

Q1: What is Q-Anywhere?

A1. It's a remote queuing system for REFILLS OR NEW electronic prescriptions that allows you to virtually "get in line" at the pharmacy without being present. You can use this service from anywhere (e.g., home, store, etc.).

Q2: Can I request refills using Q-Anywhere?

A2. Yes. The QR Code has a free text space option to allow members to enter specific drug(s). You will need to keep your browser open to enable real-time communication with the pharmacy.

Q3: What is the difference between Refills and Renewals? Aren't they the same?

A3a. Refills: 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)

A3b. Renewals: When refills for your maintenance prescriptions have run out or the prescription has expired, 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)

Q4: Can I use Q-Anywhere to request prescriptions for multiple members of the family?

A4. Yes, after entering the first DOD ID number and getting the confirmation the patient has been added, enter the next DOD ID number. Up to four (4) patients can be added. A pharmacy staff member will confirm your request(s) has/have been entered correctly. Remember to keep your browser tab open to enable real-time communication with the pharmacy.

Q5: How can I activate my prescriptions if I can't use a cell phone or do not have one?

A5. Q-Anywhere is just one option for activating Refills and New prescriptions. You can still activate new or renewal prescription request(s) by visiting the pharmacy in person. For refills you can utilize the automated refill line or go to the MHS Genesis Patient Portal Rx Refill Function.