Pharmacy Home Delivery Service

- Collect your medication at your doorstep.

Saves time! Hassle-free!

With this convenient and reliable service, now you no longer have to wait at the pharmacy or make frequent trips to the hospital to buy your medication.

Free Registration

Please bring your original prescription to our Pharmacy at Block 3 Level 1. Our staff will assess if the home delivery service is suitable for you.

Please note that only SGH prescriptions are eligible for this service. We only supply drugs that are listed in the hospital's official drug list.

Islandwide Delivery

We will deliver anywhere within the main island of Singapore. You can specify a home or office address for this service.

Please ensure that the patient or an authorised person (aged 18 and above) is available to receive the medication. Personal identification must be produced upon receipt of the prescription order from our delivery partner.

There will be no deliveries on Saturdays, Sundays and Public Holidays.

Please note that there will be a surcharge for re-delivery of unclaimed medication and cancelled order.

Payment is to be made by ePayment; via internet or AXS machine. We can also bill approved third parties (MCPS, NTUC etc.), however, the home delivery charge will be borne separately by the customer.

REGISTRATION FORM

Please fill in your particulars clearly in the boxes using UPPER CASE letters. All Fields are mandatory. Submit it together with the original prescription at the Reception Counter at Blk 3 Level 1 SGH Pharmacy.

PATIENT’S PARTICULARS

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AGE [ ] Male [ ] Female

DATE OF BIRTH DD MM YYYY

NAME

HOME ADDRESS

HOME TEL

H/P NO

POSTCODE

DELIVERY ADDRESS (if other than the patient’s home address)

DELIVERY ADDRESS

CONTACT TEL

POSTCODE

SPOKEN LANGUAGE

[ ] ENGLISH

[ ] MALAY

[ ] TAMIL

[ ] DIALECT

[ ] MANDARIN

[ ] OTHERS

NOTICE: The original prescription will be kept by us if there is a balance supply and refilled when required at the appropriate time. As preparations for the medications take time and to counter any rare or unexpected delays in delivery, you are advised to request for the service 2 weeks in advance before you deplete your supply at home. Only drugs available in the SGH Formulary will be supplied. Terms and Conditions apply. No changes are allowed after confirmation of order.
I acknowledged and understood fully all Terms and Conditions of the SGH Pharmacy Home Delivery Service that have been explained to me. I shall not hold the Hospital responsible for any loss of documentation that has been issued to me.

I authorise Singapore General Hospital to charge me for all my medication bills. If, for any reason, the credit / medical benefit card I authorise Singapore General Hospital to charge me for all my medication bills. If, for any reason, the credit / medical benefit card is rejected by the issuing institution, I agree to make payment upon receipt of the statement.

TERMS OF DELIVERY:

• Only SGH prescriptions are accepted.

• New medications, Antibiotics and Controlled Drugs have to be collected at the Dispensing Counter.

• A new prescription is required when existing prescription has been fully supplied. You are required to visit the doctor for a new prescription.

• For subsequent new prescriptions, please inform our staff if there is a change in your medication dosage or instructions.

• A surcharge is imposed for resend, cancellation or any amendment of confirmed orders.

• Payment can be made by ePayment; via Internet or AXS machine.

• Any changes to confirmed orders will take 1 week to process.

• 3rd party payments are not extendable to include home delivery charges.

• All payments shall be in Singapore dollars, and shall be inclusive of Goods and Services tax.

• Delivery will be between 2 pm - 6 pm. There will be no deliveries on Saturday, Sunday and Public Holidays.

• Please ensure that the patient or an authorised person( aged 18 and above ) is available for collection.

Terms and Conditions Apply

For further enquiries, please call our Delivery Service Hotline @ 63265219 from 9am to 5 pm, Mondays to Fridays.

Delivery Charges

Normal delivery costs S$8.00. Delivery charges may be higher for bulky packages requiring larger boxes.

Charges exclude GST

Terms and Conditions

Contract

1. This document constitutes an agreement between you, as a registered user of the Singapore General Hospital Pharmacy Home Delivery Service, herein known as the Home Delivery service, and SGH Pharmacy.

Registration and disclosure

2. Upon registration for the home delivery service, you will undertake to provide all relevant information required to perform fulfillment of the home delivery service. By registering for the home delivery service, you consent to disclose all information captured in the Singapore General Hospital Pharmacy Home Delivery Service form, to all staff of pharmacy, the hospital and home delivery personnel.

