

Health Hub

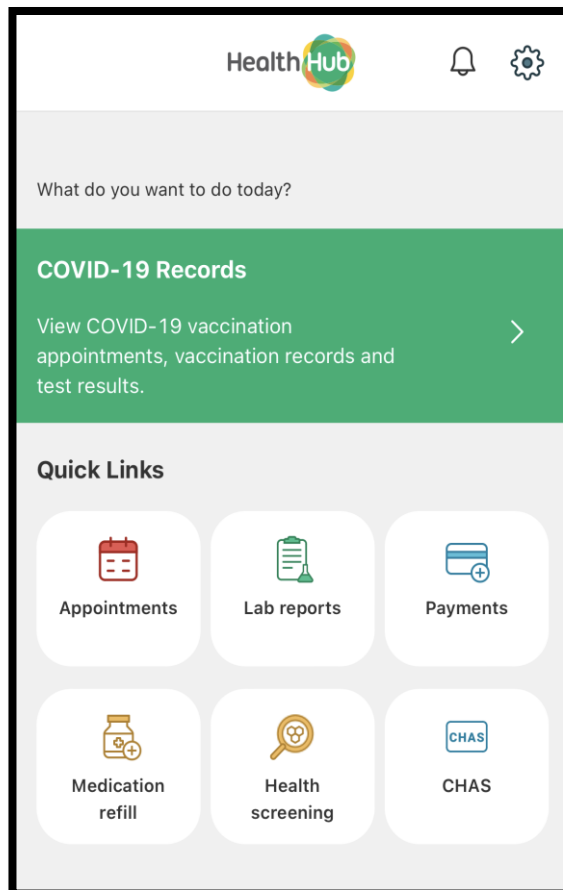
Step-by-step Guide on Requesting for Medication Top Up/Refills



To Access the Health Hub Medication Refill/Top Up Service

Option 1

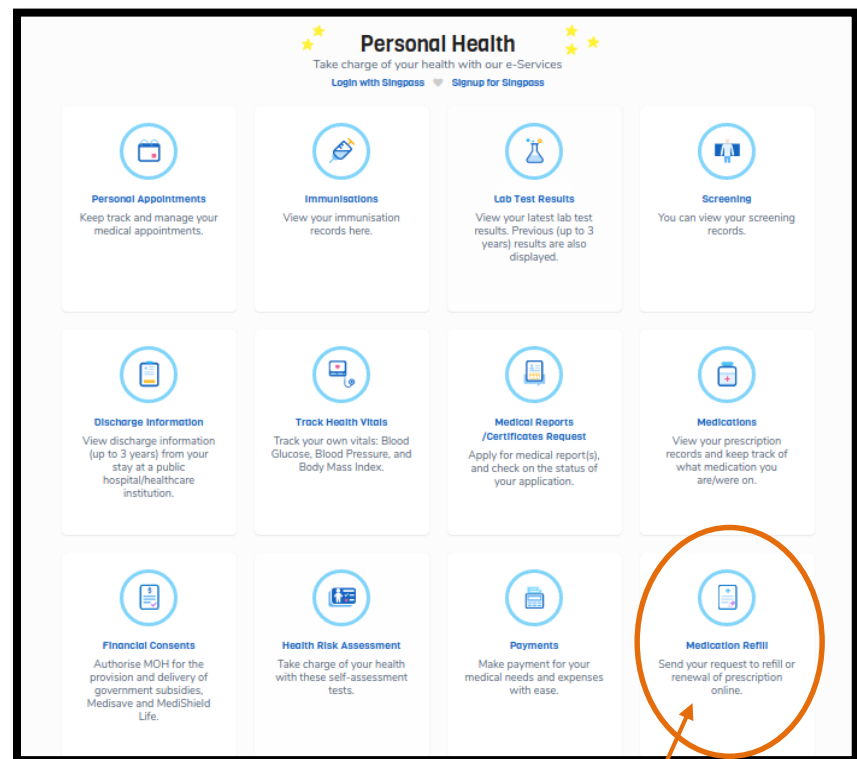
Via the Health Hub app



Option 2

Via the webpage

(<https://www.healthhub.sg/HealthServices>)



