



# 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 3<sup>rd</sup> 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) 839-1822**

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.