National University Hospital

FAQs on Medication Delivery

1. Can I order my medication via phone call or e-mail?

Medication orders should be placed through the HealthHub app, which is the fastest and most convenient way to submit your request.

What to do:

- *Click here to download the HealthHub app*
- *For guidance on how to order medication via HealthHub, access the app guide here or visit https://support.healthhub.sg/hc/en-us/articles/64379153221401-Track-and-Refill-Medications-Seamlessly to find out more*
- *Alternatively, place your medication order online at https://eservices.healthhub.sg/medication-refill*

2. Can I order medication from the Pharmacy when I run out of it?

We will need a valid prescription for all supplies of medication. Please contact your clinic for assistance if you do not have a valid prescription.

3. How do I reach you if I have an urgent enquiry regarding medication delivery service?

You may contact the Pharmacy directly for assistance. The contact details can be found here.

4. Can I amend or cancel my order after submission, or change the delivery date and/or time after it has been confirmed?

- We strongly discourage amendments after your order has been submitted, as this will affect processing time and delay your order.
- Any amendment or cancellation received prior to the confirmed delivery date will be subject to a charge ranging from $8.72 to $21.80 (inclusive of GST).
- If you still wish to amend or cancel your order, please provide your order request ID and details of the requested change. Pharmacy staff may contact you to verify or confirm the amendment.

National University Hospital

5. How do I know if my online order has been successfully submitted?

For medication orders placed through the HealthHub app, an acknowledgment email will be sent to the email address provided. Please keep a copy of the acknowledgement for verification, if required.

Example: <<Medication refill order to National University Hospital on 30 Sep 2026_for JANE DOE_Delivery (Leave at doorstep/Receive in person)>>

You may also check your Medication Refill History to confirm that your medication order has been submitted in the HealthHub app.

6. How do I pay for my medication?

- Payment can be made through the HealthHub app, AXS machines or SingPost branches.
- We do not have a cash on delivery payment option.
- Some third-party payment modes may be available, subject to eligibility, review and approval. Kindly indicate accordingly when placing your medication order. Please note that delivery charges, bulky item fees and amendment fees cannot be paid using these arrangements.

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 into your HealthHub app to place your medication order for delivery.
- Please ensure that you have at least 3 weeks' supply of medication remaining before submitting your request to allow sufficient time for processing.
- For urgent medication requests or top-ups, you may opt for self-collection at the Pharmacy.

8. How do I know which issuing pharmacy to choose when I choose Delivery (Leave at doorstep / Receive in person) for my medication order in the HealthHub app?

Please click here to view the list of clinics and issuing pharmacy details.

National University Hospital

FAQs on Medication Delivery via Authorisation-to-Leave (ATL) or Leave at Doorstep

A1. Authorisation-to-Leave (ATL) Eligibility and Authorisation

1. Does my previous ATL authorisation apply to future deliveries?

No. Each ATL authorisation is valid for one medication delivery request only. You will be required to provide new authorisation for each subsequent medication delivery.

2. Are all medications and healthcare products eligible for ATL?

No. Medications requiring refrigeration or special handling are not eligible for ATL. In such cases, the medication will be delivered via an alternative arrangement, and the delivery fee will be waived.

3. If my medication is later assessed to be unsuitable for ATL delivery, will I be notified before the delivery method is changed?

Yes. If we determine that your medication is not suitable for ATL delivery, we will contact you by phone to inform you and discuss the available delivery options.

4. Is there a maximum order value for medications delivered using ATL?

No. By selecting ATL, you also accept the risks and responsibilities set out in the ATL terms and conditions, including those relating to loss, theft or damage after delivery.

5. Can I choose in-person delivery if my medication is eligible for ATL?

Yes. You may choose “Receive In-Person” delivery instead. Additional delivery charges may apply.

