

Frequently Asked Questions

How do I request for medication delivery?

You may submit your medication delivery request online via HealthHub.

Scan the QR code here to access the link. Click on "Meds" tab to view your prescription records or submit your request.



Is there a minimum order for medication delivery service?

There is no minimum order to request for home delivery of medications.

What should I do if I have run out of medications?

Our medication delivery service has a lead time of 5 working days. If your medication supply has run out / is running out, we would advise you to approach the pharmacy to enquire on the medication refill process.

Can I use NHG Pharmacy medication delivery service for delivery of my medications from other polyclinics/hospitals?

We are unable to provide medication delivery service from external prescriptions (i.e. prescriptions from other public healthcare institutions or general practitioners).

Does the patient need to be around to receive the delivery?

The delivery has to be received by the patient or a member of the household. As a form of verification, the recipient will be required to provide unique patient identifiers or quote the pin code to the courier during the delivery.




Medication Delivery Service

Skip the queue, let us deliver your medications to you!

DELIVERY CHARGES ARE CURRENTLY WAIVED*!


Opening Hours


Monday - Friday	8am - 4.30pm
Saturday	8am - 12.30pm
Sunday & Public Holidays	CLOSED


 Scan the QR code for our locations



Contact Us

 Contact Centre 6355 3000

 www.pharmacy.nhg.com.sg

 feedback@nhgp.com.sg



*Terms & Conditions apply

Which Medications Can Be Delivered?

Criteria	Eligibility
Valid NHGP prescription	Uncollected/Partially collected
	Fully collected
Any changes to medication dose	
Non-NHGP prescription	
Controlled drugs and drugs of high abuse potential (e.g. codeine containing preparations and benzodiazepines)	
If you require medications within 5 days	

How to Place Your Order

CONTACT

Send request on HealthHub

OR

Call our Contact Centre @ 6355 3000

SELECT

Full or Partial supply of prescribed medicine

AND

Medication delivery date and time slot

RECEIVE

The medicine will be delivered to your delivery address on your preferred date and time slot

Delivery Charges

Delivery Charges	Amount Payable (GST applicable for foreigners)
Delivery charges (1st attempt)	FREE
Re-delivery charges	\$9 per trip
Urgent delivery surcharge	Additional \$9
Amendment / cancellation administrative charge	Additional \$9

Terms & Conditions*

Medication delivery service is only available for patients who have:

- A valid National Healthcare Group Polyclinics (NHGP) prescription (issued within 1 year)
- Balance supply of uncollected prescribed medicines from NHGP

Our medication delivery charge is currently waived till further notice. However, other additional charges may apply:

- Each re-delivery attempt will be chargeable at \$9
- Same day, urgent delivery request will be chargeable at an additional \$9 surcharge
- Any amendment or cancellation request will be subjected to an additional \$9 administrative charge

Delivery Time slots

	9am - 1pm	2pm - 6pm	7pm - 10pm
Monday - Friday			
Saturday			
Sunday & Public Holiday			

Processing time



Our staff will contact you within the next working day if further clarifications are needed. Please allow at least 5 working days' lead time for deliveries.

On the day of delivery



Please ensure a recipient is around to receive the delivery. Our delivery vendor will request for unique patient identifiers, or pin code*, for verification

*On the day of delivery, an SMS containing the pin code, will be sent to the provided mobile number

Payment



You can make payment via these options:

- AXS machine/app
- Paynow
- HealthHub
- Respective clinics in NHGP
- Internet banking

