



# SCGH Outpatient Pharmacy medication lockers

## Patient information

### What are medication lockers?

- Medication lockers allow medication orders for patients of Sir Charles Gairdner Hospital (SCGH) to be securely stored for collection between 5.00am and 8.30pm, seven days a week (including public holidays).
- Once medications are ready for collection, a QR code is sent to your nominated mobile phone number. This QR code grants access to your corresponding locker.
- Use of the service is voluntary. You can use it for as long as you wish if you continue to meet the eligibility criteria.

### What are the benefits of using the medication lockers?

- Enjoy the flexibility to collect your medications at your convenience, between 5.00am and 8.30pm, seven days a week (including public holidays).
- Use the 15-minute drop-off bays in the SCGH Piazza and directly outside E block entrance for quick and hassle-free collection, reducing the need for paid parking.

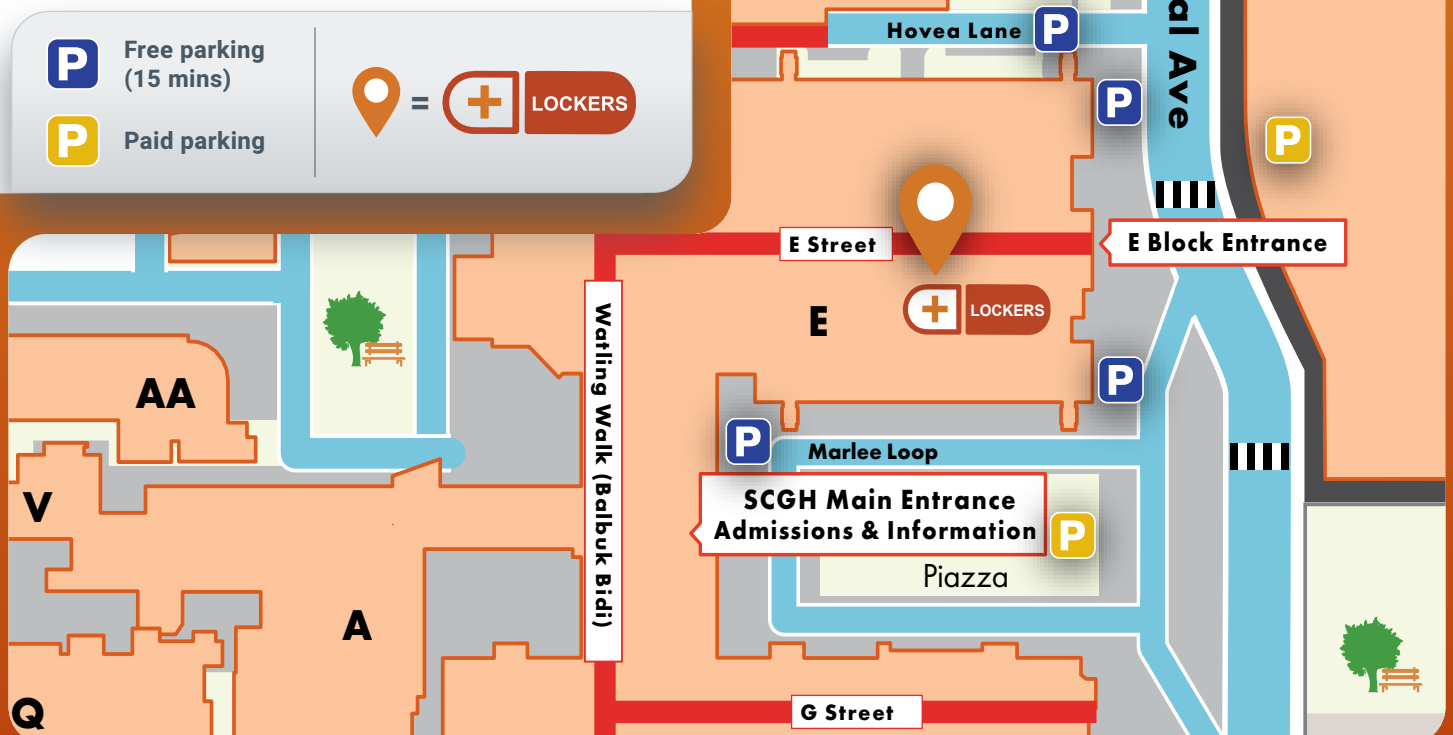
### How do I know if I qualify to use the service?

The following eligibility criteria applies:

1. Only available to patients of SCGH currently receiving medication from the SCGH Outpatient Pharmacy.
2. Patient must fall within an eligible patient group. Please speak to SCGH Outpatient Pharmacy to confirm eligibility.
3. Patient must not require supply of refrigerated or controlled medications.
4. Patient has a mobile phone and elects to receive text messages for the purposes of participating in this service.

### How do I get to the medication lockers?

- The lockers are located on E Street, of Hospital Ave, opposite the Patient Appliance Centre.





## How do I use the medication locker service?

### 1. Submit your prescription(s) to the SCGH Outpatient Pharmacy for dispensing

- Hard-copy prescriptions may be submitted either in person or via the post.
- If posting your prescription, please include an Outpatient Pharmacy dispensing request form, available from the SCGH website: <https://scgh.health.wa.gov.au/Our-Services/Service-directory/Pharmacy>
- Let the Outpatient Pharmacy staff know that you'd like to collect your medications from the lockers.

### 2. Your prescription(s) will be dispensed and medications loaded into a locker

- When a medication locker becomes available, SCGH Outpatient Pharmacy will dispense your prescription and load your medications into a locker.
- A text message notification will be sent to you once your medications are ready for collection.
- An invoice will be posted to you for the cost of any medications dispensed.

### 3. Collect your medication order

- Go to the medication lockers and use the QR code included in the text message notification to access your order.
- Collect your order any time between 5.00am and 8.30pm, seven days a week.

**If an order is not collected within 14 days, it will be removed from the lockers and transferred to the SCGH Outpatient Pharmacy for collection during standard operating hours. You will be notified via text message if this occurs.**

## What are the costs to me?

- Using the medication lockers is free.
- The cost of dispensed medications still applies; a bill will be sent to you via post.

## How is my personal information treated?

- Your information will be treated in accordance with relevant policies and procedures and will not be shared with any third parties outside what is required to operate the medication locker service.
- When a patient opts to use the service, they automatically provide consent for their name and mobile number to be used.

## Want to know more?

Contact the Outpatient Pharmacy via:

- Phone: (08) 6457 2335 (Select Option 1)
- Monday to Friday, excluding public holidays, 8.30am-5.00pm
- Email: [SCGH.PharmacyOutpatients@health.wa.gov.au](mailto:SCGH.PharmacyOutpatients@health.wa.gov.au)

The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.



## Sir Charles Gairdner Hospital

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- 📞 Hearing impaired (TTY) (08) 6457 3900
- 🌐 [scgh.health.wa.gov.au](http://scgh.health.wa.gov.au)

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