



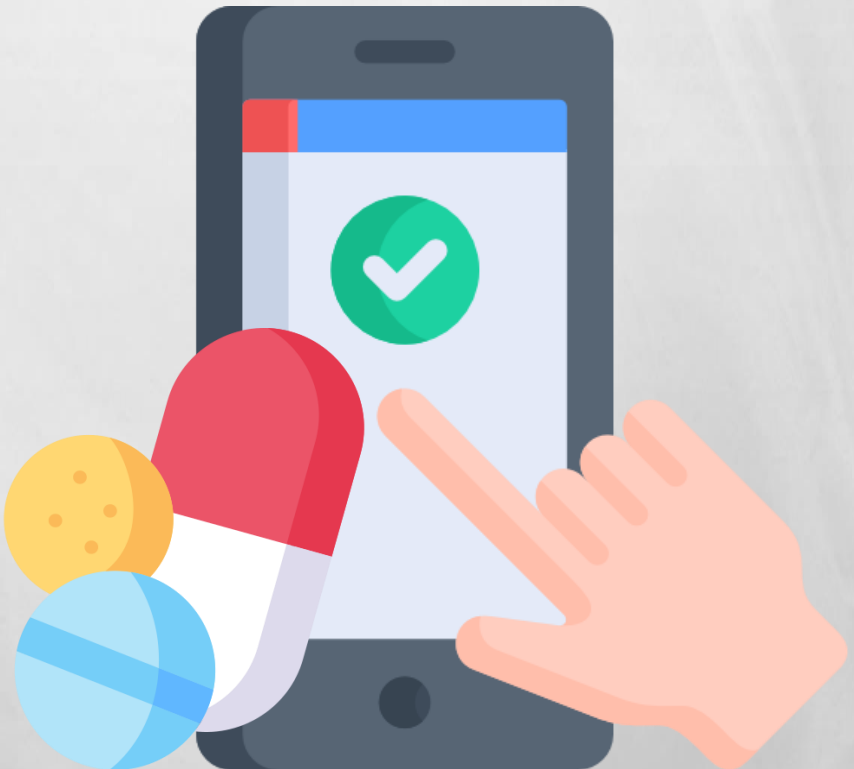
National Heart
Centre Singapore

SingHealth

Guide to Ordering Medicines



Health *Buddy*





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Over 400 videos on health topics that matter



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Appointment



Register &



Pay



Medicine

Select Medicine'



Test Results & Reports



Appt Notes & Reminder



Admission



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More



Medicines

How can we help you today?

Order Medicines

Save time and enjoy free delivery!

ORDER HERE



Select 'ORDER HERE'

