

Q-Anywhere



New Prescription Activation by Text

It's easy to activate your new prescriptions at the pharmacy by text using the Q-Anywhere system.

Just follow these 10 steps.

Step 1 – Just text the words “get in line” to **833-217-2199**.

Step 2 – The system will ask for the 10-digit DoD Id number for the patient receiving the medication.

Step 3 – Enter the DoD ID Number - found on the patients ID or in DEERS.

Step 4 – The system will verify who the prescription is for.

Step 5 -- Reply “edit” if the information needs to be changed. Reply “done” if it is correct. Or add an additional patients DoD ID if you are activating prescriptions for multiple patients.

Step 6 – The system will ask you to select the pharmacy you would like to pick up your prescription from.

Step 7 – Once you choose you will receive a confirmation and a Q-number for your prescription.

Step 8 – If there is a problem or question regarding your request, a pharmacy representative may reach out to you via phone or via text for clarification.

Step 9 – You will receive a text when your prescription is ready to pick up. Please do not report to the pharmacy until you receive this text.

Simply text “I am here” when you arrive at the pharmacy you chose that day.

If you are returning any day within the following 14 days, you will need to check in at the kiosk and get a Return for Pickup ticket.

Step 10 – The system will send you a message acknowledging your arrival. When it is your turn to be served, your Q-number will then be called to a pharmacy window.

Activate your prescription from anywhere

Pick them up when they are ready