Select "Medication Refill"

To Access the Health Hub Medication Refill/Top Up Service

STEP 1

Select the institution last visited



National Healthcare Group Polyclinics

National Healthcare Group Polyclinics


- Ang Mo Kio Polyclinic
- Geylang Polyclinic
- Hougang Polyclinic
- Toa Payoh Polyclinic
- Woodlands Polyclinic
- Yishun Polyclinic
- Kallang Polyclinic

STEP 2

Select type of request


Prescription Request

Please select a medication order type.



Request For Medication Top-Up

Your request will be directed to the respective clinic for approval by the doctor. Terms and conditions apply ⓘ



Refill My Medication

Applicable if you have:

- An existing and valid NHGP prescription which is less than one year from date of issue
- Uncollected balance of medications in that same prescription
- No changes to your medications and dosage since your last collection

MEDICATION TOP-UP



Request For
Medication Top-Up

Selected when there is no balance medication supply left in the most current prescription.

Request will be directed to doctors for review

MEDICATION REFILL

PARTICULARS PRESCRIPTION PAYMENT COLLECTION

Reason for Top-up *

Select your reason here *

MEDICATION REFILL



Refill My
Medication

Selected when there are balance medication supply left in the most current prescription.

Pharmacy will fulfill the request from the current prescription

MEDICATION REFILL

PARTICULARS PRESCRIPTION QUANTITY PAYMENT COLLECTION

How much medications would you like to refill?

- All my balance medication
- All my balance medication for a selected duration
- Selected medicines only

NEXT

BACK

To Access the Health Hub Medication Refill/Top Up Service

STEP 3

Fill in patient's details and contact

The screenshot shows the 'MEDICATION REFILL' app interface. At the top, there is a red header with a back arrow and the title 'MEDICATION REFILL'. Below the header is a navigation bar with five icons: 'PARTICULARS', 'PRESCRIPTION', 'QUANTITY', 'PAYMENT', and 'COLLECTION'. The 'QUANTITY' icon is highlighted with a blue circle. Below the navigation bar, there is a blue circle with the letter 'S'. The main content area contains a toggle switch for 'I am the patient' with 'YES' selected. Below this, there are two sections: 'Patient's Details' and 'Contact Details'. Each section has a text input field with an asterisk indicating it is required. At the bottom, there is a disclaimer: '*We may contact you to verify your request. Please ensure the number provided is correct.'

Medication Refill App - Step 3

Navigation: PARTICULARS, PRESCRIPTION, QUANTITY, PAYMENT, COLLECTION

I am the patient YES NO

Patient's Details

Full Name (as per NRIC / FIN) *

NRIC (S/F/T/G) *

Contact Details

Contact Number(+65) *

*We may contact you to verify your request. Please ensure the number provided is correct.

STEP 4

Select quantity required

The screenshot shows the 'MEDICATION REFILL' app interface. At the top, there is a red header with a back arrow and the title 'MEDICATION REFILL'. Below the header is a navigation bar with five icons: 'PARTICULARS', 'PRESCRIPTION', 'QUANTITY', 'PAYMENT', and 'COLLECTION'. The 'QUANTITY' icon is highlighted with a blue circle. Below the navigation bar, there is a question: 'How much medications would you like to refill?'. There are three radio button options: 'All my balance medication', 'All my balance medication for a selected duration', and 'Selected medicines only'. At the bottom, there are two buttons: 'NEXT' and 'BACK'.

Medication Refill App - Step 4

Navigation: PARTICULARS, PRESCRIPTION, QUANTITY, PAYMENT, COLLECTION

How much medications would you like to refill?

All my balance medication

All my balance medication for a selected duration

Selected medicines only

NEXT

BACK

To Access the Health Hub Medication Refill/Top Up Service

STEP 5

Select mode of payment

PARTICULARS
 PRESCRIPTION
 QUANTITY
 PAYMENT
 COLLECTION

Do you want to use your Medisave (if applicable)?

