

REGISTER WITH PHARMACY DIRECT



Pharmacy Direct is the Designated Service Provider for chronic medicine. They will deliver your medicine to your home, work or to the nearest Post Office, depending on your needs, at no extra cost. If your medicine is declined or if further information is required to assess your request, this will be communicated to you and your treating doctor.

Please note: You first need to register for the chronic medicine benefit before you can register with Pharmacy Direct.



HOW DO I REGISTER WITH PHARMACY DIRECT?

1 Make sure that you've applied for the chronic medicine benefit and have a valid prescription.

2 Visit www.pharmacydirect.co.za and download the application or apply online or you can also call them on **0860 027 800** or email care@pharmacydirect.co.za to request the form.

3 Complete the form and email it to care@pharmacydirect.co.za or fax it to **0866 114 000** or **0866 114 001**. Please ensure you include your prescription with your application form. Your prescription must contain the following information: Medical aid number, dependant code, contact number and number of repeats.



DETAILS FOR PHARMACY DIRECT

Web: www.pharmacydirect.co.za
Call: **0860 027 800**
Email: care@pharmacydirect.co.za
Fax: **0866 1140 00/1/2**
Please call me: **083 690 8934**

HOW SOON CAN I EXPECT DELIVERY OF MY MEDICINE?

Medicine is automatically dispensed on a 28-day cycle. Pharmacy Direct uses an advanced scheduling and planning system to deliver medicine to patients on a monthly basis.

MAKE SURE YOUR PRESCRIPTION IS UPDATED

By law prescriptions are only valid for a maximum of six months. It is vital that you submit a new prescription to Pharmacy Direct at least 10 days before your current prescription expires. They will send you an SMS when a new prescription is needed.

You can use the contact details below to update your prescription. Failure to provide a new prescription to Pharmacy Direct may result in you not receiving your chronic medicine.

ENSURE YOU DON'T HAVE ANY OUTSTANDING MEDICINE CO-PAYMENTS

If you have any outstanding accounts with Pharmacy Direct, medicine that attracts a co-payment may be excluded. Please contact Pharmacy Direct on the contact details below to resolve any such issues and ensure to continue to receive your medicine. Always use the your Bonitas membership number as the reference number when making a payment to Pharmacy Direct.