



# Changes to the Outpatient Pharmacy in response to COVID-19

- The Outpatient Pharmacy at Sir Charles Gairdner Hospital is now posting or couriating medications to ALL of our patients. This means you no longer need to physically present to the Outpatient Pharmacy to obtain your medication.
- This is in response to COVID-19 (Coronavirus) as we take the necessary steps to protect our patients, staff members and the broader community, by limiting unnecessary flow of people through the hospital.
- **The post/courier service is provided free of charge.** Normal medication costs still apply.
- **It is a legal requirement that the Outpatient Pharmacy receives a physical copy of your prescription in order to post/courier your medicine to you. Please be advised we cannot accept photos, scans, faxes, emails etc. of prescriptions. There are two options for you to get your prescription to us:**

## OPTION 1:

- If you have at least 2 weeks of your medication left at home you can post your prescription to us. Please note it may take up to 7 business days to receive your prescription via post.
- Please post your prescription to the following address: **SCGH Outpatient Pharmacy, Ground Floor E Block, Hospital Avenue, Nedlands WA 6009.**
- Please include a letter detailing which medication you require, the number of supplies required, your address for post/courier, and your best contact number.
- Once we receive your prescription, we will contact you on the number you provide in your letter to arrange the post/courier service.

## OPTION 2:

- If you require your medication more urgently, you can arrange for someone else to drop off your prescription(s) to the Outpatient Pharmacy, or you can do it yourself and:
  - We can then arrange to post/courier your medication to you
  - OR**
  - You can wait for us to dispense your medication and hand it out to you as per our usual process. Please note, this is our least preferred option and we ask that you please organise your medications before you completely run out to avoid having to use this option.
  - If sending your prescription with someone else, please include a letter detailing which medication you require, the number of supplies required, your address for post/courier, and your best contact number.
- Once we receive your prescription, we will ring and advise you how we are sending your medication and the expected date of delivery. We will also keep repeats on file for medications that can only be obtained from the Outpatient Pharmacy, so in future you will be able to call and order your medication.
- If the Outpatient Pharmacy already holds your prescription on file, you can call us to place an order for your medication and we can post/courier to you.
- We are currently experiencing a high volume of calls and ask that you only contact us where absolutely necessary.
- Please be assured we are not experiencing any medication shortages.