

# No More Waiting at the Pharmacy



Order and  
Receive  
Your Medication

In the comfort of your  
Home / Office / Neighbourhood



PillDeliver

- ✓ Doorstep delivery
- ✓ To a local address of your choice
- ✓ Various delivery timeslots



PillLocker

- ✓ Self-collection
- ✓ At various designated locations in Singapore

## Step 1

## Check for your eligibility

Eligibility criteria		PillDeliver	PillLocker
Prescription# from Tan Tock Seng Hospital or National Neuroscience Institute		✓	✓
Refrigerated item		✓	✗
Controlled drug		✗	✗
Receive your medication within (Please ensure you have enough medication until then)		2 weeks	2 weeks
Location		Doorstep delivery to a local address of your choice	Various convenient locations*
Cost	Normal delivery	\$4.36	\$4.36
	Urgent delivery ##	\$9.81	\$9.81

Any amendment request within 5 working days of confirmed delivery date will be subjected to an additional \$9.81 charge.

## Step 2

## Choose 1 option below to order your prescribed medication

Option 1  
FormSG



Scan QR code or order directly via our secured FormSG at [for.sg/TTSHMedicationDeliveryOrder](https://for.sg/TTSHMedicationDeliveryOrder)

Option 2  
HealthHub



Scan QR code or order through HealthHub App > Medication Refill

Option 3  
Hotline



Call and speak with our Pharmacy staff at **6357 2050** from **9.30am – 5.30pm** on weekdays (excluding public holidays).

In the event of high call volumes, we may have to put your call on hold. For quicker ordering, please place an order through FormSG instead.

# Original hardcopy prescription (if any) must be submitted to the Pharmacy before arranging for PillDeliver or PillLocker.  
## For delivery date earlier than 2 weeks from date of order. For Same Day delivery (only applicable for PillDeliver), please place the order with Pharmacy by 2pm via the hotline 6357 2050 only. For urgent PillLocker collection, the earliest collection is 2 working days after you've confirmed your order with Pharmacy.

Each re-delivery due to failed delivery/collection attempt will be charged at \$9.81 for both PillDeliver and PillLocker.

Prices stated above are inclusive of 9% GST.

### Step 3

## Select your preferred timing



PillDeliver

Time	Weekdays	Saturdays	Sundays & Public Holidays
9am - 1pm	✓	✓	✗
2pm - 6pm	✓	✓	✗
7pm - 10pm	✓	✗	✗



PillLocker

Time	Weekdays	Saturdays	Sundays & Public Holidays
Refer to PillLocker Locations	✓	✓	✓



Scan the QR Code or visit [for.sg/TTSHPillLocker](https://for.sg/TTSHPillLocker) for more details on the locker locations and operating hours.

### Step 4

## Receive your medication

**PRIOR TO THE DAY** of delivery or collection:

- Pharmacy may contact you for order clarifications, if needed.
- Video conferencing services can be arranged if medication counselling is required.
- You will receive a confirmation email/SMS to acknowledge that your order has been processed.

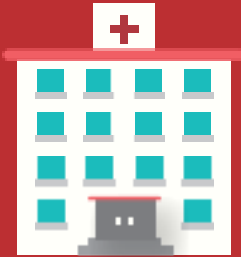
**ON THE DAY** of delivery or collection:

- You may receive an SMS with pin code or a call prior to delivery.
  - **PillDeliver:** Receive your medication at your chosen timeslot.
    - Ensure someone is at the delivery address during the delivery timeslot to receive your medications (Note: Medication parcels cannot be left unattended at the riser/doorstep).
  - **PillLocker:** Collect your medication within 3 calendar days of receiving the SMS notification with pin code.

### Step 5

## Pay your medication bill

You will receive your medication bill by mail if there is an outstanding payable amount. Please make payment via any of the options listed on the bill (e.g. AXS/PayNow/SAM Kiosk/Mobile Payment/Internet Payment) within a week of receiving the bill.



## Tan Tock Seng Hospital

11 Jalan Tan Tock Seng  
Singapore 308443

### Contact:

6357 7000 (Central Hotline)  
6357 2040 (Outpatient Pharmacy)



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