



# Receiving a Prescription?



Whether you're receiving a new prescription or refilling a current one, there are several ways to request your prescription(s). See below for some of the available options at Dover Pharmacy.

## New Prescription Activation

Must be done for all NEW prescriptions.

### Cell Phone Text Activation<sup>1</sup>

Must Include:

- ✓ Patient Name
- ✓ Patient Date of Birth
- ✓ DoD ID
- ✓ Number of Activations

TEXT

**302-505-0616**



OR

Activate in person in the  
Pharmacy Lobby at Window 2



### Sign up for Pharmacy alerts.

Get notified immediately when prescriptions are ready or out of stock.



## Prescription Refills



Refill Hotline:

Call (302) 306-2529

### MHS GENESIS Patient Portal



<https://tricare.mil/mhsgenesisrxrefills>

### Dover Pharmacy Info:

**Lobby:** Monday – Friday, 0730-1630  
Limited services during lunch. Prescription pickup **ONLY** from 1200-1300

**Closed:** Weekends, Federal Holidays, Family Days, and second Wednesday of the month for training.

**For questions not involving prescription activation, please  
Call: (302) 730-4633**

### <sup>1</sup>Disclaimer

Be advised that 302-505-0616 meets our encryption standards to render patient services. However, your phone may not have the same security encryption and there is a possibility of a privacy risk. If you elect to use this electronic format your messages may be compromised and not protected under the Privacy Act, 5 U.S.C. § 552a and AFI 33-332, the Air Force Privacy and Civil Liberties Program, dated March 10, 2020, and DoDI 6025.18, HIPAA.