

*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 or wait times at the pharmacy, prevent delays in receiving medication, and overall improve patient care!



Best Use of Patient Portal

The Patient Portal is primarily designed for ACTIVATING NEW and NON-URGENT PRESCRIPTIONS electronically submitted by your health care provider.

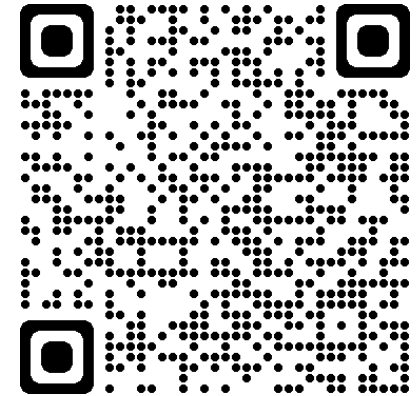
Please continue to use our telephone automated system 888-745-6427 or 719-333-MEDS (6337) Option 3 to request REFILLS. Using the portal to request refills may take up to 5 business days.

To activate new prescriptions for same day pick-up please call 719-333-MEDS Option 4 or see us in person before 4:00 P.M.

Prescription Activation using the MHS GENESIS Patient Portal



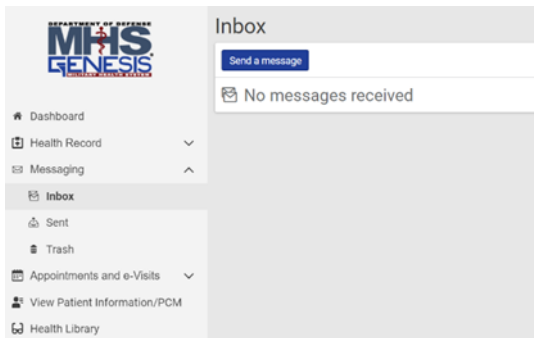
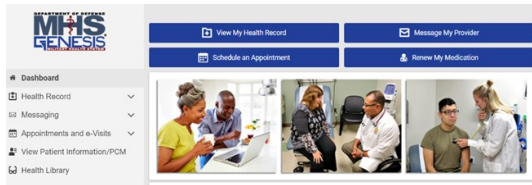
**10th Medical Group
Pharmacy**



719-333-MEDS (6337)

ACTIVATE YOUR PRESCRIPTIONS VIA THE MHS GENESIS 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. See additional pages for info on how to associate dependents or grant access to family members who can act on your behalf.
6. In the “To” line, search “USAF Academy Pharmacy.”

A screenshot of the "New Message" form in the MHS GENESIS Patient Portal. The form has a title "New Message" and a "Send" button at the bottom. It includes several fields: "This message is sent on behalf of" (Howard, Bradley W), "To" (USAF Academy Pharmacy), "Subject" (Atorvastatin Calcium 40 mg Activation), and "Message" (Medication activation for 40 mg Atorvastatin Calcium 40 mg). There is also an "Attachments" section with a "Choose File" button and a "No file chosen" message. A "Cancel" button is also visible at the bottom.

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 refill number(s) (if available and as shown on the bottle). Also indicate your preferred USAFA pharmacy pick-up location (if not indicated, this will be defaulted to our Community Center Pharmacy). Lastly, please provide a current cell phone number 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 and the pharmacy location where it is to be picked up from.