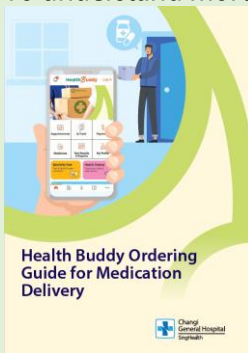


PAPERLESS PRESCRIPTION @ CGH

Frequently Asked Questions

1. How do I collect my medications without a paper prescription?

- Your medication order will be sent electronically to the Pharmacy system, and you can proceed to collect this from the CGH Pharmacy.
- If you intend to collect your prescription outside of CGH, do ask your doctor for a SIGNED paper prescription.
- If you require the medication URGENTLY (within 1 week), do proceed to the respective CGH Pharmacy to collect your medication in person. Alternatively, if you have at least 1 week of medication supply at home, you may opt for medication delivery via the Health Buddy App for repeat medications.
- To understand more on Medication Delivery Service, please scan the following QR code:



2. How do I know what medications I have left without a paper prescription?

- You will be issued a medication balance memo that will indicate the current balance of your medications.

3. How do I check my prescription balance if I have misplaced the medication balance memo?

- You can login to Health Buddy to check your medication balance @ <https://eservices.healthhub.sg/medicationRefill/singhealth> or scan the QR code to download HealthBuddy app



4. My medication is not available at the CGH Pharmacy. What should I do?

- Your doctor will issue a paper prescription for you to collect your medicine from a pharmacy outside of CGH.

5. Is there an expiry date for my medication prescription if it is now in the system?

- Yes. Prescription will have a 1-year expiry from date of issue. For example, if the prescription was ordered on 01 Dec 2023, it will be valid until 30 Nov 2024.

6. Can I use the medication list to collect my medications from the pharmacy?

- The medication list is for patients' reference and is not a prescription. It cannot be used to collect medications.