



National Cancer
Centre Singapore

SingHealth

Pharmacy Services
Pharmacy Services

National Cancer Centre
11 Hospital Drive
Singapore 169608
Tel: 6436 8091



Pharmacy Help Desk Service

Our aim is to:

To **Enhance**, **Expand** and **Extend** the quality of care available to our patients and their caregivers. This would include:

- Prescription requests and supply of drugs if your appointment has been deferred
- Supply of maintenance drugs that are insufficient due to duration discrepancy between scheduled appointments and amount prescribed
- Arrangement for home delivery of prescribed medication and other retail items
- Re-fill of maintenance drugs remaining in a valid prescription

Call **6436 8282** for pharmacy help desk service

Or visit us at

<http://www.nccs.com.sg/pharmacy/index.htm>

You can COUNT on us for Support



Medication Management

Do you know what to do if you have?

- Medicine at home that can no longer be used?
- Medicine to be disposed of yet unsure of how to do it safely?
- Queries about instructions on how to use the medicines but do not know who to look for?

If you have answered **YES** to any of these questions, then we are the right people for you to approach.

Our service is designed to provide personal contact to assist patients and their caregivers. We offer **on the spot** advice and information with regards to your medication.

This service will include counseling, advising, disposing and re-labeling of medicinal items. Medication information materials will also be provided.

For Healthcare, For Life-care, For You.

Come speak to our pharmacists at National Cancer Centre pharmacies, level one or three.



Home Delivery Service

This service is provided for patients/customers who wish

- To have their purchases delivered directly to their home
- To place an order directly from home

If you have a prescription for medicines for 3 months or more, you may choose to order your refill through our phone-in service.

However, the first collection must be from our pharmacy so that the original prescription can be kept by the pharmacy. The amount you wish to buy in each refill is entirely up to you subject to a maximum of 3 months' supply for each refill.

Overseas delivery services are not available. All deliveries are restricted to mainland Singapore only.

Delivery Charges (no weight limit):

Outpatient prescription refill	- \$10
Retail store purchases less than \$60	- \$10
Retail store purchases more than \$60	- \$ 5
Retail store purchases more than \$150	- Free

Payment

Modes of payment:

- Cash/nets/credit card at the pharmacy
- Cheque/cash payment upon delivery of your order

Cheques should be crossed and made payable to National Cancer Centre.

Note: Our delivery partner reserves the right to withhold goods if payment is not in order. Customer will be billed the full delivery fee of \$10 plus a return trip fee of \$5 in such cases.

Terms and Conditions

1. Once order is confirmed, no changes can be made upon delivery.
2. Unless the customer is returning a wrong or defective product, he/she will be billed the full delivery fee of \$10 plus a return trip fee of \$5.

You can COUNT on us for Support

3. For health and safety reasons, we cannot accept return of the following:

- nutritional feeds
- sterile disposable items
- loose tablets
- injections
- items which need refrigeration

Pharmacy help desk operation hours

Mon – Fri 9.00 am to 5.00 pm
Sat 9.00 am to 12.00 noon



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