National University Hospital

FAQs on MedSAFE

1. How soon can I collect my medication via MedSAFE after placing my order?

You may collect your medication after you receive an SMS notification from NUH Pharmacy containing your One-Time Password (OTP). Do note that you must collect your medication from the MedSAFE locker within 48 hours of receiving the OTP, otherwise your medication order will be cancelled. You may be required to re-order your medication or walk in to the Pharmacy.

2. How do I use MedSAFE?

After receiving the SMS notification, proceed to the MedSAFE locker and follow the on-screen instructions to collect your medication.

3. How do I make payment for medication collected through MedSAFE?

Please retrieve your invoice and make payment through the HealthHub app.

4. My medication requires temperature-controlled storage. Can I still use MedSAFE?

Yes, MedSAFE is suitable for medications that require temperature-controlled storage (15°C to 25°C). If your medication is not suited for MedSAFE storage (e.g. requires refrigeration), Pharmacy staff will inform you to collect it from Main Building Pharmacy, Counter 27.

5. How do I know if my medication is not eligible for MedSAFE collection?

Medication collection options shown in HealthHub are based on the medications in your order. If any medication is not eligible for MedSAFE collection (e.g. refrigerated or certain medications), the MedSAFE collection option will not be displayed.

6. Can someone else collect my medication from MedSAFE on my behalf?

Yes, you may appoint someone else to collect the medication on your behalf. Please ensure that the appointed person has the One-Time Password (OTP) sent via SMS to the applicant, as it is required for collection.

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7. My medical appointment has been postponed, and my medication is running out. How can I request for a top-up of my medication?

- You may request for a new prescription from the clinic via the HealthHub app.
- Once the prescription is ordered, please log in to the HealthHub app to place your medication order for self-collection from the MedSAFE locker.
- Requests for prescriptions are subject to the doctor's review and approval. Please ensure that you have at least 3 weeks' supply of medication remaining before submitting your request to allow sufficient time for processing.
- If your prescription has been approved and you require your medication urgently, please opt for self-collection at the Pharmacy and register at the self-registration kiosk to obtain a queue number for medication collection.

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