

藥物送遞及 遙距藥劑服務

Medication Delivery and
Telepharmacy Service

2023年 5月起
率先推行
Pilot launch
in May 2023



每張處方劃一運費 **\$65**
Standard delivery fee per prescription



HA Go 操作易
Easy request through HA Go



無需即場等
No on-site waiting



遙距藥劑師指導
Pharmacist telecounselling

必須使用  **HA Go**
For HA Go users only

請確保應用程式已更新至最新版本
Please ensure the app is updated to the latest version

此服務適用於18歲或以上的正式會員
This service available to full members
who are aged 18 or above



立即下載
Download Now

使用步驟
User steps

繳付藥費

Pay drug charge

於藥劑部或經 HA Go 提交藥單並領取藥劑部籌號

Submit the prescription at the pharmacy or in HA Go and obtain a pharmacy ticket

登入 HA Go 「排隊易 - 藥劑部 - 我的輪候狀態」

點選「選擇藥物送遞服務」

Login HA Go and go to "Easy Q - Pharmacy - My Status"

Click "Request for Medication Delivery"

按指示輸入送遞資料及繳付運費

Fill in delivery information and pay delivery fee according to instructions

藥物一般於翌日送達*，

收藥時出示 HA Go 內的獨有個人二維碼作身份認證

In general, the medications would be delivered on the next day*
Please present the unique QR code in HA Go for identity verification
when collecting the medications

*只限就診當日15:00前確認之送藥安排，並以 HA Go 預計送遞時間為準

*Only applicable for delivery requests that are confirmed by 15:00 on the day of consultation,
the estimated delivery time shown in HA Go shall prevail



可於 HA Go 「藥物送遞服務」 選擇遙距藥劑師指導
Patient can opt for pharmacist telecounselling
when placing a delivery request in HA Go



方便之選 Choice of Convenience

藥物送遞安排

Medication Delivery Arrangement

+ 藥物種類 Medication type



涵蓋大部分藥物

Covering most of the medications

✓ 包括冷藏藥物

✗ 不包括香港法例下規範的「危險藥物」

Including drugs requiring refrigeration.

Those classified as "Dangerous Drugs" under the law of Hong Kong are not included.

+ 送遞時間 Delivery time

一般就診當日

15:00 前確認送藥安排

藥物翌日送達 (以HA Go預計送達時間為準)

In general, if delivery requests are confirmed by 15:00 on the day of consultation, the medications would be delivered on the next day

(The estimated delivery time shown in HA Go shall prevail)

+ 運費 Delivery fee

每張處方

劃一收費為 \$65

Standard delivery fee at \$65 per prescription

不論藥物的重量、大小、種類或數量

Regardless of weight, size, type or number of medications



+ 服務範圍 Service area

涵蓋全港各區 (包括離島)

Covering all districts in Hong Kong (including outlying islands)

偏遠地區或惡劣天氣下，送遞時間或會較長
Delivery time may be longer for remote areas or under adverse weather conditions

常見問題 Frequently Asked Questions

若緊急需要藥物，如何處理？

If I need my medications urgently, what should I do?

請親身到藥劑部取藥

Please collect your medications in person at the pharmacy

能否由他人代收藥物？

Can I appoint someone to collect my medications?

可以。請於HA Go加載年滿18歲的收件人姓名及手機號碼

Yes. Please provide the name and mobile number of the appointed person who are aged 18 or above in HA Go

能否送往郵政信箱或商廈郵件室？

Can I use post office boxes or commercial buildings' mail rooms as the delivery address?

不可以。所有送遞的藥物必須親自收取或安排由指定人士代收。

No. All delivered medications must be received by the patient or an individual appointed by the patient in person.



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安坐家中藥送到
藥劑師為您指導

