NUHS Pharmacy

Medication Delivery Service

Acceptance of prescription for medication delivery service is subject to fulfilment of ALL of the following criteria:

- Provision of a valid local delivery address within the mainland of the Republic of Singapore only, excluding offshore islands.
- Only prescriptions issued from the National University Polyclinics (NUP) are accepted for delivery.
- Prescriptions should have a validity of one year from date of issue unless otherwise explicitly stated by the prescriber.
- Only medications in NUHS Pharmacy's medication listing and deemed suitable for supply via this delivery mode is available for medication delivery. NUHS Pharmacy reserves the right to determine if a request can be fulfilled by the medication delivery service.

All medicines sold are strictly non-refundable and non-exchangeable.

How Can You Order?

You may submit your medication delivery request via the HealthHub app.

Click here to download the step-by-step guide or click here to watch a video on how to order medications on the HealthHub app.

Kindly ensure that all information submitted is accurate for order processing. If required, our pharmacy staff may contact you to seek clarification regarding your order and delivery arrangements.

Please note the following charges:

- **Delivery fee**: Waived
- **Re-delivery fee for every new delivery arrangement:**
  - Singapore Citizens and Permanent Residents - $9
  - Foreigners - $9.81 (inclusive of GST)

For urgent requests, you may wish to opt for self-collection at the pharmacy located in the polyclinic that issued your prescription.

NUHS Pharmacy

What Are The Medication Collection Options Available?

You may collect your medications via the following options:

1. Self-Collection in Pharmacy
2. Receive In-Person Delivery
3. Leave at Doorstep Delivery

1. Self-Collection in Pharmacy

For self-collection at our pharmacies located within the NUP polyclinics, proceed to the pharmacy reception counter, inform our staff of your self-collection order placed via the HealthHub, and present your Request ID.

Do note that some waiting time may be expected for backend processing. To avoid longer wait times, we recommend visiting after 9:00 AM and avoiding peak hours (11:00 AM – 1:30 PM on weekdays).

2. Receive In-Person Delivery

You may choose from the following timeslots for "Receive In Person" delivery:

Delivery Day	**Time Slots**
Mondays to Saturdays	10am to 2pm 2pm to 6pm 7pm to 10pm

There will be no deliveries scheduled on Sundays, Public Holidays and eves of major Public Holidays (Christmas, New Year, Lunar New Year).

Please ensure that an authorised recipient is present at the delivery address during the agreed date and time to receive the delivery. On the day of delivery, a SMS notification containing the delivery pin code will be sent to the mobile number provided. As part of the delivery verification process, the authorised recipient will be required to provide the pin code to the delivery courier during the delivery.

NUHS Pharmacy reserves the right to charge additional delivery fees for:

- Subsequent trip(s) made, if the recipient is not available at the mutually agreed delivery time to receive the items.
- Unsuccessful delivery due to incorrect/invalid address provided.

NUHS Pharmacy

3. Leave at Doorstep Delivery

Our delivery partner will leave your medication parcel at your doorstep at any time up to 3 working days from your chosen preferred date. (Monday to Saturday, excluding public holidays), between 10am- 10pm.

Note: This service is not available for medications requiring refrigeration or medications that have misuse, abuse or dependency potential.

By selecting Leave at Doorstep Delivery, you agree to the following:

1. **Delivery window:**

You are requesting our delivery partner to leave your medication parcel at your doorstep at any time up to 3 working days from your chosen preferred delivery date.

2. **Suitability of your doorstep:**

Before selecting this option, please carefully assess that your doorstep meets the following conditions (list is non-exhaustive) to prevent parcel damage or loss:

   a. Is sheltered from rain and direct sun exposure
   b. Will not be affected by floor cleaning or other activities during the delivery window
   c. Is clean and free from signs of pest or hygiene concerns
   d. Is a residential address (not recommended for offices, nursing homes, or commercial buildings)
   e. Is suitable for the value of your medication

To ensure safe delivery, our delivery partner will also assess the suitability of leaving the parcel at your doorstep. If leaving the parcel at your doorstep is assessed to be unsuitable or not possible, alternative delivery arrangements will be made and service fee may apply.

