

JOINT MEDIA RELEASE

FIRST-EVER ISLAND-WIDE, 24-HOURS LOCKER SERVICE FOR MEDICATION COLLECTION FOR ELIGIBLE PATIENTS

More options, more convenience for eligible National Healthcare Group Polyclinics (NHGP) patients with chronic conditions

Singapore, 19 July 2017 – In a bid to enhance its primary healthcare services, the National Healthcare Group Polyclinics (NHGP) and the National Healthcare Group Pharmacy (NHGPh) have launched a locker service for medication collection. This is a first-of-its-kind locker service in Singapore which allows eligible patients to collect their packed medication at their convenience - 24 hours a day from more than 30 7-Eleven stores across Singapore.

2 This locker service is only available to selected NHGP patients with chronic conditions and a valid NHGP doctor's prescription (refer to **Annex A** for groups of eligible patients). This service stands to benefit patients with chronic conditions who are enrolled in NHGP's telecare services, those who have uncollected prescribed medication, as well as those who prefer flexibility in collecting their medication.

3 The locker service for medication collection complements NHGPh's home delivery service and provides more options to such patients and their caregivers by allowing them to collect the medication on a separate day if they wished. Provided by Yamato Transport (S) Pte Ltd, the service offers a hassle-free means for eligible patients or their caregivers to collect medication at locations convenient to them, instead of making arrangements for home deliveries or making trips to the polyclinics to collect their medication.

4 "The new locker service for medication collection is an innovative effort by the National Healthcare Group Pharmacy to offer even more choices for eligible patients to decide how they would like to receive their medication. Our patients can be assured that all medication is packed safely and securely. We also work with our vendor to ensure their confidential details are not compromised during delivery," said Ms Chan Soo Chung, Executive Director of NHGPh.

5 “This new locker service for medication collection is a novel way to meet the evolving needs of our patients with chronic conditions. This initiative is part of the National Healthcare Group Polyclinics primary care transformation effort to ensure convenience and continuity of care for our patients with chronic conditions. This service enhances our care delivery by giving eligible patients and their caregivers the flexibility to better manage their time,” shared Dr Lim Ziliang, Family Physician, Associate Consultant, Deputy Head of Yishun Polyclinic, NHGP.

6 Patients who are eligible for this service can submit their medication order via three easy options, NHG Pharmacy’s Mobile App, NHG Pharmacy’s website or through NHGP’s Contact Centre. Upon acceptance and verification of the order, the medication will be delivered to the preferred locker location within three working days by Yamato Transport (S) Pte Ltd. Patients or caregivers will then receive a Short Message System (SMS) notification with a one-time pin which they need to key in to retrieve their medication from the lockers. This service is currently charged at \$4 per delivery. Payment of the delivery fees can be made with the medication charges through internet banking, cheque, AXS Machine or at any of the NHG Polyclinics.

7 Mr Maslan Bin Ahamad, who is on long term medication, is one such patient who has benefitted from the convenience offered by the medication locker service. Mr Maslan appreciates how convenient the service is, “As I work 12-hour shifts, it is difficult for me to visit the polyclinic just to get my balance medication. I signed up for the service through their website and it was so easy. I am happy that I can now choose to collect my medication anytime and at a location close to my home without affecting my work schedule.”

8 Patients can also visit the NHG Pharmacy website (<https://www.pharmacy.nhg.com.sg/>) for more information. (Refer to **Annex B** for how eligible patients receive their medication and **Annex C** for a list of 7-Eleven locations where the medication lockers are available).

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About National Healthcare Group Polyclinics

National Healthcare Group Polyclinics (NHGP) forms the primary healthcare arm of the National Healthcare Group (NHG). Its nine polyclinics serve a significant proportion of the population in the central, northern and western parts of Singapore.

NHGP provides a comprehensive range of health services for the family, functioning as a one-stop health centre providing treatment for acute medical conditions, management of chronic diseases, women & child health services and dental care. The focus of NHGP's care is on health promotion and disease prevention, early and accurate diagnosis, disease management through physician led team-based care as well as enhancing the capability of Family Medicine through research and teaching.

Through the Family Medicine Academy and the NHG Family Medicine Residency Programme, NHGP plays an integral role in the delivery of primary care training at medical undergraduate and post-graduate levels.

NHGP has also been awarded the prestigious Joint Commission International (JCI) accreditation under the Primary Care Standards.

More information is available at <http://www.nhgp.com.sg>

About National Healthcare Group Pharmacy

NHG Pharmacy, a business unit of National Healthcare Group (NHG), manages the pharmacy services and retail pharmacies at all NHG Polyclinics. We are also the leading provider of pharmacy services in the long-term care sector. Our mission is to promote the safe, effective and responsible use of medication.

Our team of pharmacists provides clinical pharmacy services to help customers achieve the best results for their prescribed therapy by working with other members of the healthcare team. Conveniently located in the heartlands, our retail pharmacies offer an array of quality and affordable healthcare essentials.

