

GUIDE

To using HealthHub/Online Order



<https://www.ktph.com.sg/i-want-to/pre-order-medication>

You may place your medication order via the HealthHub App or through the link on the KTPH Pharmacy website

SingPass login will be required for orders made through the HealthHub app. Login via Singpass is also available via the KTPH pharmacy website

If **SingPass login is not available** please choose the option to “**Proceed without SingPass**” on the KTPH Pharmacy website

How to order?

1. Please place your order a week in advance to allow processing time.

Note:

- Please refer to the [User Guide to ordering medication balance refill](#)
- You will receive an email confirmation on successful submission of order

2. To place an order, please:

Login via SingPass

Or

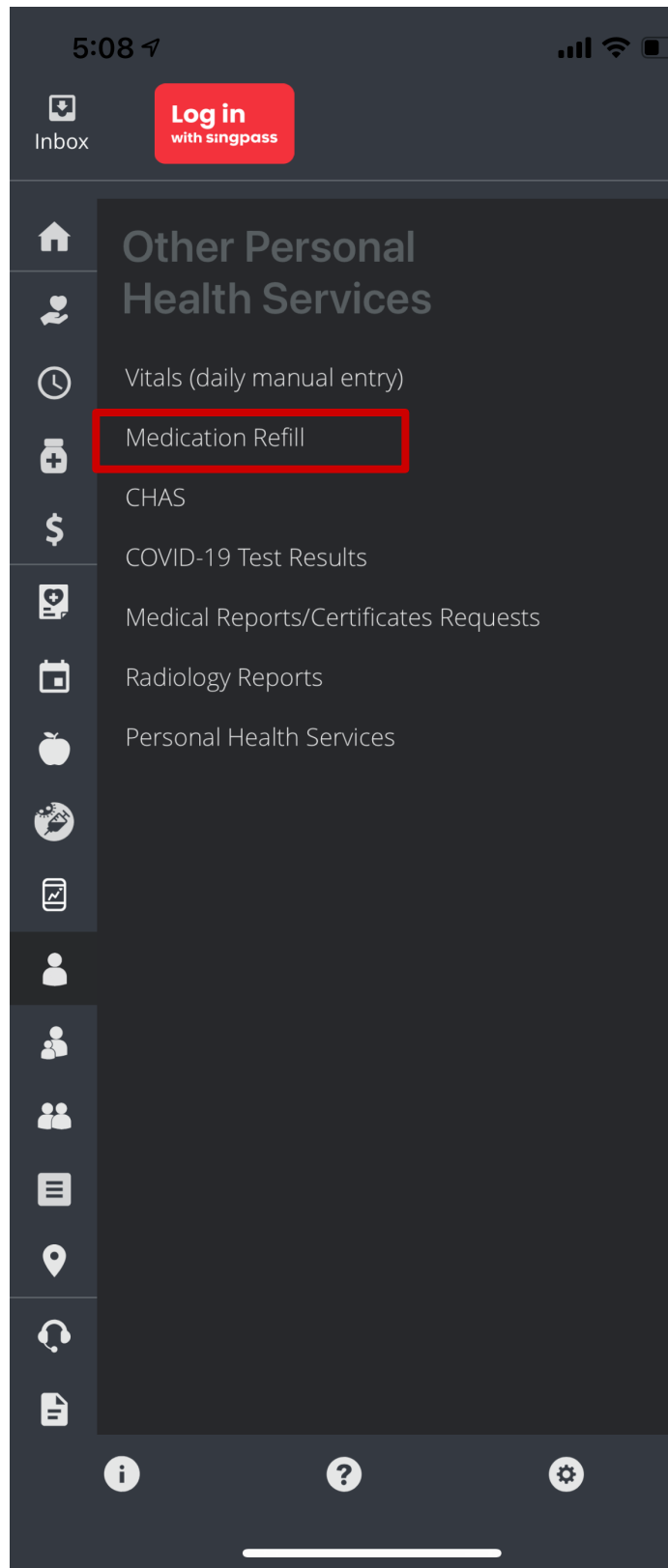
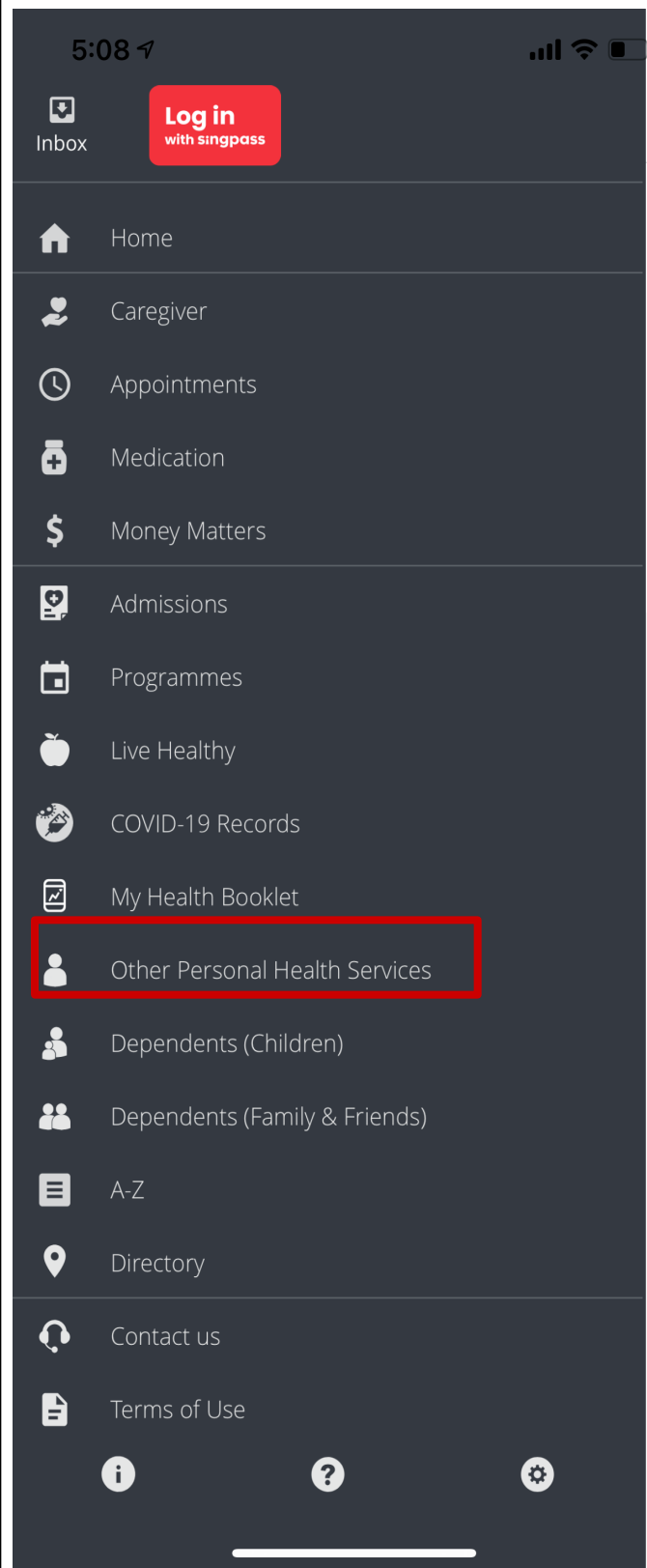
Proceed without SingPass

