

PLACING A MEDICATION DELIVERY ORDER for your prescribed medications via FormSG



1



ACCESS ONLINE ORDER FORM & KEY IN NRIC
Go to: for.sg/TTSHMedicationDeliveryOrder
OR Scan the QR code:

2



UPLOAD FILES ON MEDICATION LIST QUESTION

- Medication photos OR
- Memo for balance medications, if you have it OR
- Screenshot of your prescription details (upload only the prescription details you would like to refill)

3



CHOOSE MEDICATION(S) TO REFILL

- a. All medication for selected duration only OR
- b. Selected medications only (refer to your HealthHub prescription details):
 - Choose from the list of medication, indicating duration for refill
 - If the medication is not in the list, select "Others" and manually input the full name of the medication

4



SELECT YOUR PAYMENT DETAILS

Please indicate if you are paying via Medisave or 3rd Party Payer and upload the relevant 3rd Party Payer documents if applicable. You will receive your medication bill only if there is an outstanding payable amount.

5



SELECT YOUR PREFERRED MODE OF COLLECTION

PILLDELIVER : Receive your medication at your chosen timeslot.



PILLLOCKER : Collect your medication within 3 calendar days of receiving the SMS notification.

6



INDICATE YOUR DELIVERY AND CONTACT DETAILS

- Preferred delivery date and time slot (excluding Sundays & PH for PillDeliver)
- Contact Person name, phone number, email address (for confirmation email on your order) and delivery address/ locker location of choice

SKIP THE QUEUE WITH MEDICATION DELIVERY



PREPARATION BEFORE PLACING AN **ONLINE DELIVERY ORDER**

1



SUFFICIENT MEDICATION FOR AT LEAST 2 WEEKS

For online ordering of medication refill, please ensure that you have at least 2 weeks worth of medication balance before placing your order.

2



ORIGINAL HARDCOPY PRESCRIPTION (IF ANY)

Proceed to any Outpatient Pharmacy counter to drop off your hardcopy Original Prescription (if any) before ordering for Medication Delivery.

3



3RD PARTY PAYER DOCUMENTS

If you are using 3rd Party Payer such as Civil Service Card, Company Card, Letter of Guarantee, Medifund, Medication Assistance Fund, do take a photo or scan the form for uploading.

4



MEMO FOR BALANCE MEDICATIONS (OPTIONAL)

Snap a photo of your Memo for Balance Medications that you may have received from your pharmacist during your previous pharmacy visit.

5



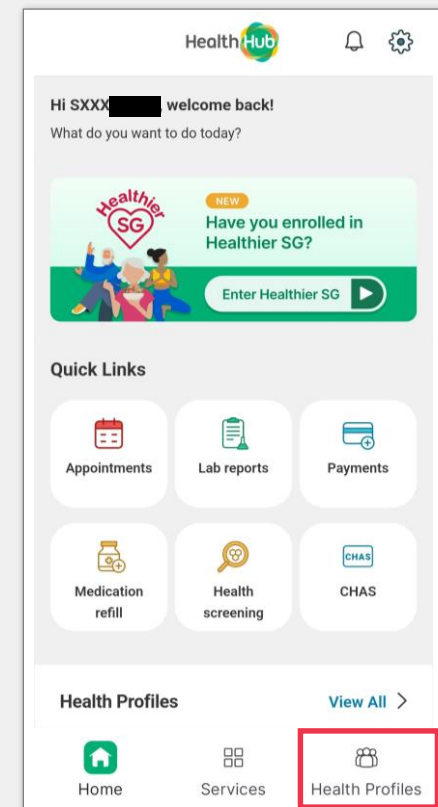
IDENTIFY MEDICATIONS THAT REQUIRE REFILL

In the event you do not have the memo for balance medications, you can go to HealthHub to view your prescriptions. Please see the next page on how to view your prescriptions on HealthHub.

