

FAQs on Medication Home Delivery Charges

1. Why is Alexandra Hospital reinstating the courier charges for medication delivery?

The courier charges for medication delivery were waived during the COVID-19 pandemic between January 2020 and December 2022 to allow patients continued access to medications without the need to visit the hospital.

As Singapore's COVID-19 situation remains stable and we have stepped down to DORSCON Green from 13 February 2023, we have revised our courier charges with effect from 1st June 2023.

2. What are the charges and when will it take effect?

With effect from 1st June 2023, a delivery fee of \$4.32 (w/GST) will be charged for all orders except for the first order after a teleconsultation. Kindly refer to the summary below:

Delivery after Teleconsultation		All other delivery
Delivery after 1st teleconsultation	2nd and all subsequent deliveries after that same teleconsultation	
Delivery fee waived.	Delivery fee of \$4.32 (w/ GST) will be charged.	Delivery fee of \$4.32 (w/ GST) will be charged.

Urgent/same-day delivery charges are at \$21.60 (w/GST).

Please note that additional charges may apply for bulky items.

3. Can I use Medisave/Medifund/CSC to pay for the delivery charge?

Delivery charges are not claimable under the above schemes.

4. Am I able to appeal for a waiver of delivery charges due to my financial situation?

Waivers may be considered on a case-by-case basis. Please approach our pharmacy staff for assistance.

5. Do I qualify for free delivery if I order my discharge medications while I am warded?

No, home delivery for inpatient prescriptions will be chargeable.