



MacDill AFB Pharmacy Guide

**MHS GENESIS
Update 2022**

Locations:

MacDill Clinic Pharmacy

3250 Zemke Ave, Bldg. 1078
MacDill AFB, FL

Sabal Park Clinic Pharmacy

9208 King Palm Drive
Tampa, FL

Drive-Thru Pharmacy

7101 Kingfisher St
MacDill AFB, FL

Urgent Care Pharmacy

7101 Kingfisher St
MacDill AFB, FL

Contact:

MHS GENESIS Patient Portal

patientportal.mhsgenesis.health.mil



Refill Call-In Line:

800-272-0201
813-828-5367

Medical Appointment Line:

813-828-2273

Facebook

<https://www.facebook.com/6thMedicalGroup/>

All Pharmacies Will Be Closed on Federal Holidays,
6 ARW Designated Family Days, and will have reduced services on
6 MDG Training Days (3rd Friday of each month).

Refer to our Facebook page for up-to-date closures.

MacDill AFB Pharmacies

MacDill Main Clinic Pharmacy

Monday-Friday 7:30 a.m. to 4:30 p.m. ET.

Sabal Park Clinic Pharmacy

Monday-Friday 7:30 a.m. to 4:30 p.m. ET.

Main and Sabal Park Pharmacies provide services for patients enrolled at the respective clinic with same-day appointments.

Refills are not processed or shipped to these sites.

Urgent Care Pharmacy

Monday-Friday 8 a.m. to 4:30 p.m. ET.

Provides walk-in access point for pharmacy services to all eligible TRICARE patients. Urgent Care fills prescriptions from Emergency Room and urgent care centers, paper prescriptions for controlled drugs and properly issued/signed VA prescriptions.

Drive-Thru Pharmacy

Monday-Friday 8 a.m. to 5 p.m. ET.

Primary pick-up location for electronic prescriptions (eRX) (once activated), prescriptions from virtual appointments and all renewal and refill requests.

Helpful Hints:

- Activate new prescriptions using MHS GENESIS PATIENT PORTAL. They will be ready for pick-up at the Drive-Thru Pharmacy **after two duty days**, once activated. Requests made during holiday weekends will require one additional processing day (3 duty days).
- Patients may order refills before their prescription runs out:
30 day supply = 7 days prior; 90 day supply = 22 days prior
- Refills will be available for pick-up after 8 a.m. in three duty days (up to four duty days if requested during a holiday weekend) at the Drive-Thru Pharmacy.
- Patients have **five duty days** from the pick-up date to pick up your prescriptions or they will be returned to stock.
- When greeted at the drive-thru window, please provide the patient's last name, first name and date of birth.

How to get your prescriptions filled from Civilian (Off-Base) Providers

Instructions for Providers

**DOD MACDILL EPHCY
NCPDP# 5740849**

**3250 Zemke Ave, MacDill AFB, FL 33621
Phone# 813-827-7910**

Providers enter the DOD MacDill EPHCY exactly as above. If the correct address is not listed, the prescription will not come through. Please note there is an off-base civilian pharmacy on MacDill Ave which uses "MacDill" as an entry.

Instructions for Patients

Please Note: Electronic prescriptions submitted by healthcare providers are not automatically ready for patient pick-up.

Patients must activate all new electronic prescriptions.

**Request activation by sending a message on
MHS GENESIS Patient Portal
patientportal.mhsgenesis.health.mil
Provider: MacDill Pharmacy Services**

How to get your prescriptions filled from an On-Base Provider

Check-in and pick-up your prescriptions at the pharmacy in the same clinic as your appointment or send a request through MHS GENESIS Patient Portal for future pick up.

Prescription Transfers

MacDill AFB Pharmacy will transfer active refills into our pharmacy only from other military pharmacies upon request

- FROM A MILITARY INSTALLATION WITH GENESIS: Call the MacDill refill call-in line and enter the RX Number on the label, it will automatically feed into our system.
- FROM A MILITARY INSTALLATION WITHOUT GENESIS: Send a message to us via MHS GENESIS PATIENT PORTAL to MacDill Pharmacy Services with: pharmacy name, prescription number and name of medication(s).
- All others transfers require new prescriptions sent electronically.
- MacDill AFB Pharmacy will transfer active refills out to any military or retail pharmacy. Have the new pharmacy call 813-827-7910, option 3 and leave a message to a base with GENESIS .

Guide to MHS GENESIS PATIENT PORTAL

MHS GENESIS Patient Portal is for non-emergent care only.
If you have an emergency, please call 9-1-1 or visit your nearest emergency room.