We constantly innovate with an aim to make a difference in the care of customers, to add more years of health to their lives.

More information is available at <https://www.pharmacy.nhg.com.sg>

CHINESE GLOSSARY

Ms Chan Soo Chung Executive Director National Healthcare Group Pharmacy	陈素珍 执行总监 国立健保集团药房
Dr Lim Ziliang Family Physician, Associate Consultant Deputy Head of Yishun Polyclinic National Healthcare Group Polyclinics	林子良医生 助理顾问,家庭医生 副主管, 义顺综合诊疗所 国立健保集团综合诊疗所
Telecare	电话诊疗服务

GROUPS OF PATIENTS ELIGIBLE FOR MEDICATION LOCKER SERVICE

The following groups of patients with a valid NHGP doctor's prescription may enroll for the medication locker service:

1. Telecare Patients

Patients with well-managed long term conditions may be enrolled in NHGP's telecare service. These patients, who are cared for by our team remotely, may choose to have their medication delivered to the locker near them or to their home. In this way, they do not need to travel to the polyclinics just to collect their prescribed medication.

2. Patients With Balance of Uncollected Prescribed Medication

Patients who choose to collect their medications in smaller installments can also choose to use this locker service. These patients who may be taking several types of medication may find it inconvenient to store and manage large quantities of medication at home. With the new system, patients can request for a supply of the balance medication to be delivered to them, saving them the hassle of returning to the polyclinics repeatedly.

3. Patients Preferring Flexibility in Medication Collection

Patients who have consulted the doctor in our polyclinics and been prescribed long term medication may request for their medication to be delivered to the lockers, giving them the flexibility of using that additional time for errands or work.

STEPS FOR ELIGIBLE PATIENTS TO RECEIVE THEIR MEDICATION

Patients who have consulted their doctors or Care Managers at the National Healthcare Polyclinics on their eligibility for medication delivery can follow the steps below to receive their medication.



7-ELEVEN LOCATIONS WHERE MEDICATION LOCKERS ARE AVAILABLE

S/N	Location
Bukit Timah	
1.	5 Binjai Park S(589820)
Choa Chu Kang/Bukit Panjang	
2.	Blk 689B Choa Chu Kang Drive #01-306 S(682689)
3.	Blk 524A Jelepong Road #02-16/17 Greenridge Shopping Centre S(671524)
City	
4.	12 Gopeng Street #01-17 to 19 Icon Village S(078877)
5.	170 Bencoolen Street #01-03 Ibis Hotel S(189657)
6.	50 Club Street S(069427)
7.	77 Dunlop Street S(209404)
8.	177 River Valley Road, Liang Court Level 2 (Near customer service counter) S(179030)
9.	No.51 Bras Basah Road #01-04 Manulife Centre S(189554)
10.	81 Clemenceau Avenue #01-24 UE Square S(239917)
11.	245 Victoria Street (Opp. Bugis Junction) S(188032)
East Coast/Eunos/Kembangan	
12.	No.705 East Coast Road (Near Siglap Centre) S(459062)
13.	Blk 1A Eunos Crescent #01-2469/2471 S(401001)
14.	Jalan Masjid #01-05 Kembangan Plaza S(418944)
Holland/Dover/Clementi	
15.	727 Clementi West Street 2 #01-284 S(120727)
16.	4 Lorong Mambong
Hougang/Sengkang	
17.	Blk 356 Hougang Avenue 7 #01-781 S(530356)
18.	Blk 318B Anchorvale Link #01-255 S(542318)
19.	Blk 403A Fernvale Lane #01-177 S(791403)
20.	Blk 232 Compassvale Walk #01-458 S(540232)
Jurong	
21.	Blk 501 Jurong West Street 51 #01-255 S(640501)
Serangoon	
22.	23 Serangoon Central #B2-16 NEX S(556083)
23.	3 Kensington Park Road S(557255)
Tampines/Pasir Ris/Changi	
24.	5 Tampines Street 32 #01-19/20 Tampines Mart S(529284)
25.	Blk 185 Pasir Ris Street 11 #01-60 S(510185)
26.	Blk 735 Pasir Ris Street 72 #01-340 S(510735)
27.	1 Changi Business Park Crescent #01-20 S(486025)
Toa Payoh/Ang Mo Kio	
28.	Blk 190 Toa Payoh Lorong 6 #01-564 S(310190)
29.	Blk 532 Ang Mo Kio Avenue 10 #01-2455 S(560532)
Woodlands/Sembawang/Yishun	
30.	Blk 768 Woodlands Avenue 6 #01-06 S(730768)
31.	912 Upper Thomson Road S(787113)
32.	Blk 291 Yishun Street 22 #01-337 S(760291)

33.	Blk 641 Yishun Street 61 #01-204 S(760641)
34.	Blk 335 Sembawang Close #01-473 S(750335)