Medicine Reminders

Set alerts to check your progress

SET REMINDER



Medicine List

View your prescriptions online

VIEW HERE



How to use, side effects and storage



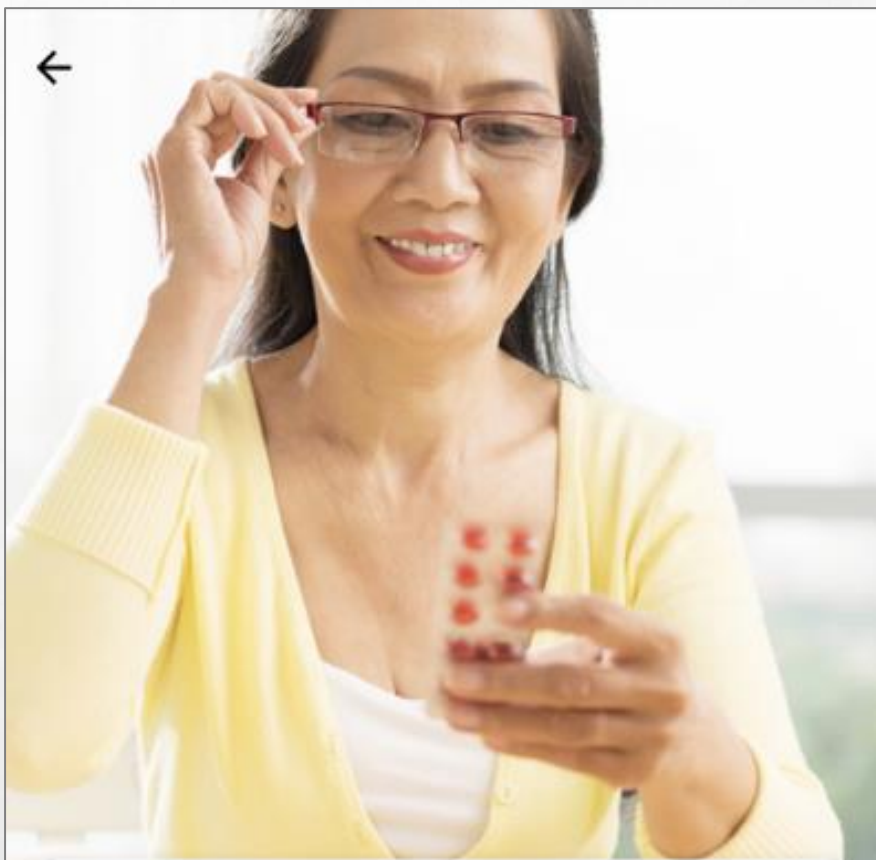
Search by Name

Tap to search



Scan Medicine Label

Scan QR code on your medicine pack



Medicines Order Service



Need more medicine? Save your time and get it delivered to you!

[FAQ](#)

LOGIN via **SINGPASS**

Keeps track for easy re-order

PROCEED without **SINGPASS**

**Log in via
SINGPASS to see
balance medication**




Select Profile



TXXX



Select patient's
profile

Logout from SingPass 



Which institution issued your prescription?

Select an Institution

Hospitals



Singapore General Hospital



Changi General Hospital



Sengkang General Hospital



KK Women's and Children's Hospital



Speciality Centres



National Cancer Centre



National Heart Centre Singapore



Singapore National Eye Centre



Polyclinics



Bedok Polyclinic



Select NHCS



Medicines Order Service



Order Medicines

What would you like to do?

Submit Order Request



Select 'Submit
Order Request'

BACK

Logout from SingPass





Check if your Contact Number is correct and fill in your Email, then click 'Next'

I am the patient YES No

Patient's Details

Full Name (as per NRIC / FIN) *

PATIENT :

NRIC (S/F/T/G/M) or X/Y ID *

SXXXXX

Contact Details

Contact Number(+65) *

XXXXXXXX

Note: Contact number change is valid for this order only.

Email *

xxx @gmail.com

Note: Email change is valid for this order only.

Bonus: With this email, you shall receive HealthXchange Enewsletters to help you stay healthy



Medicines Order Service

1

2

Particulars

Prescription

Quantity

Payment

Collection



Prescription Issued By:

Institution

National Heart Centre Singapore

Retrieve prescription records

For your clinical safety, prescriptions are only valid for a year. Prescriptions for controlled substances can only be renewed by a doctor. Prescriptions for controlled substances can only be renewed by a doctor.



Wait for system to retrieve records

NEXT

BACK

Click 'Next' to retrieve prescription records when the 'Next' button turns blue

Logout from SingPass



***Skip this step if you are able to retrieve prescription records**



Prescription Issued By:

Institution

National Heart C

Retrieve p

No records found. You may request our Doctor to review and issue a new prescription for your current medications [here](#).

Submit request manually

For your clinical safety, prescriptions are only valid for a year after their date of issue.

Medication orders can only be made with available

Details c

Please upl

your Partial Memo or Medication List. (JPG, PNG)

If the photos of your Partial Memo or Medication List exceed 6 pages, please submit another request.

Please ensure that the text in the uploaded photo is clear and readable. Otherwise, we will not be able to process your request.

***If No records found, EITHER
a. Click 'here' to request for new prescription
OR***

b. Select 'Submit request manually' if you have a paper prescription on hand



Medicines Order Service

Add Page 1



Front Page



Back Page



Front Image Required

Add

b. Upload front and back images of your paper prescription and click 'Next'

Add Page 3



NEXT



Medicines Order Service

1 2 3

Particulars Prescription **Quantity** Payment Collection

Quantity

Original Issuing Institution
National Health Service

Select Prescription ID

01AUG2023-CTS-NHC-23-925677

Note: OAS - CARDIAC CLINIC A/Cardiac
Thoracic

*Required medication
request our Doctor
prescription for you

Order Amount

Option will not be
do not fulfil requ
encountered, ple
quantity/duration

All my balance
 All my medica
 Selected medi

Medication List

Medication

PARACETAMOL 500M
(8 TAB of medication left)

Instruction

Quantity: 8
Duration/Unit: TAB

BACK

Click on desired
prescription number
to start order

****The latest prescription will
be at the top of the list.***

***The date of the prescription
is at the start of each
Prescription ID.***

***Please check to see if all
prescription items are inside
the selected prescription ID.***

****Note that the same
consultation may have
add-on orders or changes at
different prescription ID. In
this case, multiple
submissions are required.***



Medicines Order Service

1

2

3

Particulars

Prescription

Quantity

Payment

Collection



Quantity

Original Issuing Institution

National Heart Centre Singapore

Select Prescription ID

01AUG2023-CTS-NHC-23-925677

Note: OAS - CARDIAC CLINIC A/Cardio Surgery
Thoracic

*Required medication not found? [Click here](#) to request our Doctor to review and issue a new prescription for your current medications.

