

Thank you for your patience as we transition to our new Electronic Health Record!

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



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.

Prescription Activation using MHS Genesis Patient Portal

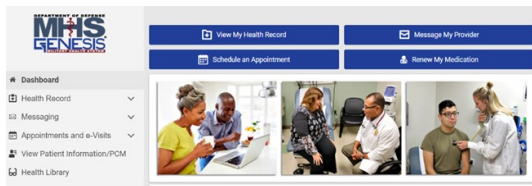
 460th Medical Group Pharmacy



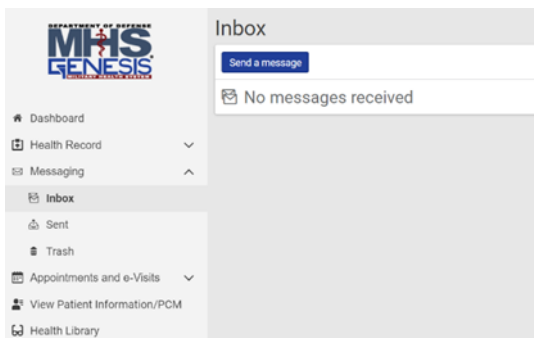
Tel: 720-847-9355 Option 4, then Option 3

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 the option to "Message My Provider"



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



5. From the "New Message" menu, select the correct patient in the field "On Behalf Of." If you are responsible for managing multiple patient's accounts, such as dependents/family members, then submit the message on behalf of them and not yourself. Failure to send on behalf of the correct patient will prevent pharmacy staff from being able to fill the medication.
6. In the "To" line, search "Buckley Pharmacy Prescription Activation"

A screenshot of the "New Message" form in the patient portal. The form has a title "New Message" and a back arrow. It contains several fields: "On Behalf Of" (populated with "Howard, Bradley W"), "To" (populated with "USAF Academy Pharmacy"), "Subject" (populated with "Atorvastatin Calcium 40 mg Activation"), and "Message" (populated with "Medication activation for 40 mg Atorvastatin Calcium 40 mg."). There is an "Attachments" section with a "Choose File" button and "Add another attachment" link. At the bottom, there are "Send" and "Cancel" buttons.

7. In the "Subject" line, identify whether this is a "new prescription activation" OR a "refill request".

8. On the "Message" block please provide the name(s) of the medication and the corresponding dosage(s) and prescription number(s) (if available and as shown on the bottle) as well as any drug allergies. 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.
9. No attachment is required, but if unable to transcribe info effectively in 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.