Yes, I want to use Medisave
 No, I don't want to use Medisave

Medisave payment is only applicable if you have registered at the polyclinic. You may still be required to co-pay for the bill.
 For other payment modes, kindly indicate in the "Special Requests" box, located at the last step of the submission.

Payment modes:
 For on-site collection - Cash, NETS, credit cards
 For home delivery - HealthHub, AXS machine/app, Internet banking, PayNow

BACK NEXT

STEP 6

Select your mode of collection

PARTICULARS
 PRESCRIPTION
 QUANTITY
 PAYMENT
 COLLECTION

How would you like to receive your order?

Medicine Delivery (Delivery charges are currently waived)
 Pick up at pharmacy

NEXT

BACK

STEP 7

Review your request before submitting

PARTICULARS
 PRESCRIPTION
 QUANTITY
 PAYMENT
 COLLECTION

ORDER SUMMARY

PATIENT'S DETAILS

Name

NRIC

REQUESTOR'S DETAILS

Contact Number

Email

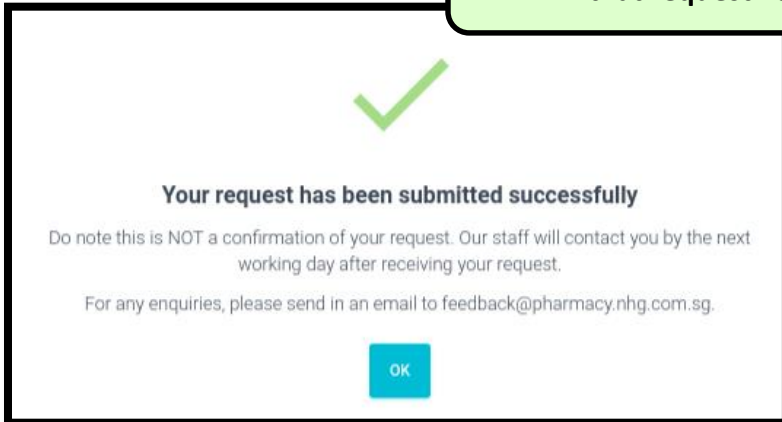
PRESCRIBING INSTITUTION


Home Calendar Dollar Pill Document

To Access the Health Hub Medication Refill/Top Up Service

ACKNOWLEDGEMENT OF REQUEST

You will see an acknowledgement message that request has been sent in





Your request has been submitted successfully


Do note this is NOT a confirmation of your request. Our staff will contact you by the next working day after receiving your request.


For any enquiries, please send in an email to feedback@pharmacy.nhg.com.sg.

[OK](#)

An acknowledgement email with the order details will be sent to the provided email address

Request for Prescription from A

 noreply@healthhub.sg
To

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear

We are pleased to confirm that your request has been submitted successfully. Details of your request as follows:

| | |
|------------------------------|--|
| Institution Name | |
| Patient Name | |
| Patient NRIC | |
| Special Request (if any) | |
| Requestor Name | |
| Contact Number | |
| Email Address | |
| Payment Mode (if any) | |
| Collection Details | |
| Delivery/Collection Location | |
| Preferred/Collection Date | |
| Preferred/Collection Time | |
| Reason | |

If it is deemed that a new prescription needs to be issued, an administrative fee may be charged as follows:

| | |
|----------------------------------|---|
| Subsidized patient (Singaporean) | \$4.20 (GST absorbed) |
| Subsidized patient (PRI) | \$8.40 (GST absorbed) |
| Non-resident | \$12.00 (Prevailing GST applies for Foreigners) |

Do note this is NOT a confirmation of your request. Our staff will inform you (via email/phone call) of the result of the request, by the next working day after receiving your request.

If you do not hear from us or require further assistance, please contact us at feedback@pharmacy.nhg.com.sg.

Kind Regards
 Ang Mo Kio Polyclinic Pharmacy