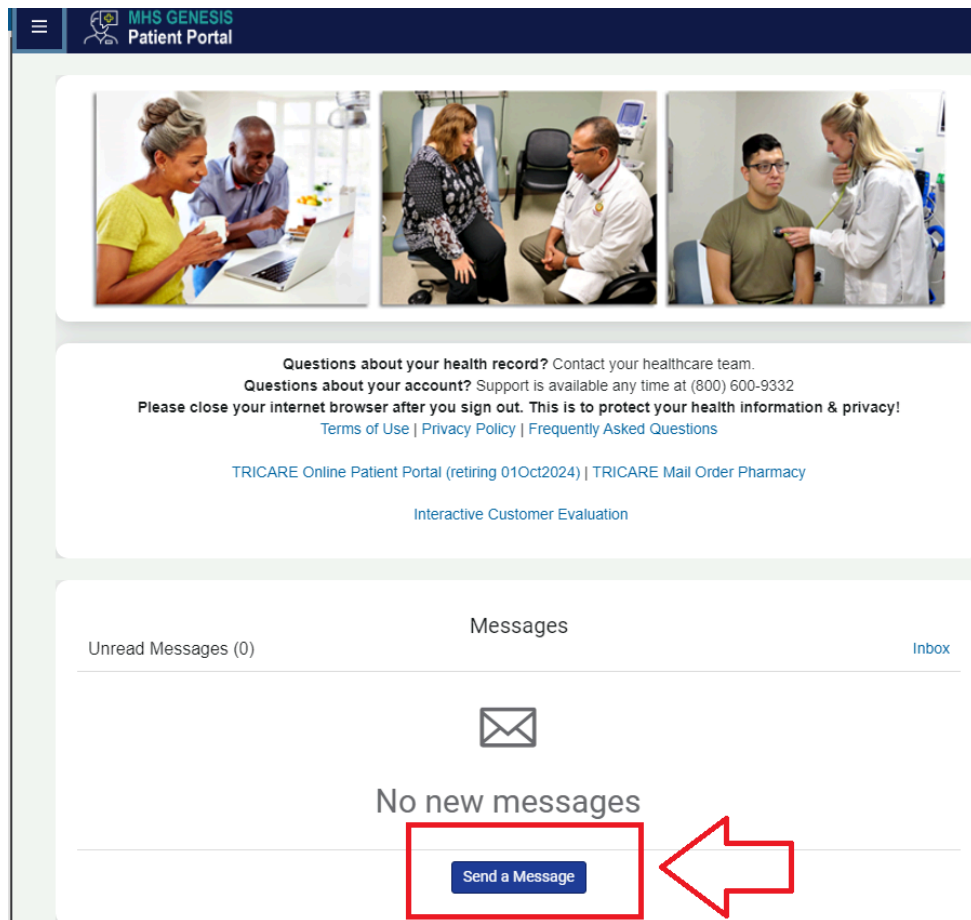


Walk thru: How to send a message to your PCM in the PRAP clinic:

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



The screenshot displays the MHS Genesis Patient Portal interface. At the top, there is a dark blue header with the MHS Genesis logo and the text "Patient Portal". Below the header, there are three images showing healthcare professionals interacting with patients. The main content area contains several links and notices, including "Questions about your health record?", "Questions about your account?", and "Please close your internet browser after you sign out. This is to protect your health information & privacy!". Below these are links for "Terms of Use", "Privacy Policy", and "Frequently Asked Questions". There are also links for "TRICARE Online Patient Portal (retiring 01Oct2024)", "TRICARE Mail Order Pharmacy", and "Interactive Customer Evaluation". The bottom section is titled "Messages" and shows "Unread Messages (0)" and an "Inbox" link. A message icon is displayed, followed by the text "No new messages". A blue button labeled "Send a Message" is highlighted with a red box, and a red arrow points to it from the right.

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

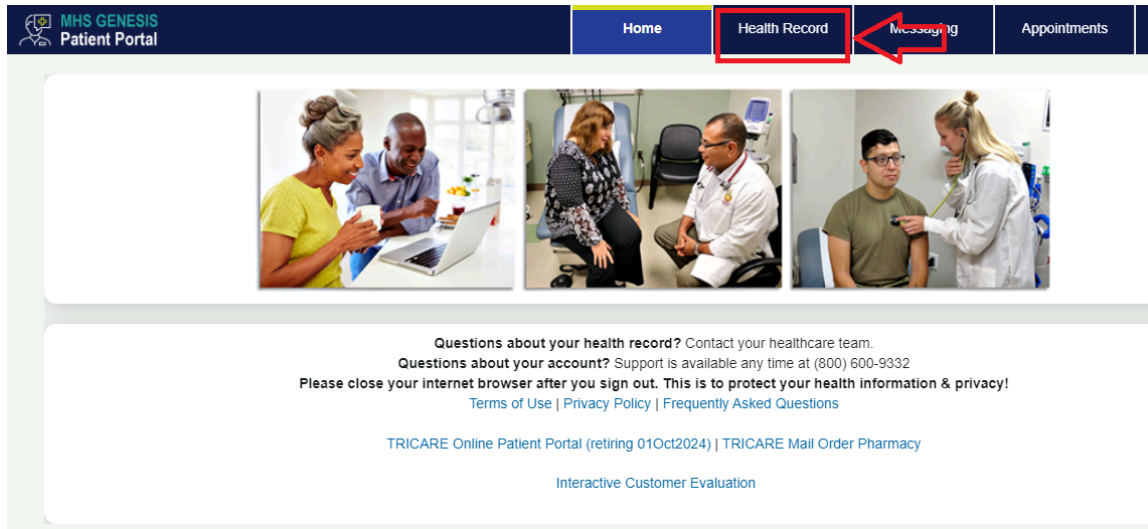
3. The clinic has upto three duty days to complete your request.

