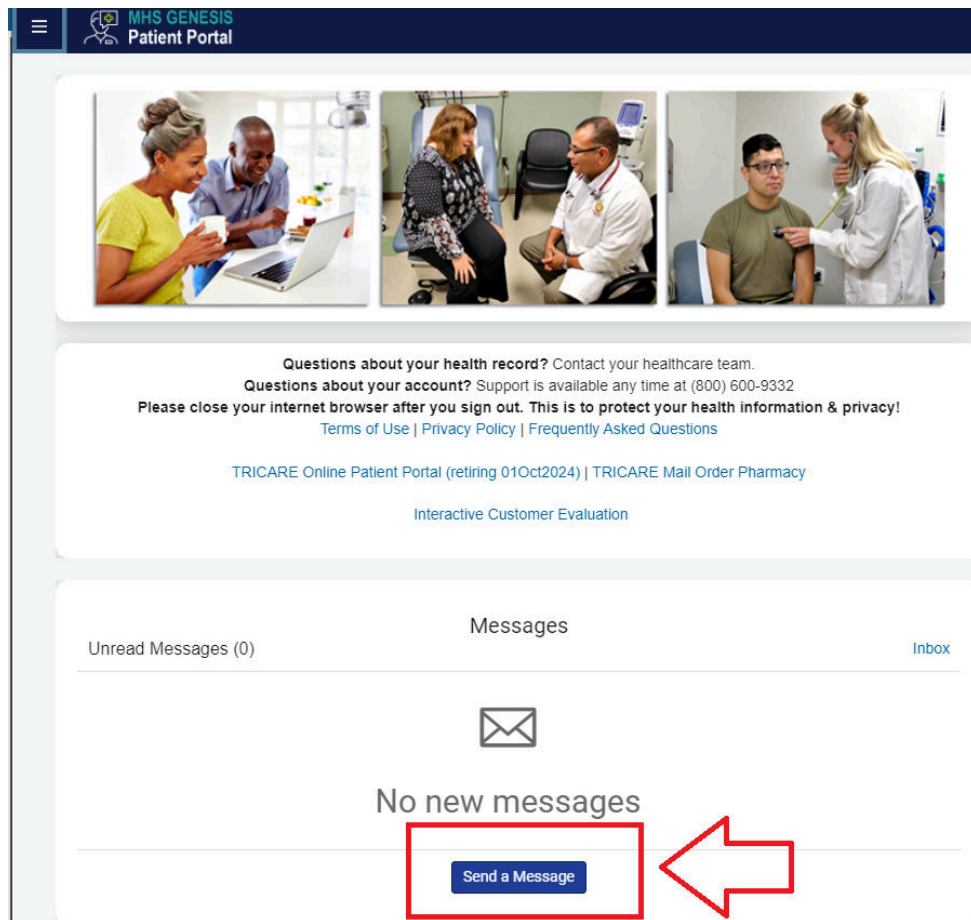


## Walk thru: How to send a message to your PCM in the PRAP clinic:

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



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 your message goes to the 31 MDG PRAP clinic, type in "Aviano Warrior"

PRAP Clinic” in the “To” box:

**Patient Name**

\* **To**

Select a recipient

**Subject**

Labs status

**Attachments** Maximum file size is 25 MB

Choose File No file chosen

[Add another attachment](#)

\* **Message**

Hello, I would like to inquire on the status of my labs.  
can be reached thru this message or my personal CP at +39 0434 30 5000.  
  
Thank you,

**Send** Cancel

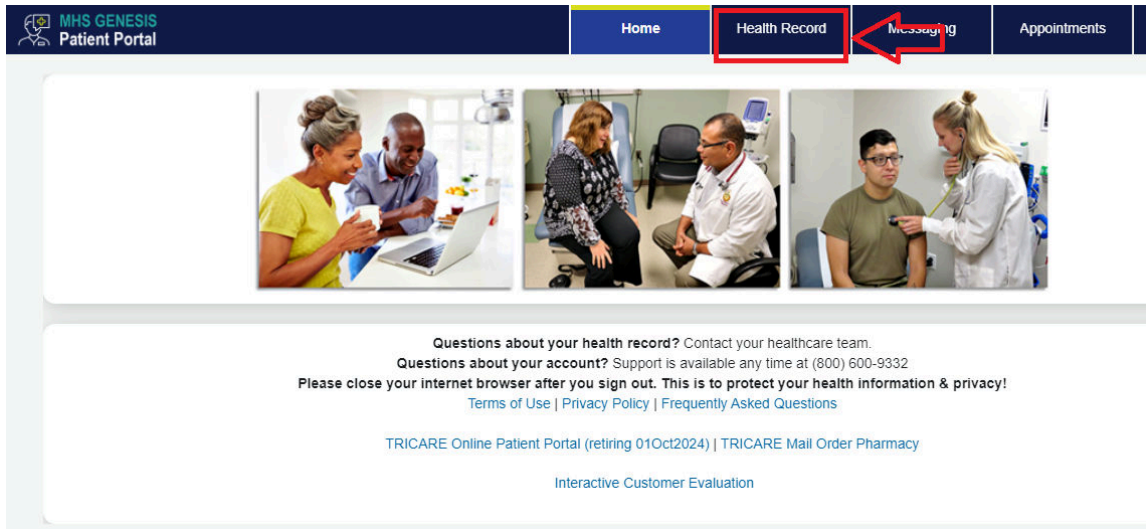
3. The clinic has upto three duty days to complete your request.