HealthHub App



1

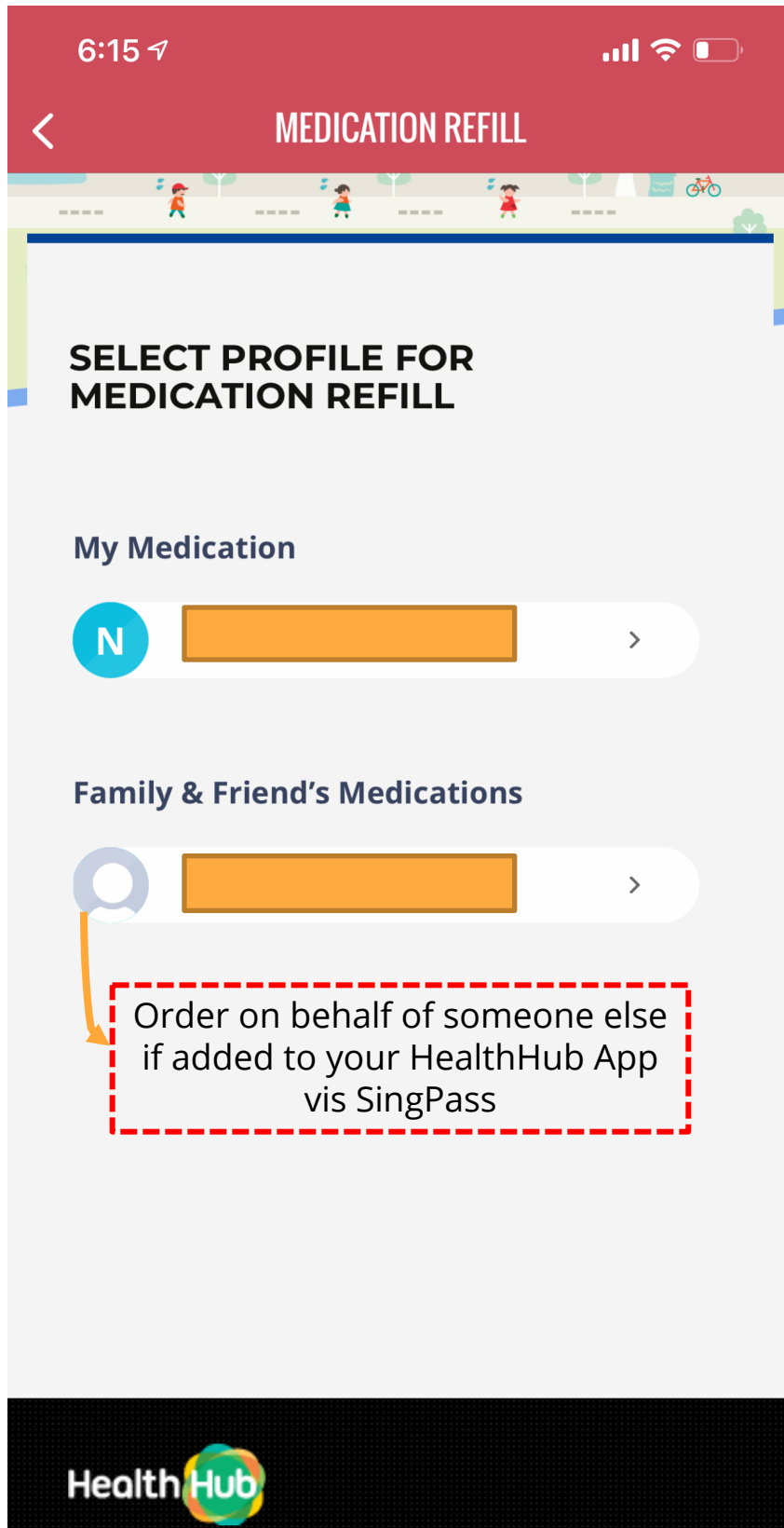
2



HealthHub App



3



6:15



MEDICATION REFILL

SELECT PROFILE FOR MEDICATION REFILL

My Medication



Family & Friend's Medications



Order on behalf of someone else if added to your HealthHub App vis SingPass





6:15 ↗



MEDICATION REFILL

Available IMH Institutions

- Child Guidance Clinic (Health Promotion Board)
- Child Guidance Clinic (Sunrise)
- Community Wellness Clinic (Geylang)
- Community Wellness Clinic (Queenstown)
- Institute of Mental Health Clinic B
- NAMS Clinic (Clinic C)
- Sayang Wellness Clinic

Select Yishun Health for prescriptions from KTPH and ADMC



Yishun Health

Available Yishun Health Institutions

- Khoo Teck Puat Hospital
- Admiralty Medical Centre



National Healthcare Group Polyclinics

National Healthcare Group Polyclinics

- Ang Mo Kio Polyclinic
- Geylang Polyclinic
- Hougang Polyclinic
- Toa Payoh Polyclinic



