



# MONCRIEF ARMY PHARMACY PATIENT GUIDE



## PHONE NUMBER

To **Speak** with a member of pharmacy staff call:  
**1 (803) 751-RXR (7979)**

\* **Option 1:**  
Main Pharmacy

\* **Option 2:**  
Refill Pharmacy

For **refill** requests call:  
**1 (803) 751-2250**

## HOURS OF OPERATION


**Main Pharmacy\*:**  
 Mon - Fri: 0800 - 1700  
 Sat: 0800 - 1200

**PX Pharmacy\*:**  
 Mon - Fri: 0800 - 1700  
 Sat: 0800 - 1200

**\*NOTE: All pharmacies close at 1300 every 3<sup>rd</sup> Thursday of the month**

## PRESCRIPTION REQUEST PROCESS

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



SCAN ME

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

Or text:  
**"Get in line" to (877) 468-0488**

## PRESCRIPTION PICK UP PROCESS

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

Park in the clinic parking lot and proceed to the **Main Pharmacy** lobby to pick up your prescriptions.

## ELECTRONIC PRESCRIPTION MANDATE

As of **01 June 2021**, Hard copy prescriptions are no longer accepted.

Hard Copy prescriptions for Controlled Substances will be accepted until **31 December 2022**

**NOTE:** On **24 September 2022**, Moncrief Army Health Clinic will switch to MHS Genesis as the primary health record. **Tricare Online** will no longer function. To refill or renew a prescription, patients can access **MHS Genesis Patient Portal** at: <https://my.mhsgenesis.health.mil>



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