

## Refill Activation Methods

### 1. Automated Method to contact:

- Toll Free: 1-888-745-6427
- Local: 719-333-MEDS (6337) Option 3

OR

### 2. Submit Request via Messaging Tab—see other side for instructions

OR

### 3. Utilize the Medication Tab,

- In the drop-down bar of “Select a Recipient” box, Type: “USAF Academy Pharmacy Prescription Activation”

Who do you want to send the renewal request to? \*

power

- Barksdale Flight Med\_Powers, Stephanie, NP-C
- Fort Leonard Wood\_Nutrition\_Powers, Brittany
- Ft. Belvoir Community Hospital Family Medicine Clinic Team Silver\_Powers, John, MD
- USAF Academy Warrior Medicine Clinic\_Power, Kenneth, MD

- Select those medications with valid refills

NeilMed Sinus Rinse Kit nasal powder for reconstitution  
Ordered By: SALISBURY, TESS L, PA  
[Show more info](#)

fluticasone 50 mcg/inh nasal spray

Albuterol (Eqv-ProAir HFA) 90 mcg/inh inhalation aerosol  
Ordered By: POWER, KENNETH H, MD  
[Show more info](#)

Is your medication not listed? [Add medication](#)

How should we contact you if we have questions?

By secure message

By phone (please provide number)

[Additional comments](#)

[Send](#) [Cancel](#)

- Provide pick-up location, drug name/strength (if not listed), contact number, and click “Submit.”

**PLEASE NOTE: Refills will be ready for pick-up within 3 duty days, including those sent via the Patient Portal.**

### Refill vs. Renewal?

- **Refill:** If you're eligible for a medication refill and your current supply is low — you're able to order a new supply of your medication without having to go through your prescriber. (e.g. your prescription label still has refills)
- **Renewal** - When refills for your maintenance prescriptions have run out, you'll need to get a prescription renewal. This is, in essence, a new prescription for the same medication. (e.g. your prescription label has 0 refills)

**Best Use of Patient Portal is for electronic prescriptions sent by your provider(s):**

- NEW Prescriptions
- Non-Urgent Prescriptions

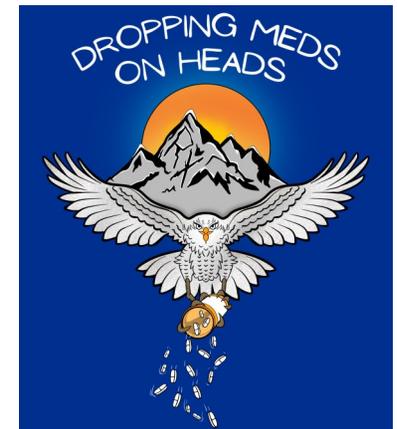
**For Same Day Pick-Up Services, patients can check-in to the Main Pharmacy before 4:00 PM, located at the 10th Medical Group.**

**Main Pharmacy Address:  
4102 Pinion Drive  
USAFA, CO 80840**

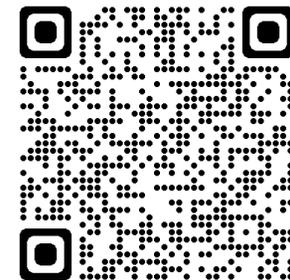


## Prescription Services with MHS GENESIS Patient Portal

### 10th Medical Group Pharmacy



**Tel: 719-333-MEDS (6337)**



**MHS GENESIS Patient Portal**

**May 2023**

## Steps to Access the Patient Portal

1. Create an MHS Genesis Patient Portal account/profile.

**NOTE: \*\*Please Skip if you already have an account.\*\***

2. Once Logged in, there are two prescriptions options available:

- **“Messaging” tab:** interact with pharmacy staff via email to **“Activate”** medication(s) sent by your provider and/or **inquire** about your medication(s).
- **Medications tab:** If your provider is **on-base** AND you need prescription **RENEWAL(S)**, use this is the tab



3. For account setup/issues? Use this QR Code for further assistance.



## Select the Messaging Tab for: Activation, Refills, Inquiries

1. Under the Inbox menu, Select “Send a Message.”
2. The below window will pop up, type “USAF Academy Pharmacy Prescription Activation” in the “TO” line.

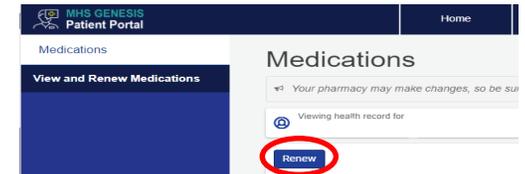
3. In your “Message,” please be sure to include the following:

- Drug name/strength
- Prescribing provider
- Pick-up location (e.g. Community)
- Best contact to reach you

4. Click “Send” on bottom left. Messages will be addressed no later than 2 duty days.

## Select the Medication Tab for: On-Base Renewal Requests

1. Under the Medication menu, Select “Renew.”



2. In the drop-down bar of “Select a Receipt” box, type your provider’s name. Select the correct provider under USAF Academy location.

3. Check the corresponding medication boxes you would like renewed.

**NOTE: If the medication does not appear in your profile, you can add or insert in the additional comments box.**

4. Click send once completed.