National University Hospital

6. Can I choose ATL for my prescription order if it contains milk formula or nutritional feeds?

Yes. You may select ATL for prescription orders containing milk formula or nutritional feeds. Please ensure there is sufficient suitable space at your doorstep for the courier to leave the parcel securely. If the courier is unable to leave the parcel safely due to insufficient space or other site conditions, the ATL delivery will be deemed unsuccessful, and additional delivery charges may apply.

7. If I live in a condominium, can the courier leave my parcel with security or the concierge?

No. Parcels cannot be left with security personnel or the concierge. The courier needs to confirm your residential unit number in person at your door.

A2. Delivery Timeframe and Notifications

8. What is the estimated delivery window for ATL?

Delivery is expected within three working days from your selected delivery date (including that date), between 10am and 10pm.

9. Can I request a specific delivery date or time when selecting ATL?

No. You cannot request a specific delivery date or time for ATL.

10. Will I receive a notification before the courier leaves the parcel at my doorstep?

Yes. The courier will notify you the night before delivery, on the morning of delivery, and once the parcel has been successfully left at your doorstep.

11. Will I receive proof of delivery for an ATL parcel?

A notification will be sent to you once the parcel has been successfully left at your doorstep. A tracking link may be available for you to view the proof of delivery.

National University Hospital

12. If bad weather is forecast on the day of delivery, is ATL still available?

Bad weather may delay delivery. If this happens, the delivery partner will try again later that day or on another day.

13. If the weather changes after my parcel has been delivered, who is responsible for any damage?

Once the parcel has been left at your doorstep, responsibility for the parcel transfers to you. Any damage caused by weather or other environmental conditions after delivery is your responsibility. Please collect the parcel as soon as you are notified that delivery is complete.

14. What happens if my parcel is lost, misplaced, or damaged after it has been delivered?

By selecting ATL, you acknowledge and accept the risks associated with unattended delivery. Once the parcel has been delivered to your doorstep, the Pharmacy, delivery company and delivery personnel are not responsible for any loss, theft, misplacement or damage to the parcel. This includes any unauthorised access to information contained in or on the parcel arising from such loss or theft.

A3. Delivery Location and Failed Delivery

15. What conditions must my residence meet for ATL delivery?

Before selecting ATL, please carefully assess that your doorstep or delivery location meets the following conditions to prevent parcel damage or loss. This list is a guide and is not exhaustive:

- The location is sheltered from rain and direct sunlight.
- The parcel is unlikely to be affected by floor cleaning or other activities during the delivery window
- The area is clean and shows no signs of pests or hygiene concerns
- The address is residential. ATL is not recommended for offices, nursing homes or commercial buildings.
- The location is suitable for the value and nature of your medication.

16. What happens if the delivery location remains unsuitable during the three-day ATL holding period?

If the courier is unable to identify a suitable location to leave the parcel safely in accordance with the ATL requirements, the ATL delivery will be unsuccessful. The parcel may be returned to NUH and in-person delivery charges may apply.

17. If I initially select ATL, can I change to a non-ATL delivery option during the three-day ATL delivery window?

No. After you have selected ATL, the delivery option cannot be changed during the three-day ATL delivery window. If you wish to change to in-person delivery, amendment fees and applicable delivery charges will apply.

18. Can a previous failed ATL delivery prevent me from selecting ATL for future medication orders?

A failed ATL delivery does not prevent you from selecting ATL for future medication orders.

A4. Charges and Urgent Delivery

19. Is there an additional fee for selecting ATL?

No. ATL is free of charge.

20. If my medication is unsuitable for ATL and the Pharmacy changes the delivery method, will I be charged extra?

No. If the Pharmacy changes the delivery method because of your medication, you will not be charged extra.

21. If I choose "Receive In-Person" delivery, will additional charges apply?

Yes. Additional delivery charges may apply.

National University Hospital

22. If I request urgent home delivery, will ATL apply?

No. ATL is not available for urgent home delivery requests made with less than seven working days' notice. You will need to contact the Pharmacy, select a specific delivery date and time slot, and receive the parcel in person. Additional delivery charges may apply.

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