

# Order Medication Delivery Service or Ezfill on HealthBuddy

- Applies to ePaperless prescription issued by KKH
- SingPass available

## TO START ORDERING



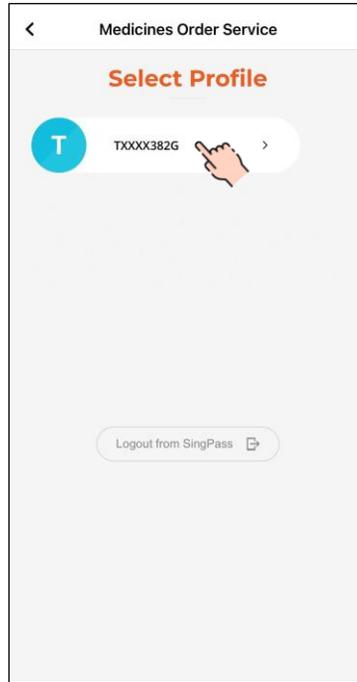
Medicine

To begin, launch **Health Buddy** app → Medicines → Order Medicines

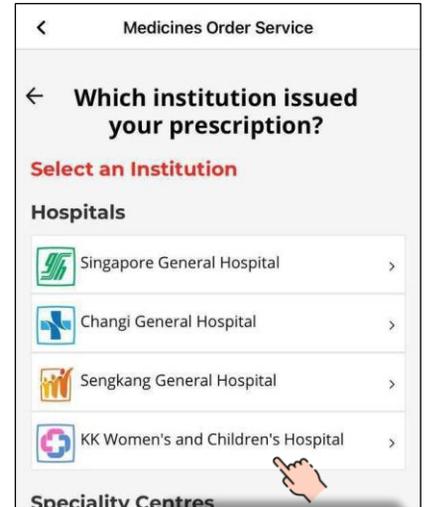
Login with SingPass



### 1 Select patient's profile

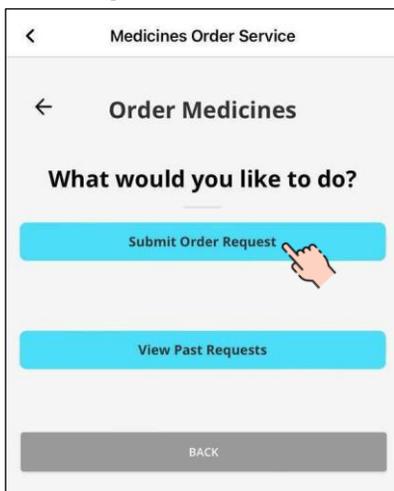


### 2 Select institution



select KKH

### 3 Select **Submit Order Request**



### 4 Fill in and **check** patient's and contact details



click 'Next' once done

### 5 Retrieve prescription records



**6** Select desired prescription to start order  
*\*Only can select one prescription per order*

**Medicines Order Service**

Particulars Prescription Quantity Payment Collection

Quantity

Original Issuing Institution  
 KK Women's and Children's Hospital

Select Prescription ID

|                              |
|------------------------------|
| 12JAN2024-GEM-KKH-24-4367832 |
| 12JAN2024-GEM-KKH-24-4367833 |
| 12JAN2024-GEM-KKH-24-4367834 |
| 12JAN2024-GEM-KKH-24-4367835 |

**7** Select accordingly for the medicines, quantity or duration required

Order Amount

Option will not be available if one or more items do not fulfil request conditions for that option. If encountered, please change request quantity/duration or select another option.

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

Medication List

Medication  
 PARACETAMOL 500MG TAB \*  
 (8 TAB of medication left)  
 Instruction

Quantity: 8  
 Duration/Unit: TAB

NEXT

click 'Next' once done

**8** Indicate payment mode

**Medicines Order Service**

1 2 3 4

Particulars Prescription Quantity Payment Collection

Please indicate your main payment mode/scheme:

Credit Card  
 Medisave (subject to entitlement)  
 MediFund / ComCare/ Public Assistance  
 Civil Service Card (CSC) / Medical Benefit Card  
 Others

Please indicate specific instructions for payment, if any, under SPECIAL REQUEST in the Order Summary Page.

**9** Indicate preferred collection method and fill up collection details:

- Home Delivery
- Ezfill pre-order collection at counter 11

**Medicines Order Service**

1 2 3 4 5

Particulars Prescription Quantity Payment Collection

How would you like to receive your order?

Deliver to me  
 Collect from our Pharmacy

NEXT

BACK

**10** Review Order Summary and input special request (if any)

**Medicines Order Service**

ORDER SUMMARY

PATIENT'S DETAILS

Name  
 PATIENT 2698C

NRIC  
 SXXXX698C

REQUESTOR'S DETAILS

SPECIAL REQUEST (IF ANY)

Enter request here

I'm not a robot

reCAPTCHA Privacy - Terms

SUBMIT ORDER

BACK

click 'Submit Order' once done

**ORDER COMPLETED!**

**Medicines Order Service**

COLLECTION & DELIVERY

Order submitted.  
 We will review your request.

An acknowledgement email will be sent to you within a day. Please look for it.

[View Past Requests](#) to track your request status.

Please ensure someone is present at the specified location to collect the medications on your selected date/time.

OK

SUBMIT NEW ORDER

'Submit new order' if you need medication from another prescription

**Important note:**

- No exchange/refund for delivered medicines
- Any amendment within 3 working days from the delivery date will be charged \$8 amendment fees