

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

Requests submitted before 1200 will be ready the same business day

Requests submitted after 1200 will be ready after 1200 the following business day

1. **Scan QR code** or **Text “Get in Line”** to **833-488-1684** with your mobile phone.
2. A link will be texted back to you, **click the link to be taken to the Q-Anywhere request site.**
3. **Read and accept** the Warning Notice and Consent to Monitor.
4. **Select which Pharmacy to pick up**, Ireland AHC Main Pharmacy (active duty and families only), or Building 122 Pharmacy (Binter Street).
5. **Enter the DOD ID for the patient(s) receiving prescriptions.** Verify the information on the next screen.
6. **Enter the phone number to receive text updates from the pharmacy.**
7. You can now **Text the Medication Names To Be Filled.** If you are requesting for more than 1 person please clarify who needs what.
8. ***Wait anywhere!* There is no need to wait in our lobby.**
9. If you are registered for auto-notification you will receive a message when the prescriptions are ready for pick up.
10. 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 at 1300
Closed: 3rd Thursday of the month at 1300
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 calendar days before being returned to stock
- **For REFILL PRESCRIPTIONS please call the Refill Line at 502-406-8836 or visit <https://patientportal.mhsgenesis.health.mil/>**