Walk thru: How to send a message to your PCM in the PRAP clinic:

1. Once you are logged into your MHS Genesis Patient Portal Account, you can send messages via the "Send a Message" button:

∎	Patient Portal						
	Questions about your health record? Contact your healthcare team. Questions about your account? Support is available any time at (800) 600-9332 Please close your internet browser after you sign out. This is to protect your health information & privacy! Terms of Use Privacy Policy Frequently Asked Questions TRICARE Online Patient Portal (retiring 01Oct2024) TRICARE Mail Order Pharmacy Interactive Customer Evaluation						
	Messages Unread Messages (0) Inbox						
	No new messages Send a Message						

2. Fill out the below information and click send.

Note: Unfortunately, send a message allows you to send a message to anyone in the MHS. To ensure you message goes to the 31 MDG PRAP clinic, type in "Aviano Warrior"

PRAP Clinic" in the "To" box:

Patient Name

То		
Aviano W	Varrior PRAP Clinic ×	
Subject Labs stati	tus	
Attachmen	nts Maximum file size is 25 MB	
Add anothe	er attachment	
Hello, I wo	ould like to inquire on the status of my labs. reached thru this message or my personal CP at +39 0434 30 5000.	
Thank yo	ou,	
Send	Cancel	

3. The clinic has upto three duty days to complete your request.

Note: Ensure you have a correct phone number that you can be reached to discuss clarifying questions by your healthcare team (if any).

Walk thru: How to request a renewal on your medications:

If you have medications that you want to refill and have been previously prescribed to you, you can follow the below steps:

1. On your main screen, click on "Health Record":



2. On the medications screen, click "Renew":

Patient Portal		Home	Health Record				
Health Record							
Medications	wedications						
Immunizations	Below is a list of current, active, and home medications that are in the electronic medical record. If yc form.						
Current Allergies	Note: To REFILL a medication you will need to call the number on the medication container. This acti						
Health Issues	Notice: This site should not be used for emergency medical conditions or medication needs. In the ca						
COVID-19 Results	COVID-19 Results						
Results and Measurements							
Clinical Notes & Documents							
Procedures							
Visit Summaries							
Clinical Reports	Renew						
Health Library	Patanol Learn more about this 🖄						
Patient Education	t Education Date Started On: Jan 08, 2024						
	Show more info						
	Claritin 10 mg oral tablet Learn	n more about this 🖄					
	Date Started On: Oct 11, 2023						

3. Send the renewal request to : "Aviano Warrior PRAP Clinic".

Who do you want to send the renewal request to? *

Aviano Warrior PRAP Clinic X

Which prescription(s) would you like to renew?

🗸 Flonase 50 mcg/inh nasal spray

Ordered By: FRANKLIN, SALITA ELIZABETH, PA

· Show more into

Claritin 10 mg oral tablet

Ordered By: FRANKLIN, SALITA ELIZABETH, PA

Show more info

Patanol

Show more info

Is your medication not listed? Add medication

* How should we contact you if we have questions?

- By secure message
- By phone (please provide number)

Additional comments

I would like to refill this medication

Send 0

Cancel

- Choose the medication you want to fill.
- Choose how you would like to be contacted by your PCM.
- Put any additional comments on the message box.
- Click "Send"

4. The clinic has up to three duty days to complete your request. **Note:** Ensure you have a correct phone number that you can be reached to discuss clarifying questions by your healthcare team (if any).