



Vol. 2, Issue 3

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## Prescription management with Q-Anywhere

**New feature with mobile activation to request new and renewed prescriptions**

When you have a new medication prescribed, or have a prescription that was renewed by your provider, your medication does not automatically get filled by our staff. You must activate it first to let our pharmacy staff know that you would like to have it filled.

Q-Anywhere is a feature that offers patients a way to remotely check in and activate new and renewed prescriptions.

Now with a new feature, it is even easier to manage your prescriptions with Q-Anywhere!

When you text "Get in Line" to our Q-Anywhere number, 833-224-5456, you'll now receive a [clickable link](#) to guide you through the next steps of requesting your new or renewed medications.

Follow the prompts and enjoy a more streamlined experience.

Let Q-Anywhere save you time and make it more convenient to get the medications you need.



Q-Anywhere is getting better with a new web-based platform.

*Better interface.  
Better security.  
Better experience.*

Scan



LIVE NOW

**Text**

"Get in Line" to  
833-224-5456  
or visit

<https://cxmlink.com/DHAMTF4311>



Free, confidential emotional support,  
24 hours a day, 7 days a week.



**Download the  
MyArmyPost  
App for updates!**

Bookmark Kimborough resources and receive near real-time updates and alerts on our services!



### UPCOMING OBSERVANCES, EVENTS & CLOSURES

Mar. 20: Delayed opening at 11:30 a.m.  
Apr. 3: Delayed opening at 11:30 a.m.  
Apr. 23: Delayed opening at 11:30 a.m.

May 1: Delayed opening at 10 a.m.  
May 23: **Sick call CLOSED**  
**May 26: CLOSED- Federal holiday**

## DID YOU KNOW:

You must present a valid DOD ID for children over 10 years and older who receive care or get prescriptions filled



## For your safety and privacy

We will ask for your **name and date of birth** throughout your visit to verify your identity and prevent medical errors.

- ✓ Providing full name and birth date during identification helps to ensure accurate and safe healthcare delivery.
- ✓ Staff identify patients to avoid any error in dispensing medication to the wrong patient and to ensure that test results are linked to the correct person.



**The right care is provided to the right patient all the time.**



## TRICARE Online Patient Portal Decommissioning

Download health records for personal use before April 1

On April 1, the TRICARE Online Patient Portal will no longer be available. The Department of Defense's new electronic health record—MHS GENESIS—has replaced the TOL Patient Portal.

As part of the transition, the DOD is decommissioning the TOL Patient Portal. Patients who wish to keep a copy of legacy health records for personal use must download them from the TOL Patient Portal before April 1. **Your provider will continue to have access to your complete health records.**

Take the time now to download and store your health records to ensure

you can easily access them if needed. use the steps below to download your legacy records for personal use:

1. **Visit** [www.TRICAREOnline.com](http://www.TRICAREOnline.com).
2. **Log in:** Sign in using your DS Logon, CAC, or DFAS myPay credentials. If you don't have a DS Logon, you'll need to create one by clicking "Need An Account."
3. **Access:** On the TOL homepage, click the blue "Health Record" button to view your personal health data.
4. **Find data:** Select "Download My Data." You'll see several data categories.
5. **Customize:** Choose the person,

data types, date range, and format for the records you want to download.

6. **Download:** You can choose to download your records in portable document format (.pdf) or as a (.xml) continuity of care document. The CCD format allows you to share your data with family, caregivers, providers, and healthcare systems, or to document data in your preferred personal health record.

7. **Save:** After downloading, you can either open the file or save it securely for future use. You can also print your records and store them in a safe place.