3. You also warrant that you have the legal capacity to bind yourself to the Terms and Conditions stated herein. You warrant that all information that you are required to furnish about yourself is at all times true, accurate, current & complete. You further undertake to inform us to update your records as soon as any change occurs in information provided.

4. We will share personal customer information only with our agents, representatives and trusted service providers and contractors for the limited purposes of fulfilling the prescription orders, communication to patients and provision of customer service.

5. Apart from the purposes described above, we will not share such information with any other third parties unless we have your expressed permission, or under circumstances such as disclosure required by law. We may share any aggregated demographic or statistical information with our partners. This is not linked to any personal information that can identify any individual person. To delete your personal information, please contact our customer service hotline.

Payment

6. SGH Pharmacy reserves the right not to accept any prescription for the home delivery service, unless the registered user satisfy the terms and conditions laid down in this agreement, and subject to users satisfying all the following criteria:

7. All prescriptions should have a validity of 1 year from date of issue unless otherwise expressly stated.

8. Any medication order to be issued beyond the one-year period must be based on a new prescription written by the doctor.

Acceptance

9. A $8.00 fee will be levied for home delivery charges, per one time delivery. An additional fee of S$6.00 will be imposed for any non-deliverable parcels, upon delivery. Normal deliveries will be made between 2.00 pm - 6.00 pm; Delays may occur in times of bad weather. Delivery of all parcels shall be within the mainland of the Republic of Singapore only, excluding offshore islands.

10. Once the delivery date and order are confirmed, the courier charge will be imposed if cancellation of delivery is requested. Your communication with regards to the courier service shall be with our Delivery Service hotline at 63265219.

11. All registered users of the home delivery service are to ensure that only persons 18 years of age and above, take full delivery of, and sign over for, medications delivered at the address provided to SGH Pharmacy. The home delivery personnel cannot be held responsible for verifying the age of those taking delivery and acknowledging receipt.

12. All payments for prescription orders inclusive of home delivery charges are to be made by ePayment via Internet or AXS machine as soon as amount and invoice number is made known. 3rd party payments are not extendable to include home delivery charges. All payments shall be in Singapore dollars, and shall be inclusive of Goods and Services tax.

Checking of Medications and Product quality

13. You will undertake to check the medication labels to verify that the medications match the prescription orders upon delivery.

14. SGH Pharmacy will not be liable for any defects in products delivered unless the recipient, within 7 days of delivery of the product, communicates to SGH Pharmacy, verbally or in writing of the purported defect.

15. In such instance, SGH Pharmacy’s liability, if so determined, shall be limited either to the replacement of the products with equivalent products, or the payment of the cost of replacement of the products.

16. Return of medications, other than the above, are subject to current SGH Pharmacy medication refund policy. SGH Pharmacy reserves the right to refuse the return of any medication which has been damaged whilst in the user’s possession.

Exclusion and Limitation of Liability

17. SGH shall not be liable for any losses, damages or expenses sustained by individuals or by any other person in consequence of any delays in delivery, if such delays are at request of the individuals, or owing to the inability or refusal of the individuals or those present at the address at the time of attempted delivery, to take delivery of the medication order, whether by reason of lack of reasonable access to the address or place of delivery or otherwise, or to causes beyond the control of the SGH or the home delivery personnel.

18. Your rights and obligations under these terms and conditions may not be assigned either in part or in whole without prior written consent from SGH. SGH, however, reserves the right to assign its obligations and rights under these terms and conditions. Any delay or failure on our part to take action against any breach of these terms and conditions by individuals does not constitute a waiver of any of our rights, now and in the future, under this agreement.

Force Majeure

19. SGH shall not be liable for any delays, omissions or failures in the performance of its obligations if such causes are the result of acts of God, acts of war, civil unrest, states of emergency, industrial disputes or unrest, material shortages or rationing, law or government regulations, failures or interruptions in the supply of utilities or in respect of any telecommunication or information system, or any other causes beyond our control.

Governing Law

20. These terms and conditions constitute the entire agreement. This agreement shall be governed in all respects by the laws of the Republic of Singapore. If any of these terms and conditions is held to be invalid or unenforceable, the particular term(s) shall be severed to the extent that it is invalid or unenforceable, leaving the remaining terms and conditions or parts thereof enforceable.

Miscellaneous

21. Words importing the singular shall include the plural and vice versa. Words importing one gender shall include either gender.

All information herein is correct at time of printing, and subject to change without prior notice.