



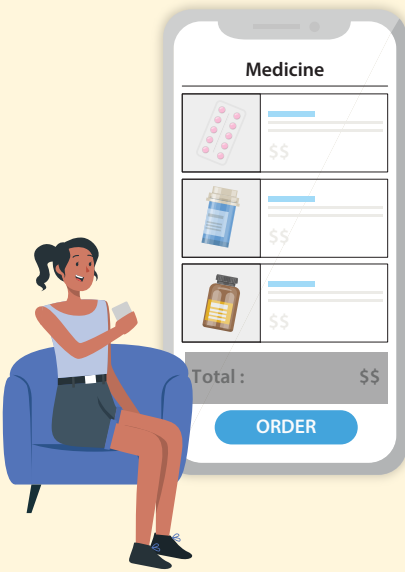
# Health Buddy Ordering Guide for Medication Delivery



Changi  
General Hospital  
SingHealth

Use the Health Buddy app to arrange for medicines to be delivered to your home with the Changi General Hospital (CGH) Medication Delivery Service (MDS). Your medicines can be delivered if the following criteria are met.

- ➔ You have a valid CGH prescription, with balance medicines to be collected.
- ➔ There are no Controlled Drugs.
- ➔ The prescription is within one year from the date of issue. For example, if you wish to have your medicines delivered on 5 March 2022, the prescription must be dated 5 March 2021 or later.



The MDS delivers to all valid local addresses within mainland Singapore, excluding offshore islands and secured areas. You will receive an SMS on the selected delivery date.

Medicines are delivered on Mondays to Saturdays at these delivery timings:

- ➔ Between 10.00am to 2.00pm
- ➔ Between 2.00pm to 6.00pm
- ➔ Between 6.00pm to 10.00pm

There is no delivery on Sundays and public holidays.

**Download the Health Buddy mobile app here:**

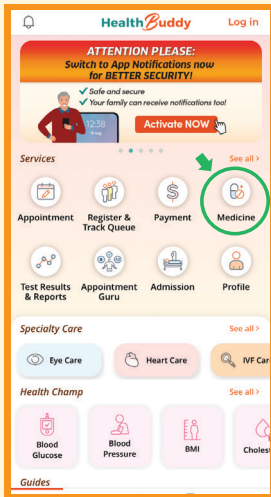


For IOS

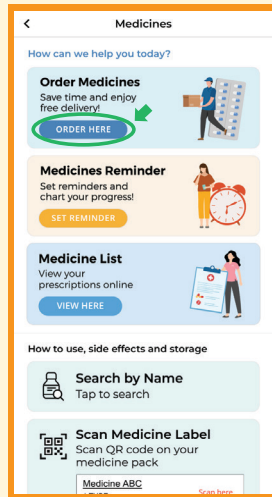


For Android

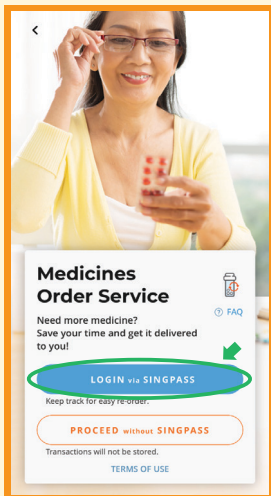
# How to order medicines via the Health Buddy app



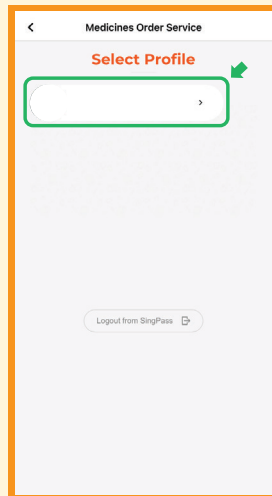
**Step 1:**  
**Select 'Medicines'.**



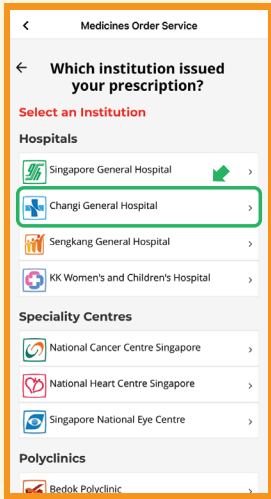
**Step 2:**  
**Select 'Order Medicines'.**