3. **Delivery notification:**
   You will be notified of the outcome of your delivery, whether successful or unsuccessful.
4. **Prompt retrieval:**
   Your parcel may be exposed to variation in ambient temperature or other potential adverse risks once delivered to your doorstep. Please retrieve or ensure retrieval of the parcel as soon as you receive the notification of successful delivery.
5. **Liability:**
   By choosing this option, you acknowledge the risks associated therewith and accept that the pharmacy, delivery company and delivery personnel will not be

NUHS Pharmacy

responsible for any loss, theft or damage of your parcel occurring after delivery at your doorstep, including any unauthorised access to information contained in and/or on the parcel arising from any such loss or theft.

6. **Choose the option that works best for you:**
   If you do not wish to accept these terms, please select a different delivery or collection mode. Please note that some alternatives may be chargeable.

Should you require further assistance or did not receive your parcel after you have received the delivery notification, please reach out to our delivery partner or pharmacy.

Mode of Payment

You may make payment for your prescription medicines filling via:

- HealthHub app
- AXS Machine, AXS E-station or AXS Mobile Payment App
- DBS Internet Banking, Mobile Banking and Paylah!
- At any of the NUP polyclinics (cash, NETS or VISA/Mastercard credit cards)

If you have previously signed up for the use of Medisave at NUP, we will proceed to deduct the amount from your Medisave for this online prescription filling.

If you wish to have other payment arrangements, please indicate under "Payment Mode" in the app during order submission.

Acknowledgement of Your Order

Upon receiving the delivery parcel, please check that:

- the parcel is sealed and there are no signs of tampering.
- you are the intended recipient of the parcel.

Otherwise, please inform the delivery personnel immediately and return the parcel to him/her. Our staff will call you for follow-up actions subsequently.

For urgent assistance, please call us at 6908 2222. Alternatively, you may fill up this form and our team will assist you accordingly.

NUHS Pharmacy

Frequently Asked Questions (FAQs)

1. **I have balance medications that I did not collect from the pharmacy previously. How can I collect them?**
   You may opt for our medication delivery service or self-collection in the pharmacy located in the polyclinic that issued you the prescription.

2. **I saw the doctor recently for a short-term condition and have finished my medications. Can I request for a refill of the medications and opt for medication delivery service?**
   We are unable to refill medications that are prescribed for short-term use only. These medications cannot be re-prescribed without a physical reassessment by a doctor. You may wish to book an appointment to consult our doctor to review your condition instead.

3. **I have rescheduled my appointment and currently do not have sufficient medications. Can I request for a repeat of prescription?**
   You may request for repeat prescription using the HealthHub app.
   Please note that for clinical safety, our doctor will need to review your case before issuing a repeat prescription.

   The review fees are as follow:

Subsidised patient (Singaporean – Child/Elderly)	$5.00 (GST absorbed)
Subsidised patient (Singaporean – Adult)	$5.50 (GST absorbed)
Subsidised patient (PR)	$11.20 (GST absorbed)
Non-resident / Foreigners	$17.11 (inclusive of GST)

   If required, our staff may contact you to seek clarification regarding your request.

4. **I have a prescription from another public healthcare institution. Can I request for medication delivery service through NUHS Pharmacy?**
   Our medication delivery service is only available for prescriptions issued from the National University Polyclinics (NUP). We are currently unable to offer this service for prescriptions issued by other healthcare institutions or General Practitioner (GP) clinics.

5. **How do I know if my medication delivery request was successful?**
   Upon submission of your medication delivery request, an email notification will be sent to your registered email address confirming your submission. You may also view your order details anytime via the HealthHub app.

6. **What do I do if I need to re-arrange the delivery schedule?**
   Please call us at 6908 2222 or fill up this form at least two working days before the scheduled delivery date to re-arrange. Otherwise, re-delivery fee applies.

   For receive in person delivery, please ensure that an authorised recipient is present at the delivery address during the agreed date and time to receive the delivery.

7. **I have selected Leave at Doorstep delivery. When will the delivery be carried out?**
   The delivery will be carried out within 3 working days from your chosen preferred delivery date, between 10am to 10pm. To keep you informed, our delivery vendor will send you a notification on the day your delivery is scheduled, so you will know in advance before the delivery is made.