

常見問題 Frequently Asked Questions

1. 如我需立即開始使用藥物，或家中的藥物不足以繼續療程至預計送達時間，應如何處理？

I need to start my medications right away or my medications on hand would not last until the estimated delivery time, what should I do?

為免耽誤治療，您不應安排此服務。您應親身前往藥劑部取藥。

You should not use this service to avoid possible delay in your treatment. You should pick up your medications from HA pharmacy in person.

2. 我可以安排他人代收藥物嗎？

Can I ask someone else to receive my medication delivery?

送遞的藥物可由指定人士代收，您可於「HA Go」另加18歲或以上之聯絡人姓名及香港流動電話號碼。

You can appoint a contact person (aged 18 or above) to receive the medications on your behalf. Please click "Add Contact Person" in "HA Go" and provide details of the contact person including the name and Hong Kong mobile phone number.

3. 我可以填寫郵政信箱或商廈郵件室為送遞地址嗎？

Can I use Post Office Box or Mail Room as the delivery address?

所有送遞的藥物必須親自收取或安排由指定人士代收。您不能透過郵政信箱或商廈郵件室收取您的藥物。

All delivered medications must be received by the patient or an individual appointed by the patient in person. Post Office Box or Mail Room would not be accepted as a delivery address to receive medications.

服務範圍 Service Scope

此服務可送遞醫管局轄下醫院和診所處方的大部分藥物，包括須冷藏藥物。如有疑問，請向藥劑部職員查詢。

The service covers most medications prescribed at HA hospitals and clinics, including refrigerated medications. Please contact pharmacy staff for enquiries.

送遞地區及時間 Delivery Area & Time

服務涵蓋香港境內各區，包括離島。請參考「HA Go」有關藥物的預計送達時間。惟部分特殊地區或需另作特別安排，送遞時間或會較長。

The service covers all districts in Hong Kong, including outlying islands. Please refer to "HA Go" for the estimated delivery time of your medications. For areas regarded as special zones, special arrangements may be made and delivery may take a longer time.

收費 Fees

按每張處方劃一收費，每次港幣65元，不受處方上藥物的數量、重量、大小或種類影響。

A standard delivery fee of HK\$65 per prescription, regardless of weight, size, type and number of medications prescribed.



醫院管理局
HOSPITAL
AUTHORITY

醫院管理局 Hospital Authority
Medication Delivery Service

藥物送遞
服務

全新取藥方式 病人有選擇
New Way to Collect Medications
at Patient's Choice



下載醫管局流動應用程式 HA Go
Download the HA's Mobile App HA Go



更多有關「藥物送遞服務」
More about the Medication Delivery Service



醫院管理局
HOSPITAL
AUTHORITY

病人可以透過醫院管理局(醫管局)流動應用程式「HA Go」，安排藥物送遞至家中或指定地址，就診後毋須返回或留在醫院或診所藥劑部等候。

Medication Delivery Service arranged through the Hospital Authority's (HA) mobile app "HA Go" allows patients to receive medications at home or at a designated address without the need to return or wait at the pharmacies of HA hospitals or clinics after consultation.



藥劑師用藥指導服務 Pharmacist Medication Counselling Service

您可於「HA Go」「藥物送遞服務」頁面選擇藥劑師用藥指導服務，我們的藥劑師將聯絡並為您解答用藥問題。按個別病人情況，藥劑師或會安排更全面的藥物輔導。

You can opt for Pharmacist Medication Counselling Service when placing delivery request in "HA Go". Our pharmacist will contact you and handle your enquiries. A further comprehensive medication consultation session would be arranged if necessary.

如何安排送遞服務？ How to Use Medication Delivery Service?



親身到藥劑部或經「HA Go」領取藥劑部籌號

Obtain pharmacy ticket from pharmacy in person or remotely through "HA Go"



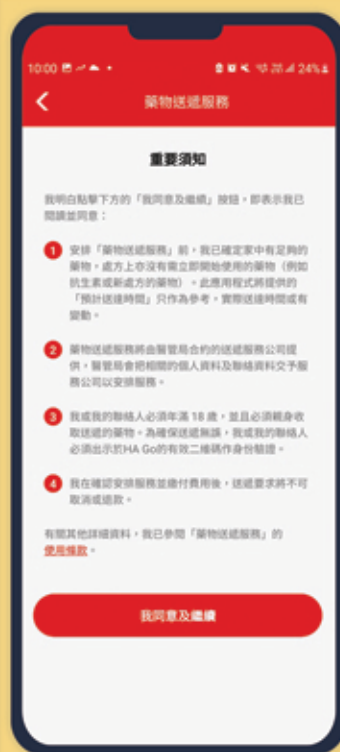
登入「HA Go」，進入「排隊易－藥劑部－我的候候狀態」頁面

Go to "Easy Q – Pharmacy – My Status" after logging in to "HA Go"



點選下方的「選擇藥物送遞服務」

Click "Request for Medication Delivery"



閱讀並同意「重要須知」

Read and agree to the "Important Message"



按照指示安排服務及繳付相關費用

Follow the instructions to place delivery request and settle payment



收取藥物時，您需要出示「HA Go」內載於取藥籌號下方的有效二維碼作身份驗證

To collect your medications, you have to present a valid QR Code displayed under the pharmacy ticket number in "HA Go" for identity verification