

# Fill or Refill a Prescription at Cathay General Hospital(English Version)

## How to collect my medication(s) after seeing a doctor?

1. After a medical visit is completed, the office nurse will give you a 'drug collecting sheet' for you to fill or refill a prescription. At Cathay General Hospital, a prescription is also a drug collecting sheet.
2. When you receive a drug collecting sheet, please first go to the cashier in the lobby on the first floor to check out. A prescription after payment should be filled or refilled within 3 days. (An overdue prescription will not be accepted by the pharmacy.)
3. Upon collecting medications, please follow the reference printed on the right-upper corner of your prescription, which indicates the desk (such as desk A, B, C, D, or S) of the pharmacy and the collecting number assigned to your drug collecting sheet. A reference on a drug collecting sheet and a photo of the corresponding pharmacy desk, respectively, are as followed.



4. Once the number on the text marquee arrived or exceeded your collecting number, please line in queue and wait for pharmacists to dispense your medication(s). This may take some times, please be patient.
5. Patients over 85 years of age or with physical disability are privileged to collect their medication(s) first. Please hand your drug collecting sheet directly to desk S or X, pharmacists there will serve you as their first priority.
6. Please show your Health Insurance Card upon collecting medication(s). To secure patient safety, pharmacists will ask you to speak out patient's name or date of birth. This is an important step to prevent the right drug given to a wrong patient.
7. If a prescription had been modified and further confirmation with the prescribing doctor had been made by pharmacists, please be informed to first go to the cashier to undo the previous payment, and then take the old prescription back to the doctor's office for a renewed drug collecting sheet. With the new prescription in hand, please return to the cashier to check out again, and finally pick up your renewed medication(s) from the pharmacy.
8. Once medication(s) had been collected, check immediately on patient's name as well as quantity and variety of medication(s), also, pay attention to how to use these drug(s). If you have any queries, ask a pharmacist or your doctor without delay.
9. Please keep the drug bags until medication(s) are no longer needed. For any queries related to drugs, phone (02) 27082121#3813.

## How to refill a prescription at Cathay General Hospital?

1. According to the National Health Insurance Agency, the second or the third refill of a prescription should be collected within the scheduled period. The office hours of Cathay General Hospital are as followed: Monday to Friday, 9:00-21:00; Saturday, 9:00-16:30; Sunday and National Holidays, 9:00-12:00. Please be reminded that we do not provide refill service except office hours.
2. Please take the prescription and your Health Insurance Card to the cashier in the lobby on the first floor within the scheduled period. The cashier will arrange accountability and assign a reference number to your prescription. With that reference number, please head to the pharmacy on the first floor and pick up your medication(s).
3. Seek medical help immediately if there is any unexpected event during treatment.
4. If you lost the prescription or if the prescription is now overdue, please arrange another visit with your doctor and obtain a new drug collecting sheet.
5. If the amounts of medication(s) are not enough due to an expected travelling to foreign country, please demonstrate a proof document, such as an airline ticket, to your doctor during medical visit. A doctor may prescribe extra amounts of medication(s) for an extended period of time up to 1 to 2 months.

# 國泰綜合醫院民眾領藥須知

## 領藥須知

- 1.當您看完病時，診間護理人員會將「領藥單」(即「處方箋」或「慢性病處方箋」)交給您。
- 2.當您拿到領藥單，請先至1樓批價櫃台批價。批價後請於三天內至藥局領藥。(逾期不受理領藥)。
- 3.領藥時，請依領藥單右上方指示之領藥號至1樓藥局窗口(如A、B、C、D或S)等候領藥。
- 4.當領藥窗口之燈號已經到達或超過您的領藥號時，即可排隊領藥。
- 5.85歲以上長者或身障人士，可持領藥單至S或X窗口領藥，藥師將優先為您受理。
- 6.領藥時，請出示健保卡；為確保用藥安全，藥師會再次請您覆誦病人的姓名或生日。
- 7.若藥師發現您的處方內容需與醫師詳細確認並修改者，則請先回批價櫃台，再至診間更換新的處方箋，請您再次至批價櫃台重新批價後，才至藥局領藥。
- 8.領藥後，請核對藥袋病人姓名、藥品數量及種類，注意藥品服用方法，若有疑問請立即向藥師或醫師詢問。
- 9.請保留藥袋至藥品使用完畢，用藥如有疑問請儘速與本院聯絡。聯絡電話：(02)2708-2121 轉 3813。

## 慢性病連續處方箋領藥須知

- 1.依健保署規定，第二或第三次之慢性病連續處方箋，應於有效截止日內領藥。請於門診日週一至週五 9:00~21:00；週六 9:00~16:30；週日及例假日 9:00-12:00(其餘時間恕不受理)完成批價手續。
- 2.請務必在領藥日期區間內持處方箋、健保 IC 卡至一樓批價櫃台入帳及填寫號碼，再依領藥單上領藥號至一樓藥局窗口等候領藥。
- 3.服藥期間如病情發生變化，請立即就醫。
- 4.處方箋如有遺失或超過有效截止日，應再次就診重新開立處方。
- 5.如因即將出國而預估所領的藥品不夠使用時，可於就診時出示證明文件(如機票)，可多領 1-2 個月。

## ★領藥流程圖 Medication Collecting Flow ★

