



NEW - Online Pharmacy Communication Tool!

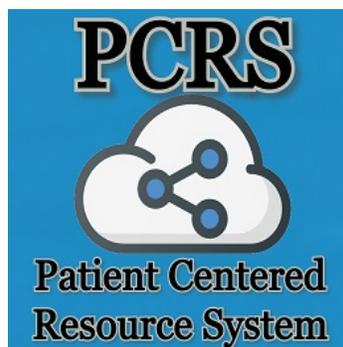
This new option also allows patients to communicate to the pharmacy online. You'll be able to request the pharmacy to fill an electronic prescription that your provider ordered, or maybe you would like to have your prescriptions transferred from another pharmacy to FAHC, or perhaps you have a refill and you cannot find the Rx number to call it in. You can now go online to submit a request to the pharmacy in order to process your prescriptions before traveling to FAHC. Due to COVID19 force health protection recommendations, we have much less lobby space for our patients to wait. However, you will be allowed to come inside to pick up your already-filled prescriptions after completing screening activities at the main entrance.

Once the pharmacy receives your requests and finishes processing them, you will receive a text or email confirmation. If there is an issue or the pharmacy does not have the prescription you are requesting, you will still receive a message informing you of your medication status.

One important note when e-prescribing, make sure your provider sends your prescriptions to **DoD Redstone** (which is our e-pharmacy name), *NOT* 'Fox'. Providers may fax "Controlled Substances" to 256-955-0189.

What is the website? www.redstone.amedd.army.mil and click on the large PCRS (Patient Centered Resource System) icon in blue.

Once you create an account, you are set to go!





Patient Centered Resource System

July 28, 2020

Fox Army Health Center's Patient Centered Resource System (PCRS) is a system that will allow greater flexibility to obtain services from FAHC from your computer or mobile device and the ability to receive communications in your email and as text messages.

PCRS has been created to eliminate the hours of waiting for a phone message or having to drive to Fox only to be told to come back tomorrow.

To begin using the system you need to sign up.

SIGN UP:

To sign up for the system go to the main Fox Army Health Center web site

<https://www.redstone.amedd.army.mil> and look for the PCRS ICON: 

Find the section to build a new account.

Welcome to FAHC Services. Please sign in. If you do not have an account, please sign up below.
[Click here to sign up for a new account](#)

Log In

User Name:

Password:

Complete the form and SUBMIT your request.

Sign Up for Your New Account

User Name:

Password:

Confirm Password:

First Name:

Last Name:

E-mail:

Phone (Example: 333-444-5555):

Cell Carrier:

Date of Birth: (Example: 1/1/1981):

Last 4 of Sponsor SSN: (Example: 1234):

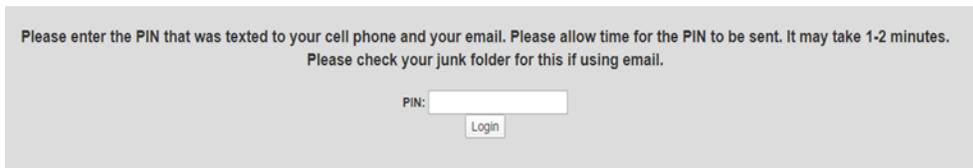


Once your account is created you can login and begin using the system.

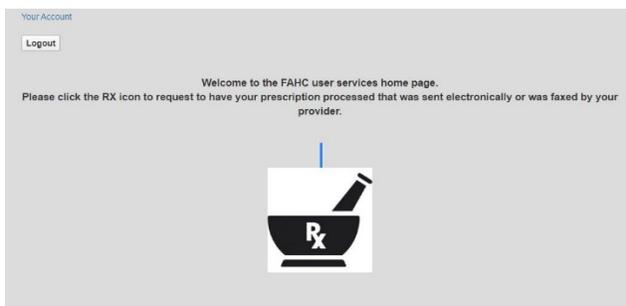


USING PCRS:

PCRS utilizes a 2 factor authentication system to protect your privacy and security. You must have access to your email or text messages in order to utilize the system because the system will send you a one time use PIN each time you access it.



Once you are logged in you will see the main screen for the application. From this screen the services ICONS will be accessed and at the top left is a link to update your personal account information.





PCRS PHARMACY:

The first application available in PCRS is the Pharmacy Communications application. This application will allow you to send requests to the pharmacy and allow the pharmacy to respond back to you electronically via text. Using this system you can avoid waiting on the phone or waiting in line to speak to the pharmacy.

Examples of suggested pharmacy communications are:

- 1) Asking questions about the status of a medication you are unsure about.
- 2) Requesting that the pharmacy “fill” a prescription sent to FAHC from a physician by mail, fax, or e-Prescribe.
- 3) Requesting to know if the pharmacy has already filled something and it can be picked up.

The display for this pharmacy program looks like this:

Logout

DUE TO THE COVID-19 SITUATION FOX ARMY HEALTH CENTER PHARMACY SERVICE TIMES AND OFFERINGS MAY BE IMPACTED
Please see our announcements section for the latest up to date information about the pharmacy services that are offered.

Please Enter Your Prescription Information

CONTROLLED substance medications can only be picked up TWO DAYS early from the previous PICK-UP DATE of that medication, i.e. every 28 days on a 30-day's supply of medication from the DATE OF PICK-UP

Name:
Adams, William

Last 4 of Sponsor SSN:
7777

Date of Birth:
1/1/1901

Would you like to receive text messages?

Submit

You have not entered any RXs for refill

Your RX History:

Additional modules to PCRS will come online soon. Enjoy the system and the enhanced communications it provides for you.