



Frequently Asked Questions

Maximum
medication
dispensing
duration

24 Weeks

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What is "New Arrangement for Drug Dispensing Service"?

With an aim to reduce medication wastage, ensure medication safety and appropriate use of public healthcare resources, the Department of Health (DH) will implement the New Arrangement for Drug Dispensing Service **with effect from 1 January 2026**.

Staged Medication Supply

All patients attending the outpatient clinics of the DH will receive a maximum of 24 weeks of medications each time. For patients who need more than 24 weeks of medications, arrangements will be made for them to collect their medications through refills without requiring another doctor consultation.

Adjustment in Prescribing "As Required" Medications

For patients prescribed with "As Required" medications, dispensaries will dispense the quantity as specified by doctors based on the patients' clinical needs.

Reduce Medication Wastage

2

Why is "New Arrangement for Drug Dispensing Service" being implemented in the DH?

With the implementation of medication refills, along with the new arrangement of drug supply for "As Required" medications, it could reduce medication wastage, ensure medication safety and appropriate use of public healthcare resources.

3

How to collect medications under "New Arrangement for Drug Dispensing Service"?

If a patient is prescribed with medications for more than 24 weeks, he or she must settle the drug charges for the whole duration according to the current Fees and Charges mechanism (if applicable), then submit the prescription to the dispensary. Dispensary staff will dispense each medication for a period of 24 weeks and provide the patient with refill slip(s) for refilling the remaining medications on a later date. If the patient is also prescribed with "As Required" medications, dispensaries will dispense the quantity as specified by doctors based on the patients' clinical needs.

The date for medication refill will be specified on the refill slip. The patient can bring the refill slip to the designated dispensary on the specified date (or according to the instructions of the designated dispensary) and wait for medications to be dispensed and ready for collection, without the need to settle the drug charges again (if applicable).

For example, if a patient is prescribed with five long-term medications (for a period of 48 weeks), the patient will initially receive 24 weeks' supply of each medication. The patient can then refill the remaining medications once on the specified date (or according to the instructions of the designated dispensary).

New Arrangement for Drug Dispensing Service

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Are there any medications that are not included in "New Arrangement for Drug Dispensing Service"?

Please enquire with dispensary staff when submitting the prescription. Dispensary staff will handle the issue according to patient's situation and relevant clinic policy.

5

Are there any additional charges for "Staged Medication Supply"?

No. Patients simply need to pay the full drug charges upfront according to the current Fees and Charges mechanism (if applicable) before submitting their prescriptions to the dispensary. There are no additional charges for refilling medications.

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Can the refill slip be used to refill medications at any DH clinics?

Patients can only refill their medications at the designated dispensary as specified on the refill slips. Please take note of the service hours of the designated dispensary.

7

Can a family member, relative, or friend collect the medication refills on behalf of the patient?

Yes. The patient's authorised representative can submit the refill slip to the designated dispensaries as specified on the refill slip for medication refills. When collecting the medications, the authorised representative needs to present the copy of patient's identification document for verification of the patient's identity.

8

What to do if the refill slip is not available or has been lost?

If the patient forgets to bring or loses the refill slip, he or she should bring an identification document or its copy and enquire at the dispensary which issued the refill slip.

9

Do patients need to collect their medication refills on a specific date?

The next medication refill date is specified on the refill slip. Patients should bring the refill slips to the designated dispensary on the specified date (or according to the instructions of the designated dispensary); submit to the dispensary then wait for medications to be dispensed and ready for collection. If the refill slip is presented to the dispensary after the specified date, the dispensary will assess the situation and dispense the medications accordingly.

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Will "New Arrangement for Drug Dispensing Service" affect the date of patient's follow-up appointment?

The "New Arrangement for Drug Dispensing Service" will not affect patient's follow-up appointment date.