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6:16 📶 🔋

< **MEDICATION REFILL**

PARTICULARS PRESCRIPTION QUANTITY PAYMENT COLLECTION



I am the patient YES NO

Patient's Details

Patient details will be auto-populated if logged in with SingPass

Full Name (as per NRIC / FIN) *

NRIC (S/F/T/G) *

Contact Details

Key in contact details

Contact Number(+65) *

Please ensure the phone number provided is correct in case we need to contact you. For Medi-Box collection, a MOBILE number is required.

Email *





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Medication Prescription From

Institution *

Select relevant institution (KTPH or ADMC)

Admiralty Medical Centre

Khoo Teck Puat Hospital

Date of Original Prescription (Optional)



Date of Original Prescription (Optional)

Refills can be made for prescription(s) up to a year from the date of the original prescription. Previous prescription will be invalidated if there is a newer prescription from the same

Date of prescription is optional and may be left empty

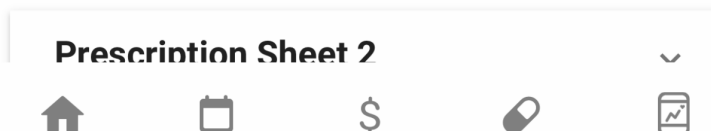
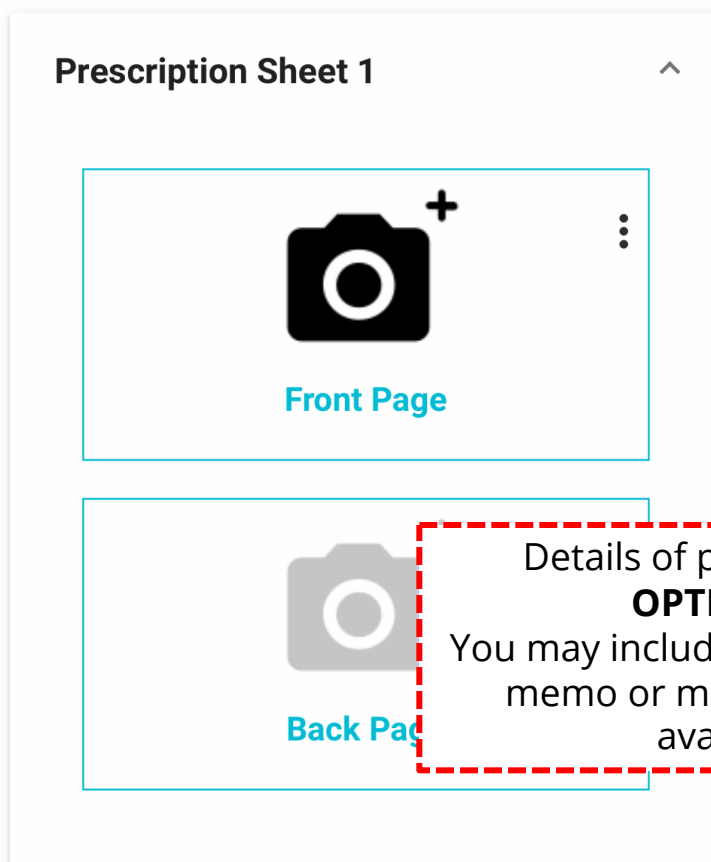


7



Details of Prescription (Optional)

Please upload front and back images of each page of 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.





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6:45 📶 🔋

< **MEDICATION REFILL**

PARTICULARS PRESCRIPTION QUANTITY PAYMENT COLLECTION

N

How much medications would you like to refill?

