

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 [NUHS app](#) or call the NUHS Contact Centre at 6908 2222.

Kindly ensure that all information submitted is accurate for order processing. If required, our pharmacy staff will contact you within the next three working days to seek clarification regarding your order and delivery arrangements.

Please note the following charges:

- **Delivery fee:** \$8 (currently waived)
- **Re-delivery fee:** \$8 (for every new delivery arrangement; prevailing GST applies for foreigners)

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

Mode of Payment

You may make payment for your prescription medicines filling via:

- [NUHS 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 NUHS app.

Processing of Your Order

1. Our pharmacy staff will process the medication order and schedule for delivery based on your information provided. If required, our pharmacy staff will contact you within the next three working days to seek clarification regarding your order and delivery arrangements.
2. You may choose from the following timeslots for delivery:

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

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

3. Please ensure that an authorised recipient is present at the delivery address during the agreed date and time to receive 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.
4. For self-collection at our pharmacies located within the NUP polyclinics, please bring a copy of the confirmation email. You can proceed to the reception counter



at the pharmacy and inform our staff that you have placed an online order to collect your medications.

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 assistance, please call us at 6908 2222 or email contactus@nuhs.edu.sg

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 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.

4. How do I know if my medication delivery request was successful?

After the submission of your medication delivery request, you will receive an email notification with the request details, through your email address provided. If any clarification is needed, our pharmacy staff will contact you within the next three working days.

5. What do I do if I need to re-arrange the delivery schedule?

Please call us at 6908 2222 at least two working days before the scheduled delivery date to re-arrange. Otherwise, re-delivery fee applies.

Please ensure that an authorised recipient is present at the delivery address during the agreed date and time to receive the delivery.