

SS 644:2025
(ICS 11.020.10; 11.120.99)

SINGAPORE STANDARD

Guidelines for the supply and delivery of medication



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medication**

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Foreword

This Singapore Standard was prepared by the Working Group on Supply and Delivery of Medication set up by the Technical Committee on Healthcare and Health Informatics under the purview of the Biomedical and Health Standards Committee.

This standard sets out the basic framework for the implementation of medication delivery by licensed premises/services to ensure the proper storage, security, traceability and safety of medication during the delivery process and compliance with requirements.

This standard is a revision of SS 644:2019, “Guidelines for the supply and delivery of medication”. The key changes include the following:

- a) Introduced guidelines for controlled drugs in last mile delivery, use of secured lockers and contactless delivery and authorisation to leave (ATL) options.
- b) Defined the term “in transit” and made clearer the conditions for transit of medications.

In preparing this standard, reference was made to the following publications:

1. Clinical medication review. A practice guide. February 2013, National Health Service Cumbria
2. Code of ethics, May 2015, Singapore Pharmacy Council
3. Dental Registration Act 1999
4. Good pharmacy practice guide 2018, Pharmaceutical Society of Singapore
5. Guidance notes on good distribution practice, December 2023, Health Sciences Authority
6. Guidance notes on supply of registered therapeutic products through e-pharmacy, 28 Oct 2024, Health Sciences Authority
7. Guidelines for telepharmacy and tele-pharmaceutical care services 2018, Pharmaceutical Society of Singapore
8. Health Products Act (HPA) 2007 (2020 Revised Edition)
9. Health Products Act (Licensing of Retail Pharmacies) Regulations 2016
10. Health Products Act (Therapeutic Products) Regulations 2016
11. Healthcare Services Act (HCSA) 2020 (No 3 of 2020)
12. Healthcare Services (Collaborative Prescribing Service) Regulations 2023
13. Healthcare Services (General) Regulations 2021
14. List of antineoplastic and other hazardous drugs in healthcare settings 2016, National Institute for Occupational Safety and Health
15. Medical Registration Act 1997 (2020 Revised Edition)
16. Misuse of Drugs Act 1973 (2020 Revised Edition)
17. Misuse of Drugs Regulations

18. National guidelines for retention periods of medical records 2015, Ministry of Health
19. Personal Data Protection Act 2012
20. Pharmacists Registration (Practising Certificate) Regulations 2008
21. Pharmacists Registration Act 2007 (2020 Revised Edition)
22. TR 105:2022 Guidelines for last mile delivery of parcels

Acknowledgement is made for the use of information from the above publications.

Attention is drawn to the possibility that some of the elements of this Singapore Standard may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions. Where SSs are deemed to be stable, i.e. no foreseeable changes in them, they will be classified as "mature standards". Mature standards will not be subject to further review unless there are requests to review such standards.*
2. *SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore and the Singapore Standards Council shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR. Although care has been taken to draft this standard, users are also advised to ensure that they apply the information after due diligence.*
3. *Compliance with a SS or TR does not exempt users from any legal obligations.*

Guidelines for the supply and delivery of medication

0 Introduction

Medication supply with delivery services encompasses a review of the medication order request, dispensing and delivery of medication to customer, and the provision of information to the customers on how to use their medication safely, including management of potential side-effects, potential medication interactions, and when to seek medical attention, if required.

1 Scope

This Singapore Standard gives guidance on the supply and delivery of medication for licensed premises/services.

Destinations for delivery include the following:

- a) Customer's preferred location; (e.g., residential or office address).
- b) Collection points (e.g., locker boxes, licensed pharmacies and medical clinics).
- c) Institutions where medication is administered to the customer (e.g., intermediate and long-term care facilities such as day-care centres, nursing homes).

The destinations described above are not exhaustive and may change subject to advancement in technology and new healthcare service models.

This standard does not apply to medication supplied through signed orders, medication for export purposes, and medication prescribed by veterinarians.

NOTE – In Singapore, the supply and delivery of medication is regulated. Acts and regulations are exceptionally cited in this standard solely as references for the terms and definitions used.

2 Normative references

There are no normative references in this Singapore Standard.