

The Queen Elizabeth Hospital

Pharmacy Department

Medication Delivery Service

Information Brochure

What is the Medication Delivery Service?

The Pharmacy Department was mandated to provide a medication delivery service for clients who currently fill their prescriptions at the Hospital. While this service was not offered before and served to reduce/mitigate community spread of the novel coronavirus, The Queen Elizabeth Hospital is committed to maintaining this programme for the benefit of patients who receive medical care from the institution.

What is the process to have my medication delivered?

Orders for repeat medication can be placed via:

- Telephone, specifically the Delivery Hotline. The hours of operation for the Hotline (536-4804) are Monday through Friday between 9:00 AM and 3:00 PM.
- The Hospital's website. Visit the website at www.gehconnect.com/pharmacy to submit delivery orders.

Who delivers the medication?

The Hospital has two providers:

- The Barbados Postal Service
- Hopscotch Delivery

Is the delivery free?

Delivery of medications is not free. Please be advised both Hopscotch and the Postal Service will accept payment on delivery. Each provider specifies the cost for delivery which is set at \$10 or \$16 depending on the size of the package. As a new service, the BPS has now added the option of **payment on delivery** for patients using its delivery service to receive medication orders from the Hospital Pharmacy. Customers of the Post Office now have the option of being provided with a reference number to facilitate either:

- i. a **cash** payment at a post office of their choice, or
- ii. paying the courier for their delivery by **Debit Card ONLY**.

How can I pay for the delivery?

The Barbados Postal Service offers three (3) payment options:

- At the post office of your choice
- At the time of delivery using your debit card
- At the Queen Elizabeth Hospital

Hopscotch Delivery accepts cash at the time of delivery.

Do I need to register to have my medication delivered?

You do not need to register to have medication delivered. The information needed to deliver the medication will be taken at the time the delivery order is being processed.

When will I receive my medication?

Prescriptions and delivery orders are processed and prepared for delivery within 3-5 business days.

What do I do when the medication is delivered?

Following the delivery of medication, patients are advised to thoroughly examine the medication received and report any concerns immediately to the Pharmacy Department at 536-4804 or via the Hospital's website by

completing the Feedback Form on the Pharmacy page. If there is an issue, the Pharmacy Department will investigate and resolve the matter within the shortest possible time.

What could cause a delay in my medication being delivered?

- If the pharmacist needs to contact the physician to clarify any perceived issues with the prescription
- If the contact information is inaccurate or there is a failure to reach persons regarding the delivery
- Medication is dispensed once every thirty (30) days so orders received prior to 25 days since the last date of issue will not be processed until the due date.

Can I have medication from my new prescription delivered?

Yes, you can. Out-patients who are reviewed via telephone or are seen in the out-patient clinics and wish to have their prescriptions processed for delivery are advised to state this request clearly to the doctor, nurse or medical records clerk during the interaction so that the prescriptions can be forwarded to the Pharmacy Department for processing.

Is the process automatic once I have already had medication delivered?

No, the process is not automatic.

If you have received a new prescription and the medication is to be repeated, you will need to order the medication the next time it is due. If you have further refills on your medication, you will need to order them within the 5 days before the medication is due.

How do I know if there are repeats/refills remaining on my prescription?

Refills are calculated based on the prescription issue date and the requested duration. Prescriptions expire after the period has passed.

How soon can I order my medication refill?

Medication can be ordered up to five (5) days before it is due. Example if you received medication on the 10th of January, you can order the next month's supply on the 5th of February.

Is there a cost for the medication?

Medications listed in the Barbados National Drug Formulary are provided free of cost to persons who:

- Are 16 years or under
- 65 years or over
- Have been diagnosed with asthma, cancer, diabetes, epilepsy, glaucoma or hypertension

Can I speak with a pharmacist if I use the delivery service?

Yes, you can. Pharmacists are available to answer your questions.

If I am unsure about the medication which I received, what do I do?

You need to call the Hotline and report the concern or issue that you have and a pharmacist will investigate and return your call. You can also report any concern via the Hospital's website by submitting the information via the Feedback tab on the Pharmacy Department's page.

Is my information kept private?

In requesting medication delivery, you also consent to your information being shared with all persons who are involved in the delivery process. Only the necessary information is shared and is kept in strictest confidence.

Contact us!

If you have any questions, you may contact us at
536-4804