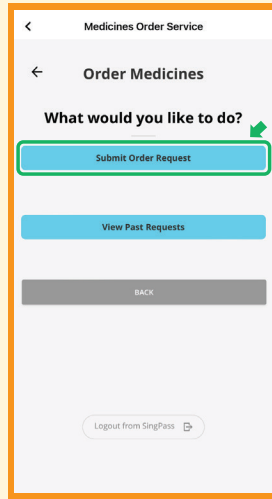
**Step 3:**  
**Log in via Singpass.**



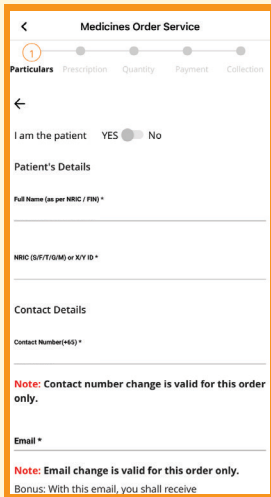
**Step 4:**  
**Select profile.**



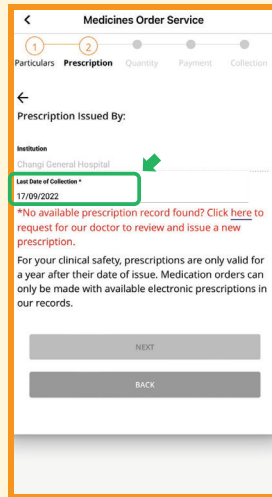
**Step 5:**  
Select 'Changi General Hospital'!



**Step 6:**  
Select 'Submit Order Request'!

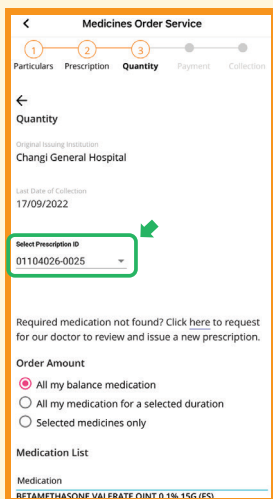


**Step 7:**  
Fill in patient's particulars.



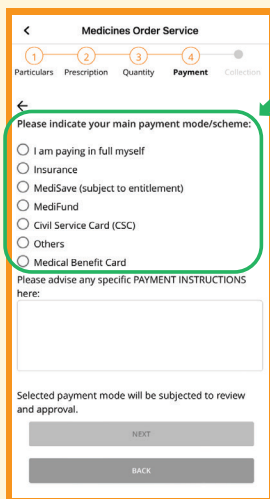
**Step 8:**  
Select 'Last Date of Collection'!

If there is no balance of medicines, a 'no available prescription record found' prompt will appear\*.



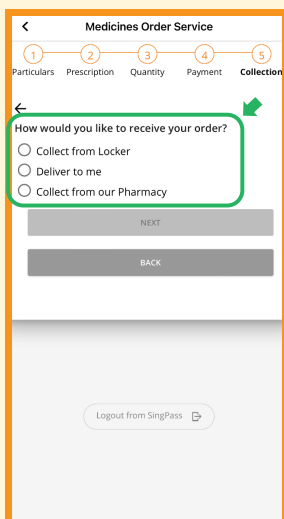
### Step 9: Select Prescription ID and fill in the order amount.

Prescription ID refers to the number at the top right corner of your latest partial label (e.g. S80-XXXXXXXX).



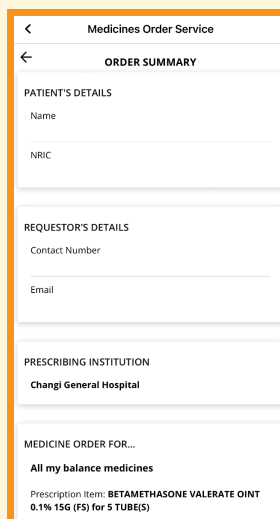
### Step 10: Select your payment method.

Refer to FAQs for more information about payment.



### Step 11: Select collection method.

For PILBOX services, select 'Collect from Locker'. For Medication Delivery Service, select 'Delivery to me'. For the 'Skip the Queue' option, select 'Collect from our Pharmacy'.

