

# Prescription Activation using MHS Genesis Patient Portal

 460th Medical Group Pharmacy



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.

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

This version is current as of 13 Jan 23

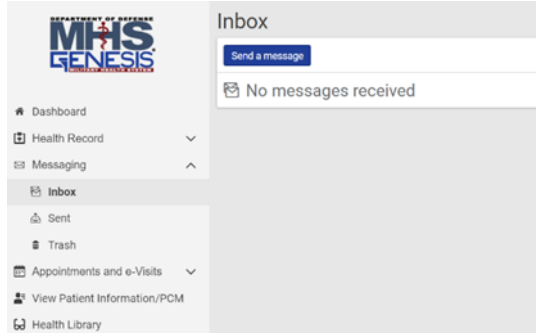
**Thank you for your patience as  
we transition to our new  
Electronic Health Record!**

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!



## 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 "Messages"



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

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

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

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.