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

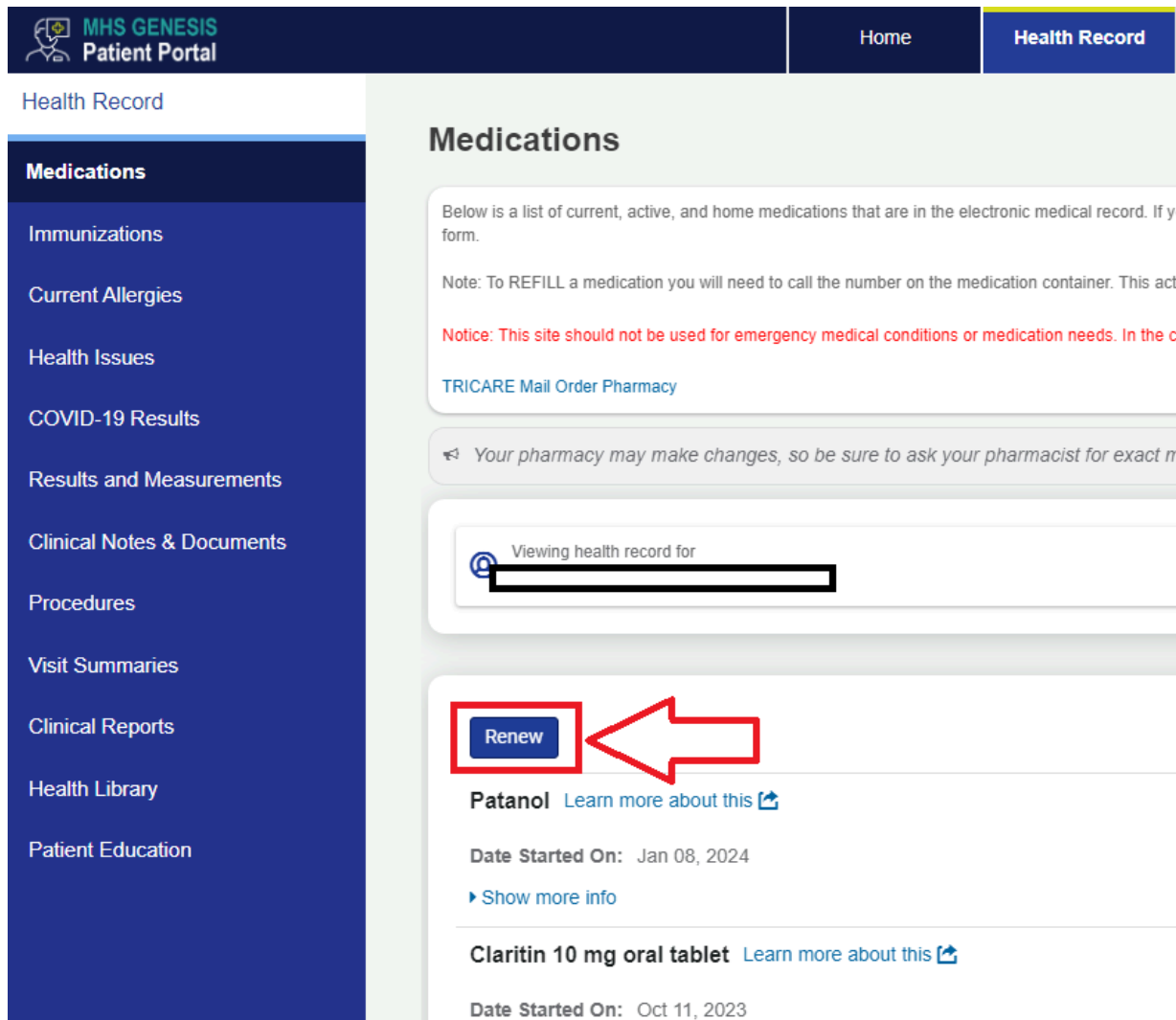
## Walk thru: How to request a renewal on your medications:

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”:



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 info](#)

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

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).