



MONCRIEF ARMY PHARMACY PATIENT GUIDE



HOURS OF OPERATION

Main and PX Pharmacy:
Mon - Fri: 0800 - 1700

Saturday: 0800 - 1200*
 *Dispense **ONLY**. No new prescriptions can be processed


Sunday: Closed

 Closed all Federal holidays

NOTE: All pharmacies close at **1300 every 3rd Thursday** of the month.

NEW PRESCRIPTION REQUEST PROCESS

Activate prescriptions by scanning the **QR barcode** with your smartphone:



Or type the following website into a browser:
<https://moncrief.tricare.mil/Health-Services/Pharmacy>

NOTE: Please use **patient's DoD ID** to request prescriptions.

PRESCRIPTION PICK UP PROCESS

Once your prescription is ready, you will receive a **text or a phone call** from the automated pharmacy system.

New/renewal: prescriptions must be picked up at the **Main Pharmacy** at Moncrief Clinic.

Refill: prescriptions must be picked up at the **PX Pharmacy** or **ScriptCenter**

NOTE: For **new patients**, please communicate with pharmacy staff to add your phone number to the notification system.

REFILL REQUESTS AND CONTACT INFO

To request a refill use **MHSG portal**:
<https://my.mhsgenesis.health.mil>


 Or **Call** the automated refill line:
1 (803) 751-2250

 To **speak** with a member of our pharmacy team call:
1 (803) 751-RXR (7979)

 • **Option 1:** Main Pharmacy
 • **Option 2:** Refill Pharmacy

NOTE: All electronic prescriptions are accepted including Controlled Substances.
NOTE: Paper prescriptions are only accepted from Providers that cannot use electronic prescribing.



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