HOW TO VIEW MY PRESCRIPTIONS ON HealthHub®

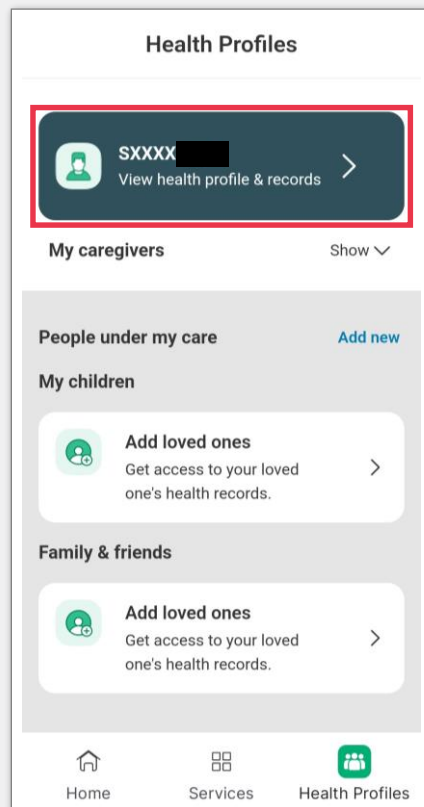
HealthHub retrieves your prescription records from selected public hospitals, polyclinics and other healthcare institutions from the past 12 months. Please note that the records are for references only and might not contain all the details. When taking your medications, please follow the latest instructions as advised by your healthcare professionals (e.g. doctors, pharmacists, nurses).

STEP 1 Launch the HealthHub app & log in via SingPass. You will need to download the app if you have not already done so.



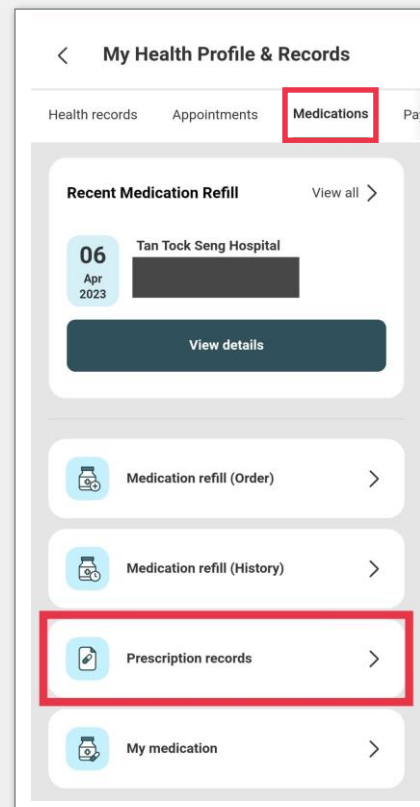
STEP 2

Go to "Health Profiles".



STEP 3

View your health profile & records.



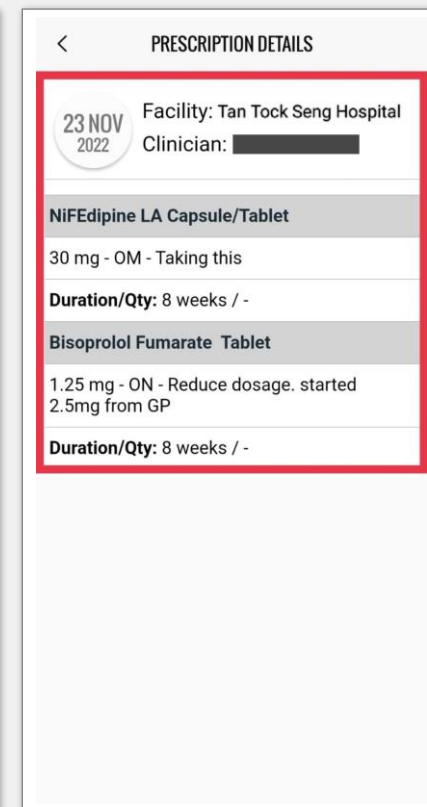
STEP 4

Click on "Medications" and proceed to view your prescription records.



STEP 5

Select the visit relevant to the prescribed medication you would like to order for delivery.



STEP 6

Note down the medications and screenshot the prescription details.