Step 1:

Register for Patient Portal if you have not already:

patientportal.mhsgenesis.health.mil

Step 2:

Log in using your DS Logon

A screenshot of the MHS GENESIS Patient Portal login page. At the top, there is a header with the MHS GENESIS logo and a link to 'Frequently Asked Questions'. Below the header, a yellow box contains important information for users, including instructions on updating contact information and a warning about closing browser windows. The main login section is titled 'DS Logon' and includes fields for 'DS Logon Username' and 'DS Logon Password'. There are links for 'Forgot Username?' and 'Forgot Password?'. A 'Login' button is located below the password field. On the left side, there are four blue buttons: 'Need An Account?', 'Activate My Account', 'Upgrade To Premium Account', and 'Change My Account'.

Guide to MHS GENESIS PATIENT PORTAL

Step 3:

Send Message to the Pharmacy (MacDill Pharmacy Services)

1. From the dashboard, select "Send a Message" or "Messaging" (*do not select the "medication" tab*)
2. In the New Message menu, select the patient
3. In the "TO" field, search for the pharmacy by typing "MacDill Pharmacy", you must type both words, then select "MacDill Pharmacy Services" from the drop down menu.

my.mhsgenesis.health.mil

Service.

* Indicates a required field.

* This message is sent on behalf of

[Redacted Name]

* To

MacDill p

- MacDill PEBLO-MEB
- MacDill Pediatric Clinic_Lueck, Carissa, NP
- MacDill Pediatric Clinic_Parker, Jeremy, MD
- MacDill Pediatric Clinic_Wilke, Christopher, MD
- MacDill Pharmacy Services

4. Request activation: include all of the following information:
 - a. Drug name(s) (if known);
 - b. Provider name(s) (if known)
 - c. # of prescription(s)

* **Message**

Please activate my prescriptions

of prescriptions expected

Drug Name(s)

Provider Name(s)

Helpful Hints

- There is a drop box located inside the Urgent Care Pharmacy for controlled substance and VA prescriptions. Prescriptions dropped off before 12 p.m. ET will be ready at the Drive-Thru in two duty days, prescriptions dropped off after 12 p.m. ET will be ready in three duty days.
- Any prescriptions left in the drop box not meeting requirements will not be processed.

MacDill AFB Local Formulary

<http://online.lexi.com/lco/splashes/files/pdf/MacDill-AirForce-Index.pdf>

Or scan this QR code →



Note: Only patients enrolled to a MacDill AFB Clinic provider may receive Non-formulary medications

Check to see if your medication is covered using the TRICARE Formulary Search Tool:

www.esrx.com/tform

Or scan the QR code →



Need Home Delivery of your medications? Express Scripts provides convenient and secure Home Delivery option (copays may apply).

<https://militaryrx.express-scripts.com/home-delivery>

WE NOW OFFER A NEW WAY TO LEARN ABOUT YOUR MEDICATIONS!

1 Locate the QR code on your prescription label.

2 Open the iPhone camera, Google camera, or any other QR code reader and hold the camera 6 inches above the QR code to scan.

3 Click the drop down link to watch a short video and see other information.

BY SCANNING THE QR CODE ON YOUR
PRESCRIPTION YOU CAN NOW:



Watch a short video about your medications. See reverse side for instructions on how to access.



Read the information sheet normally printed on paper by pressing the "inform me" button.



View a high quality image of your medication located in the "menu" button.



Share information about your medication with friends, family, or your healthcare team.



- ✓ On demand and easy to understand
- ✓ Reduces paper waste
- ✓ Better for the environment

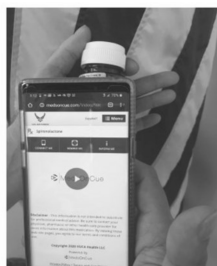
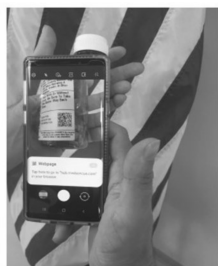
SCAN YOUR PRESCRIPTION LABEL FOR DRUG INFORMATION

Open camera on phone, hover camera over QR code on prescription label.

FOR IOS (IPHONE) USERS:
Tap on link that appears at the top of your screen.

FOR ANDROID USERS:
Tap on link that appears at the bottom of your screen.

Meds On Cue website will appear containing medication information.



A paper copy of your prescription information is available upon request



To find our pharmacy in the
Patient Portal

Type both words:
MacDill Pharmacy

Select
"MacDill Pharmacy Services"

Sign up for an MHS GENESIS Patient Portal
account now!

<https://patientportal.mhsgenesis.health.mil>

For questions regarding the DS Logon,
visit www.dmdc.osd.mil/milconnect
or contact the Defense Manpower Data Center at
(800) 538-9552.

