

MEDICATION DELIVERY SERVICE YOU ORDER, WE DELIVER.

Order and have your medications conveniently delivered to your doorstep!

FREE DELIVERY



No more long queues at the Pharmacy

Safe and Hassle-free

Leave clinic directly after consultation

Tomorrow's Eye Care, Today®



Stay safe, stay home. Let us deliver your medications to your doorstep, free of charge!

Your safety is our number one priority.

During the COVID-19 pandemic, our commitment to providing patients a safe environment to receive care is stronger than ever. As part of our safe distancing measures, we are now offering **free medication delivery service.**

HOW TO ORDER

Step 1 Check your eligibility

- ✓ A valid and original SNEC prescription with Pharmacy
- ✓ Delivery address must be in mainland Singapore or Sentosa (excludes offshore islands and secured areas)
- ✓ Both refrigerated and non-refrigerated medications can be delivered
- ✓ Have enough medications for at least 2 weeks or till your planned delivery date



Step 2 Place your order

The original SNEC prescription can be submitted to Pharmacy by your doctor/nurse or yourself.



Step 3 Receive confirmation

Our pharmacy staff will call you within 1 to 2 working days to arrange your preferred delivery date and time slot.

Delivery Time Slots

Monday to Friday	<ul style="list-style-type: none"> • 10am to 2pm • 2pm to 6pm • 6pm to 10pm
* No delivery on Saturdays, Sundays, Public Holidays, and eve of Public Holidays	



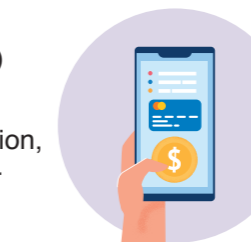
Step 4 Receive your medications

Your medications will be delivered to your doorstep within 3 to 5 working days of your order confirmation. Please ensure that there is someone to receive the delivery.



Step 5 Pay your bill

- Your bill (which includes charges for medications, consultation, and any tests ordered during consultation) will be placed inside the parcel of medications.
- Please make payment via AXS station/e-Station/m-Station, DBS iBanking, Health Buddy Mobile Pay, Mail Order, or cheque issued to Singapore National Eye Centre.



FREQUENTLY ASKED QUESTIONS

1. How long do I have to wait to receive my medications after placing my order?

It will take approximately 1 to 2 working days for the Pharmacy to contact you after receiving your prescription, and an additional 3 to 5 working days for you to receive your medications after your order confirmation with Pharmacy.

2. I missed the delivery of my medications. Will my medications be delivered again?

If you missed the pre-scheduled delivery, you will be contacted for a re-delivery to be scheduled. A charge of S\$8 (mainland Singapore) or S\$15 (Sentosa) will apply for each re-delivery.

3. Can I amend/cancel my order after it has been submitted, or change my delivery date and/or time after confirmation?

Any amendment or cancellation request will be subject to availability, depending on the stage of the medication delivery process. If you need to amend your order, please call our pharmacy staff.

4. Can I use this medication delivery service to refill a previously submitted prescription?

Yes, you can order your prescription refill via the online request form (scan the QR code or visit www.snec.com.sg/mds-form). Do place your order at least 2 weeks before your medications are due to run out.

5. Can I pay the bill directly to the delivery person?

Please do not pay the delivery person, as he is not SNEC staff. The courier company is engaged for delivery services only. You can pay your bill via AXS station/e-Station/m-Station, DBS iBanking, Health Buddy Mobile Pay, Mail Order, or cheque issued to Singapore National Eye Centre.

6. Can I use Flexi-MediSave to pay for my medications?

Patients aged above 60 years old are eligible to use Flexi-Medisave (\$200 per year) to pay for their medications, subject to CPF Board's approval. The final bill will be mailed to you within a month. If you are using Flexi-Medisave to pay, please inform our pharmacy staff when ordering your medication delivery.

