# **Frequently Asked Questions**

### What should I do at Pharmacy @ MC?

- CHECK IN at counter 1 or 2 to get gueue number, then wait for your medication.
- You may proceed home after your medication have been dispensed to you; that is only if payment has already been made in the clinic.

# What should I do if I wish to collect only a portion of the prescribed medication?

You may inform our patient service associates (PSAs) in the clinic to make the changes while placing your medication order.

### What happens if I have not done my medication order in the clinic?

- ♦ You may proceed to Pharmacy @ MC.
- After checking in, you will need to make payment first before collecting your medication.

### Can I refund my medication?

• For safety and hygiene reasons, medications sold cannot be refunded, exchanged nor returned.









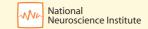




















2 Simei Street 3 Singapore 529889 Tel: 6788 8833 Fax: 6788 0933 Reg No 198904226R

### **CGH Appointment Centre**

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

Operating hours: 8.30 am to 8.00 pm (Monday to Friday) 8.30 am to 12.30 pm (Saturday & Sunday) Closed on Public Holidays

For more information, please visit www.cgh.com.sg

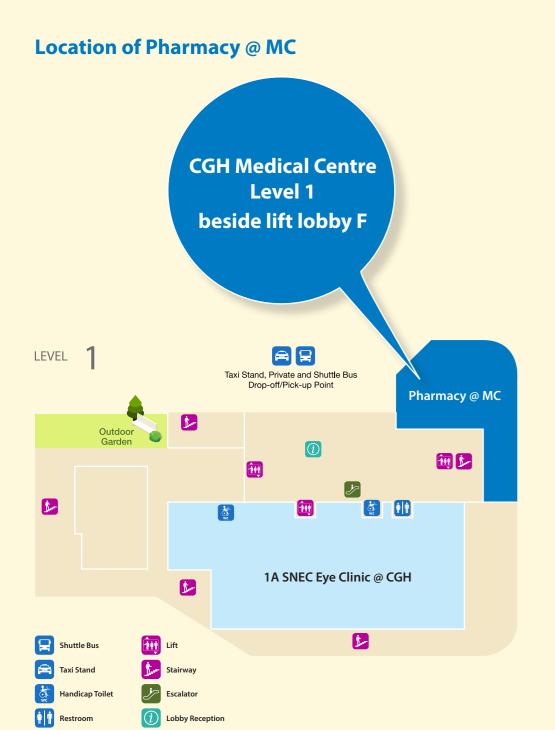




# **Patient Journey**

Pharmacy @ MC





# **Outpatient Journey**



**CONSULTATION** 

Clinic

Obtain your prescription

after doctor's

consultation.





**PAYMENT** 

Clinic

Place your **medication** 

**order** and pay for

**both** consultation and

medication before

leaving the clinic.





### **MEDICATIONS**



# Pharmacy @ MC

Check in at counter 38 then wait for collection of medication.

You may now proceed home after collecting your medication.

# **Skip The Queue** (exclusive to CGH patients\*)

or your convenience, we also offer the following services:

Order via a call/SMS/Whatsapp (9151 7204) or fax (6284 2632) at least **ONE** working day in advance. Provide patient's name, NRIC, medication(s) required, and preferred pickup date.

Walk-Ins

counter 1 or 2.

- On the day of collection, remember to bring along your **ORIGINAL** prescription to Pharmacy @ MC and check in at counter 38.
- Skip the gueue! You can proceed to the cashier to make payment.



## **Online Delivery** (exclusive to CGH patients\*)

Bring your ORIGINAL prescription to Pharmacy @ MC and check in at

Pay at cashier and collect medication.

- ◆ Leave the **ORIGINAL** prescription at Pharmacy @ MC for processing. If there are new medications, you need to purchase a portion of them first.
- For subsequent collection, you may order your medication online at www.mypharmacy.com.sg.
- You will receive a SMS confirmation after your order is processed.
- Delivery will be made within 2 working days (delivery charges apply).

\*Please approach our pharmacy staff for more information about these services.









Upon payment,

pharmacy will start preparing your medication even before you leave the clinic.

# Benefits

Why you should place **medication orders** in the clinic?



### Convenient

Pay only once for both consultation and medication at the same time!



### Efficient

Have a streamlined journey with enhanced delivery of care!

1 | Patient Journey - Pharmacy @ MC Patient Journey - Pharmacy @ MC | 2