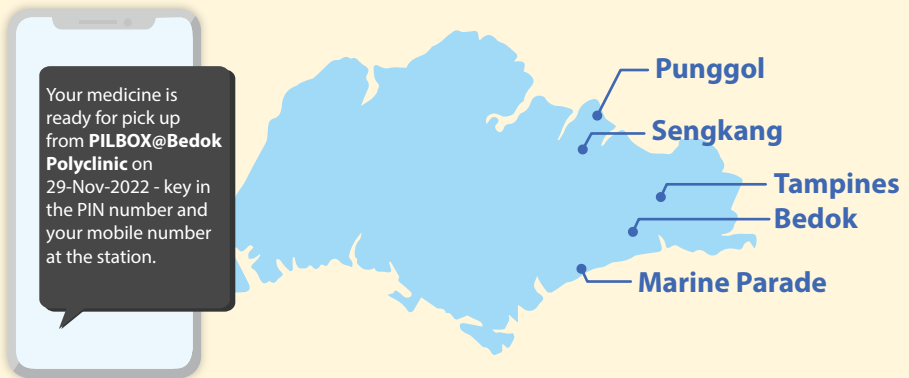


### Step 12: Review and submit the order.

Review the order summary and submit the order. An acknowledgement email will be sent to the registered email address.

## PILBOX

- ➔ You can opt to have your medicines delivered to one of the 24/7 PILBOX locker stations at SingHealth Polyclinics at **Bedok, Marine Parade, Punggol, Sengkang and Tampines**.
- ➔ You will receive an SMS notification after the package is deposited into the locker.
- ➔ Please collect your medicines from the locker within 36 hours of delivery. If the medicines are not collected at the end of this period, it will be sent back to CGH Pharmacy. You may arrange for a second delivery (re-delivery fee applies).



You may view your invoice on the Health Buddy app (physical invoices will not be issued with effect from 1 November 2022). You may make payment through the Health Buddy app, SingHealth mobile pay, AXS app or stations, DBS PayLah!, PayNow (scan the QR code on your bill) and DBS ibanking.

## Frequently Asked Questions (FAQ)



**1 Can I submit a MDS order using a non-CGH prescription?**

You need a CGH prescription to submit MDS orders for medicines available in the CGH Pharmacy.

**2 Can I amend or cancel my order after it has been submitted, or change my delivery date and/ or time after it has been confirmed?**

Order amendments or cancellations that are submitted less than three working days before the confirmed delivery date may be subject to additional charges.

**3 Can I submit an order if I do not have a prescription, or if my previous prescription has been completely filled?**

A valid prescription is required for the medicine order to be processed. If you do not have one or if you need a new prescription, kindly submit your request through the Health Buddy app.

**4 I have a medical benefit card; can I use it to pay for the service?**

Approved 3rd party payors are accepted for payment of medicines, although delivery amendment or cancellation charges will be borne by you. Please ensure your medical benefit card is valid before placing an order for delivery, otherwise any outstanding payment will be borne by you.

**5 Is cash on delivery an accepted payment mode?**

We highly encourage cashless payment. Cash on delivery is not an accepted mode of payment.

**6 Can I opt to use Medisave as a payment mode?**

Medisave is an accepted mode of payment as long as there is balance for deduction. Please note that any outstanding amount after deduction will be borne by you.

**7 Can someone else receive my medicines for me?**

If you are not able to receive the medicines in person, you can appoint another person who is 18 years old and above to receive the medicines on your behalf.

**8 How do I place a delivery order for the balance of my medications?**

You can place a delivery order for the balance of your medicines on the Health Buddy app. Kindly place your orders at least one week before your medicines are due to run out.

**9 My medical appointment has been postponed and my medicines are running out. How do I request for a top-up for my medicines?**

You may request for a prescription refill via the Health Buddy app. Please note that your request is subject to your doctor's advice.

*\*Terms and conditions apply.*



## Notes

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Singapore  
General Hospital



Changi  
General Hospital



Sengkang  
General Hospital



KK Women's and  
Children's Hospital



National Cancer  
Centre Singapore



National Dental  
Centre Singapore



National Heart  
Centre Singapore



National  
Neuroscience Institute



Singapore National  
Eye Centre



SingHealth  
Community Hospitals



Polyclinics  
SingHealth

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Tel: (65) 6788 8833 Fax: (65) 6788 0933  
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### **CGH Appointment Centre**

For appointments and enquiries,  
please call: (65) 6850 3333

Operating hours:  
8.30 am to 5.30 pm (Monday to Friday)  
8.30 am to 12.30 pm (Saturday)  
Closed on Sunday & Public Holiday

For more information, please visit [www.cgh.com.sg](http://www.cgh.com.sg)

 [facebook.com/ChangiGeneralHospital](https://facebook.com/ChangiGeneralHospital)

Information is valid as of June 2023 and subject to revision without prior notice.

All information provided within this publication is intended for general information and is provided on the understanding that no surgical and medical advice or recommendation is being rendered. Please do not disregard the professional advice of your doctor.