

HA medication delivery service adds over 100 community collection points

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) will launch the new community collection service tomorrow (September 10) as an enhancement of the medication delivery service. Patients attending specialist out-patient clinics, general out-patient clinics, discharged from hospital and receiving accident and emergency services of all HA hospitals and clinics can choose to collect the HA-dispensed medications at more than 100 community collection points through the medication delivery service.

The HA partnered with large chain pharmacies to provide the new community collection service. Hospital or clinic patients can apply for medication delivery service via the HA Go mobile app and select to deliver their medications to designated addresses such as home or office, or choose community collection points for medication collection. When the medications are delivered to the pharmacy, patients will receive notification via HA Go and from the pharmacist of the community collection point. Patients have to collect their medications within three working days and show the medication collection QR code in the HA Go app for identity verification.

The pharmacists will ensure that the medications are kept under the required storage conditions to ensure medication safety. The Chief Pharmacist of the HA, Mr William Chui said, "When the HA-dispensed medications are delivered to the community collection points, pharmacists will help handle the medications to ensure proper storage conditions and arrangement. Pharmacists will check the medications and provide medication counselling, and answer any medication inquiries when patients collect their medications. Pharmacists will also follow up with the Pharmacy Department of the HA for any medication treatment matters when necessary."

A standard delivery fee of \$65 per prescription will be charged for the medication delivery service, with no additional fee required by the partnered pharmacies. The medication delivery service is suitable for patients whose prescriptions have no newly prescribed medication that needs to be taken immediately and they have enough medications on hand that can last until the new medications are delivered to the community collection points. The service covers most medications, including refrigerated items, except for controlled medications classified as Dangerous Drugs under the laws of Hong Kong.

More than 21 000 patients have opted for the medication delivery service since the service launched in March last year. The HA will continue to optimise drug dispensing and collection service models, increase community collection points according to service need and explore collaboration with more pharmacies and pharmacists.