National University Hospital

FAQs on Medication Self-collection via Pharmacy Counters

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 change the medication quantity at the point of collection from Pharmacy counters?

Yes, you can change the medication quantity at the point of collection. However, an additional 30 minutes may be required to process the changes. Furthermore, please note that you will be asked to join the queue at the Pharmacy.

3. Can I place an order via the HealthHub app using a prescription issued by another hospital or polyclinic and collect it at NUH Pharmacy?

No, only prescriptions issued by NUH will be accepted and processed for orders placed through the HealthHub app.

4. 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 or place a Repeat prescription request in the HealthHub app if you do not have a valid prescription.

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5. I ordered my medication this morning via the HealthHub app. Can I collect it this afternoon?

No, medication orders submitted through the HealthHub app require approximately 3 working days to process. If you require your medication urgently or prefer same-day collection, please walk in to the Pharmacy and register at the self-registration kiosk to obtain a queue number. Once your medication order has been verified by registration counter staff, you will be required to wait for medication preparation and dispensing.

6. 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 email for verification, if required.

Example: <<Medication refill order to National University Hospital on 30 Sep 2026_for JANE DOE_Self-collect from Pharmacy>>

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

7. How do I pay for my medication?

- Payment can be made through the HealthHub app, AXS machines or SingPost branches.
- 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 amendment fees cannot be paid using these arrangements.

8. 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 self-collection at Pharmacy.
- Please ensure that you have at least 3 weeks' supply of medication remaining before submitting your request to allow sufficient time for processing.

Updated as of 25 November 2026

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