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

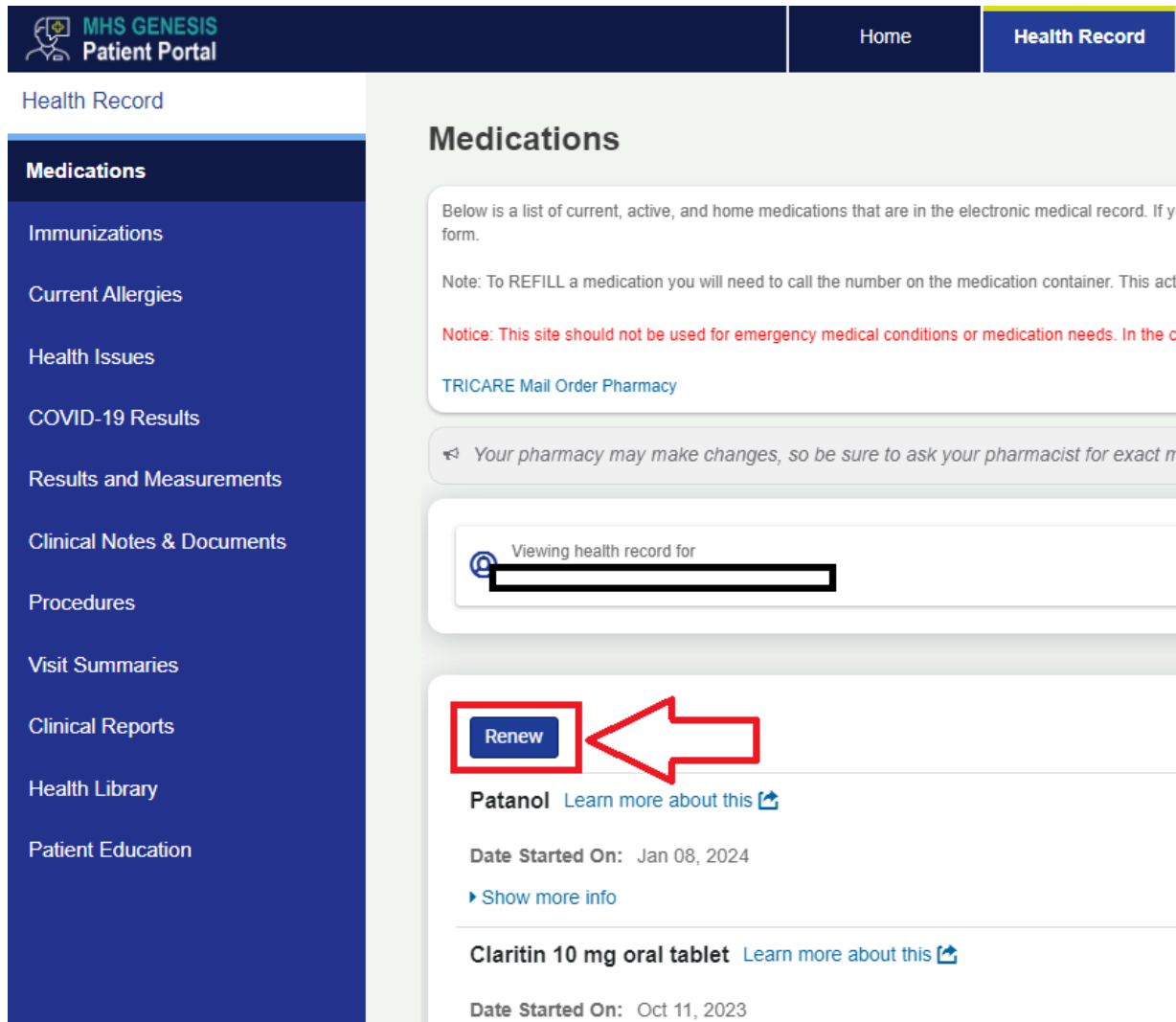
Walk thru: How to request a renewal on your medications:

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 ✕

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

- 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).