For enquiries, please contact:

Tel: 6322 9348 / 6322 8315

(Monday to Friday, 9am-5pm, excluding Public Holidays)

Email: courier.service@snec.com.sg

SIGN UP NOW!



www.snec.com.sg/mds-form

Find us on



递送药物服务

递送药物上门服务， 请提前预购。

我们提供免费递送服务，您只须填妥
订单即可轻松在家中收到药物！

免费服务



无需在药房排队等候

安全又方便

看诊后可直接离开诊所

Tomorrow's Eye Care, Today®



为保护您的安全， 让我们将您的药物送到府上。

在冠状病毒疫情期间，我们的首要任务是让病患在安全的环境中接受护理。为了实行安全距离措施，我们为您提供免费递送药物服务。

如何预购药物

步骤 1 查询您是否符合条件

- ✓ 持有SNEC所发出的有效期正版药单
- ✓ 递送地址必须是新加坡本岛或圣淘沙（药物无法递送至岸外岛屿和受管制区）
- ✓ 可递送冷藏和非冷藏药物
- ✓ 请确保您在预定的送货日期前拥有最少两个星期的药量



步骤 2 预购药物

SNEC所发出的正版药单可由医生/护士或您自己提交给药房。



步骤 3 收到药房的确认电话

SNEC 药房职员将会在一至两个工作日内与您联系并安排递送日期和时间。

递送时间

星期一至星期五	<ul style="list-style-type: none">• 早上10点至下午2点• 下午2点至傍晚6点• 傍晚6点至晚上10点
* 星期六、星期天、公共假日和假日前夕不提供递送服务	



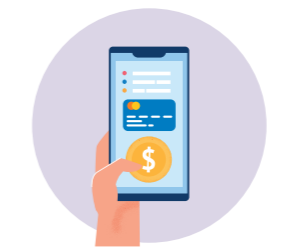
步骤 4 接收药物

您的药物将在您确认订单后的三至五个工作日内送到您指定的时间与地点。请确保有人当场签收药物。



步骤 5 支付账单

- 您的账单(包括药物、看诊和期间进行的任何检测费用)将放置在药物包裹里。
- 您可通过下列任何一种方式支付您的账单：AXS 的服务机/网上平台/手机应用程序、星展网上银行、Health Buddy 手机应用程序、邮递订购(Mail Order), 或签发支票给“Singapore National Eye Centre”。



常见问题

1. 确认订单后，我需要等多久才能收到药物？

收到您的药单后，药房职员将在一至两个工作日内与您联系。确认订单后，药物将在三至五个工作日在您指定的时段送达。

2. 我错过了预先安排的药物递送时间。我的药物还会再次递送给我吗？

如果您错过了预定的递送时间，我们会联络您重新安排，再次递送收费为8元(新加坡本岛)或15元(圣淘沙)。

3. 我可以在提交订单后更改或取消订单，或者在订单确认后更改递送日期和/或时间吗？

任何修改或取消要求将视情况而定。若您要修改订单，请致电联络我们的药房职员。

4. 我可以使用这项递送药物服务，为之前提交过的药单补充药物吗？

可以。您可以通过扫描二维码或上互联网(www.sneec.com.sg/mds-form)预购。请确保您在预购期内手上还有最少两个星期的药量。

5. 我可以直接付款给药物递送员吗？

不能，递送员并不是SNEC的职员，因此请您不要付款给他。您可通过下列任何一种方式支付您的账单：AXS 的服务机/网上平台/手机应用程序、

星展网上银行、Health Buddy 手机应用程序、邮递订购(Mail Order), 或签发支票给“Singapore National Eye Centre”。

6. 我可以使用灵活保健储蓄计划(Flexi-MediSave)支付药物费用吗？

在现有的灵活保健储蓄计划下，凡年满60岁以上的国人每年可动用200元的保健储蓄支付药物费用。一旦通过中央公积金局批准后，我们会在一个月将账单邮寄给您。若您想使用此计划，请在预购药物时通知我们的药房职员。

如有疑问，请联络：

电话号码: 6322 9348 / 6322 8315
(星期一至星期五早上9点至下午5点，公共假日除外)
电邮地址: courier.service@sneec.com.sg

立即注册！



www.sneec.com.sg/mds-form

关注我们的社交媒体平台：

