Receiving a Prescription?
See below for Fort Knox pharmacy activation instructions

Is this a new prescription?

Try our new activation solution:

Q-Anywhere

📱 SCAN ME **OR** ✉️ TEXT

"Get in line"
to
(833) 488-1684

1. Scan QR code or **Text "Get in Line"** to **833-488-1684** with your mobile phone from your home, office, or _anywhere_.
2. When prompted **Text** the **DOD ID Number of the Patient Receiving Medication**.
3. Confirm Patient information, **Text "1"** if **CORRECT**, **"2"** if **INCORRECT,** or **"3"** if correct and you have another patient to add to the request.
4. Select which Pharmacy to pick up, **Text "1"** for **Ireland Main Clinic Pharmacy** (active duty and families only), or **Text "2"** for **Binter Street Pharmacy**
5. Receive a Q-Anywhere number (Q###). You can now **Text** the **Medication Names To Be Filled**. If specific meds are not requested we will process any new Rx from the past 2 weeks.
6. _Wait anywhere!_ **There is no need to wait in our lobby.**
7. Those registered for auto-notification will receive a message when the prescriptions are ready for pick up.
8. Head to either the Binter Street Pharmacy or the Ireland Main Clinic Pharmacy (_where you requested to pick up your prescriptions_) and get in the Pick Up Line. No need to pull a ticket or check in with Pharmacy Staff!

Ireland Main Clinic and Binter Street Pharmacies
Hours of Operation
Monday - Friday: 0800 to 1730
Closed: 1st Thursday of the month 0800 to 1000
Closed: 3rd Thursday of the month 0800 to 1200
Closed: Weekends and Federal Holidays

The fine print:

- Q-Anywhere prescription activation is available business days from 0800 to 1700
- Q-Anywhere prescription pick up is available Monday - Friday: 0800 to 1730 (after receiving text that med is ready)
- If you do not receive a text response, please contact the pharmacy
- If you receive a text notification that your prescription is ready after business hours, please pick up the following business day
- Prescriptions ready for pick up shall be held for 10 days before being returned to stock
- For **REFILL PRESCRIPTIONS** please call the Refill Line at **800-440-7058** or visit **https://patientportal.mhsgenesis.health.mil/**