

Skip the queue and use our Medication Delivery or Self-Collection from Locker Service

Place your order via these channels:

**NUHS/HealthHub
APP**

Select 'Medication' tab >
'Medication Refill'

FORMSG

(if you do not have
Singpass)

<https://for.sg/jhcmmeddelivery>
or scan QR code



**For NTFGH Outpatient Prescriptions only.
Terms & Conditions apply.**

Visit <https://www.ntfgh.com.sg/for-patients-and-visitors/pre-order-your-balance-medication>
for more information.

TERMS & CONDITIONS

1. Please ensure you have at least 2 weeks of medications before requesting for a delivery
2. Regular delivery (lead time ≥ 5 working days) is waived with effect from 31 July 2025
3. Additional fees may be charged for the following:
 - Urgent deliveries (<5 working days)
 - Bulky items (parcel weight above 5kg)
 - Repeated deliveries- more than once per month
 - Rescheduling of missed deliveries
 - Amendments to medication quantity, delivery date / time after processing
 - Change of service type (e.g. delivery to self-collection, and vice versa)
4. Delivery Date / Time :
 - Delivery to Home/ Office: Monday to Friday (excluding Public Holidays)
 - 9am to 1pm, 2pm to 6pm, 7pm to 10pm
 - Delivery to Locker: Available 24 hours, including weekends and Public Holidays*
5. Delivery is only available within the main island of Singapore
6. Certain medications cannot be delivered (e.g. controlled drugs, medications that need to be taken immediately, new and/or change in dose of medications with addictive potential; your pharmacist will advise accordingly. Fridge and bulky items cannot be delivered to locker)
7. Items delivered are non-refundable / non-exchangeable

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