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

Customised medication order

Medication Name *

Number

Duration ▼

Choose "selected medicines only" to indicate specific items to be supplied

ADD TO MEDICATION LIST

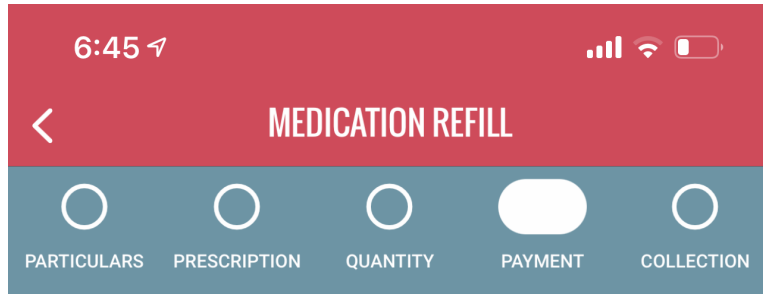
NEXT

BACK



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Choose payment method



How would you like to make payment for this medication?

- Pay in Full without any schemes/entitlement
- Based on system generated available schemes/entitlements (eg. Medisave, Medifund, MCPS)
Subject to qualification & verification

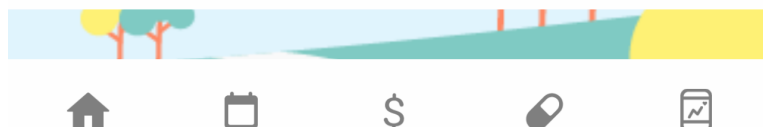
Note :

- Upon receiving medication, please refer to official invoice for convenient payment options available (online payment, AXS, SAM and Paynow).
- Please make payment within 30 days of official invoice.

NEXT

BACK

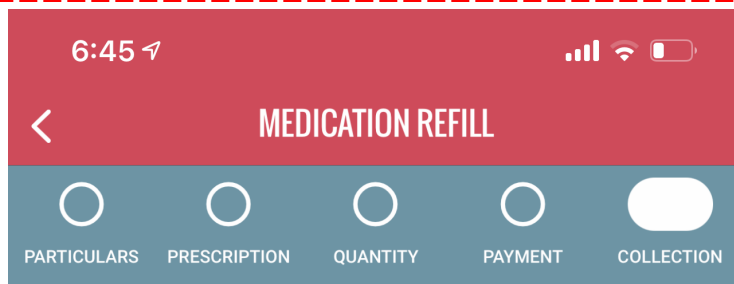
You may click on the "Next" button once it turns blue





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Select Medi-Box or Home delivery and date of collection or delivery as desired



How would you like to receive your order?

Medi-Box (24/7 Secured Lockers)

Home Delivery

Delivery charges

Preferred Collection/Delivery Date *

01/09/2021



Preferred Collection/Delivery Time *



[Click here for more information](#)

Deliver to this address

Postal Code

Blk

Address



Address will be auto-populated if logged into SingPass. Select "Deliver to other address" to key in alternative address

Deliver to other address





Confirm details of medication request

ORDER SUMMARY

PATIENT'S DETAILS

Name

NRIC

REQUESTOR'S DETAILS

Contact Number

Email

PRESCRIBING INSTITUTION

Khoo Teck Puat Hospital

MEDICATION REFILL FOR...

All my balance medication



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7:14


MEDICATION REFILL

Preferred Collection/Delivery Date: 01/09/2021
Preferred Collection/Delivery Time: 2pm - 6pm

Key in any special requests here

SPECIAL REQUEST (IF ANY)

Enter request here

I'm not a robot 
reCAPTCHA
Privacy - Terms

SUBMIT ORDER

Click to submit order

BACK

You will then receive an automated confirmation email to the email address keyed in earlier

Ordering through the KTPH Pharmacy website without SingPass



MEDICATION REFILL


PAYMENTS


MEDICATION REFILL

PARTICULARS

PRESCRIPTION

QUANTITY

PAYMENT

COLLECTION

I am the patient YES NO

Select "No" if ordering on behalf of someone else without SingPass

Patient's Details

Requestor's Details

Full Name (as per NRIC / FIN) *

Full Name (as per NRIC / FIN) *

Contact Details

NRIC (S/F/T/G) *

Contact Number(+65) *

Please ensure the phone number provided is correct in case we need to contact you. For Medi-

Refer to above guide for HealthHub ordering for the following steps