sent prescriptions will
be automatically processed.

Hard copy prescriptions can be dropped
off in the pharmacy drop box.

All new prescriptions will be ready for
pick-up 2 duty days after 1400 if
covered under the Tricare benefit.

Please continue to use our telephone
automated system at 720-615-2857,
Option 1, to submit REFILLS.

All refills called through the automated
line will be ready for pick-up in 4 duty
days after 1200.

Buckley Space Force Base Pharmacy Services



Hours of Operation & Closures

Call (720) 615-2857

or

follow us on
[https://buckley.tricare.mil/
Health-Services/Pharmacy](https://buckley.tricare.mil/Health-Services/Pharmacy)

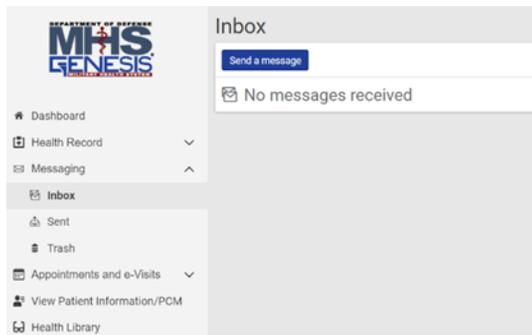
For snow delays or closures

Call (720) 847-7669

This version is current as of 8 Jan 25

COMMUNICATE WITH THE PHARMACY 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 for "Buckley Pharmacy"

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

7. In the "Message" block, please provide the name(s) of the medication, corresponding dosage(s), prescription number(s), and 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. 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.

Starting 1 October 2023: text message notifications are for all prescriptions.

****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.