Order Amount

Option will not be available if one or more items do not fulfil request conditions for that option. If encouraged to select a different quantity.

- All medication
- All medication
- Selected medication

Medication List

Medication

PARACETAMOL 500MG TAB *

(8 TAB of medication left)

[Instruction](#)

Quantity: 8

Duration/Unit: TAB



Review your available balance

Click 'Instruction' to see dose and frequency

NEXT

BACK



Medicines Order Service

1

2

3

Particulars

Prescription

Quantity

Payment

Collection



Quantity

Original

Name

Select

01

No

Th

**Select accordingly under
'Order Amount' for the
medicines, quantity
or duration required**

*Required medication not found? Click [here](#) to request our Doctor to review and issue a new prescription for your current medications.

Order Amount

Option will not be available if one or more items do not fulfil request conditions for that option. If encountered, please change request quantity/duration or select another option.

- All my balance medication
- All my medication for a selected duration
- Selected medicines only

Medication

Medication

PARACETAMOL 500MG TAB *

(8 TAB of medication left)

[Instruction](#)

Quantity: 8

Duration/Unit: TAB

**Click 'Next' once
done**

NEXT

BACK



Medicines Order Service



Particu

ction

Select payment mode/ scheme



Please indicate your main payment mode/scheme:

- ePayment (HealthBuddy apps, PayNow, PayLah, internet banking)/ AXS Machine
- Outpatient MediSave (subject to entitlement)
- MediFund/ ComCare/ Public Assistance
- Civil Service Card (CSC)
- Others (SingHealth staff card, insurance, require multiple selection of payment mode)

Please advise any specific PAYMENT INSTRUCTIONS here

For "Others", you need to email relevant documents to courier.pharmacy@nhcs.com.sg

Please indicate specific instructions for payment, if any, under SPECIAL REQUEST in the Order Summary page. Payment by MediSave / MediShield / MediFund / ComCare / Public Assistance / Civil Service Card (CSC) / Medical Benefits / Insurance may be required. Eligibility requirements may be required.

Click 'Next' once done

NEXT





Medicines Order Service



Particulars Prescription Quantity Payment **Collection**



How would you like to receive your order?

- Deliver to me
- Collect from our Pharmacy

NEXT

BACK

Select preferred mode of collection and fill in required details



ORDER SUMMARY

PATIENT'S DETAILS

Name
PATIENT 2691

NRIC
SXXXXX

REQUESTOR'S DETAILS

Contact Number
+65 XXXXXXX

Email
XX @gmail.com

PRESCRIBING INSTITUTION

National Heart Centre Singapore

MEDICINE ORDER FOR...

All my balance medicines

Prescription Item: **PARACETAMOL 500MG TAB * for 8 TAB**

COLLECTION & DELIVERY

Collect from: **Local**

Review all details in Order Summary and input special request (if any), before clicking 'Submit order'

SPECIAL REQUEST (IF ANY)

Enter request here





Medicines Order Service

COLLECTION & DELIVERY



Order submitted.
We will review your request.



An acknowledgement email will be sent to you within a day. Please look for it.



[View Past Requests](#) to track your request status.



Please ensure someone is present at the specified location to collect the medications on your selected date/time.

OK

SUBMIT NEW ORDER

Click 'OK' if you have completed all your order or 'Submit new order' if you need medication with another prescription ID



Medicines Order Service

COLLECTION & DELIVERY



Order submitted.
We will review your request.



An acknowledgement email will be sent to you within a day. Please look for it.



[View Past Requests](#) to track your request status.

Please ensure someone is present at the specified location to collect the

Click here to view and track request status

SUBMIT NEW ORDER



I'm not a robot



reCAPTCHA
Privacy - Terms



Medicines Order Service



Order Medicines

What would you like to do?

Submit Order Request

View Past Requests



***You may also view
past requests and
track current
request status from
the Home page***