

常見問題

Frequently Asked Questions

1. 在覆配藥物服務計劃下，我是否需要親身到醫院藥劑部輪候取藥？

Under the Drug Refill Services Programme, do I need to go to the hospital pharmacy to collect drug refills in person?

醫院會在相關藥劑部設立「覆配易」覆配藥物專用櫃枱，病人可憑免診症領藥單直接取藥。其家人及照顧者亦可出示免診症領藥單及所需的身份證明文件，替病人領取藥物，**病人毋須親身前往。**

Hospital will set up designated counter for “E-FILL” patients at the pharmacy. Patients just need to present their refill coupons to collect drug refills. If their family members and carers wish to collect drug refills on behalf of the patients, they can also present the refill coupons together with necessary identification documents. **Patients do not need to collect drugs in person.**

2. 我會否因分期取藥而多付藥費？

Will I pay more by collecting drugs refills in phase?

不會。病人就診後會一次過繳清全期藥費，覆配藥物時毋須另行付款。在下次覆配藥物前，如藥劑師在檢視藥單後減少或停止配發個別藥物，相關藥劑部會按既定機制作適當的安排。

No. Patients will settle drug charges in full for the entire prescription period. Upon review of patients' prescriptions before the next drug refill, if pharmacist reduces or stops dispensing of certain drugs, the pharmacy will make appropriate arrangement according to the prevailing mechanism.



醫院管理局
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如欲索取更多資料，請瀏覽醫管局網頁
For more information, please visit HA's website

www.ha.org.hk

HA-COPR-202301

醫院管理局

覆配易

覆配藥物服務計劃

“E-FILL” Hospital Authority Drug Refill Services Programme



醫院管理局
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醫院管理局（醫管局）為優化服務，推行「覆配易」覆配藥物服務計劃，透過分期配發藥物，避免病人在家中儲存過量藥物，從而減低誤用風險。藥劑師會定期跟進病人的臨床情況和覆核藥單，加強病人正確用藥的知識，提升藥物安全。

服務流程 Service Workflow

病人診症後，將根據處方日數，分階段配發藥物
After consultation, patients will be dispensed drugs in batches according to the duration of the prescription

覆配藥物前，藥劑師會先覆檢病人的最新情況
Before drug refills, pharmacists will review the conditions of patients



服務對象

- 服務對象須符合以下條件：
 - 60歲或以上的內科專科門診病人；及
 - 服用多種藥物而覆診期達16星期或以上，及在門診覆診期之間曾多次求診或入院
- 醫院會主動聯絡合資格病人

Target Patients

- Target patient criteria:
 - Aged 60 or above attending Medical specialist outpatient clinics; and
 - Taking multiple drugs with medical consultation interval of 16 weeks or longer, and having multiple medical consultations or hospital admissions in between appointments
- Hospitals will approach eligible patients individually

The Hospital Authority (HA) will promulgate a programme on “E-FILL” Drug Refill Services to enhance patient service. Under the programme, patients will collect drugs in phases with a view to reducing the risks of storing excess drugs at home and drug misuse. Pharmacists will regularly review patients’ clinical conditions and their prescriptions, reinforce patients’ drug knowledge for better compliance and enhance medication safety.

病人情況穩定，藥物處方沒有改變或沒有藥物相關問題

For stable patients *without changes* in medications or drug-related issues

醫院會以電話或短訊通知病人如期取藥

Hospital will contact patients via telephone calls or SMS messages to collect drug refills as scheduled

病人曾經求診或入院，藥物處方有變或有藥物相關問題

For patients who have episodes of medical consultations or hospital admissions *with changes* in medications or having drug-related issues

藥劑師會先覆核病人的藥物紀錄及進行藥物評估和整合，有需要時會透過電話跟進病人情況或安排會面

Pharmacists will review patients’ drug profiles and perform medication review and reconciliation; and will arrange telephone call follow-up or face-to-face consultation, if required

