



How to order medicine with MedXpress 2022

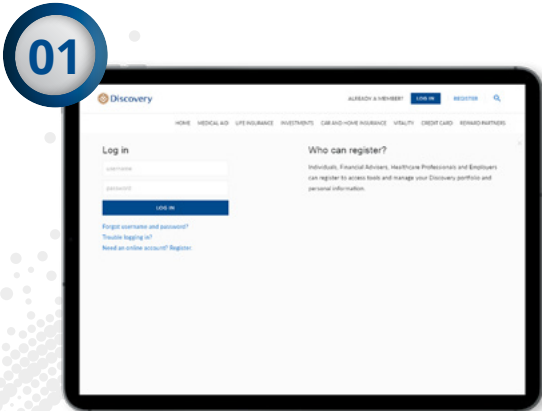
Your medicine brought to you by MedXpress



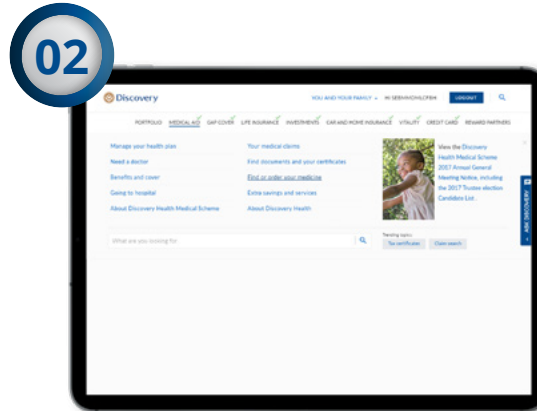
How to order medicine with MedXpress

This guide will show you how to order your medicine using MedXpress, a convenient medicine ordering service.

Discovery website – Upload your script



Log in to the website



Click on 'Medical Aid' and then 'Find or order your medicine'.



Select 'Order medicine using MedXpress'.



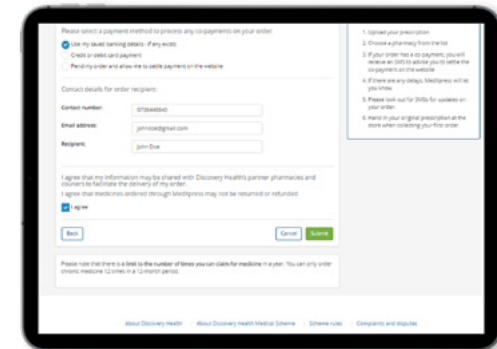
Select 'Upload your script', select the person the script is for using the drop down and confirm your generic script preferences by using the tick boxes. Then click on 'Next'.

You can add any instructions pertinent to your order under General Comments



Choose whether you would like your medicine to be delivered or if you want to collect it from a pharmacy.

Confirm if you require any further clinical advice from a pharmacist by clicking on the tick box next to 'Request clinical advice'

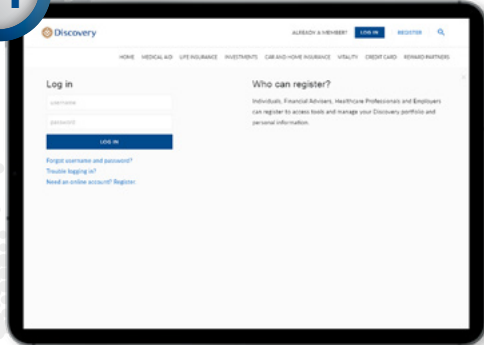


Select preferred method to collect possible co-payments on your medicine, recipient details and acknowledgement of the disclaimers then click on 'Submit'

Please note that you will not be required to call into the call centre to place your first order for instore collection or delivery. It will be processed as per your instruction on the website.

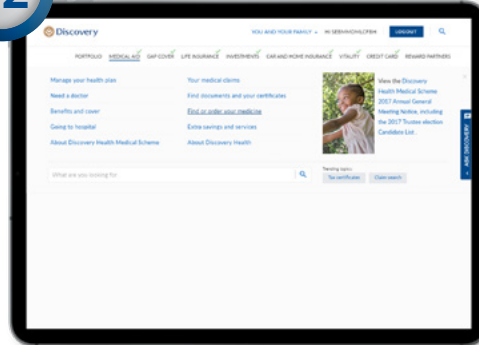
Website Reorders

01



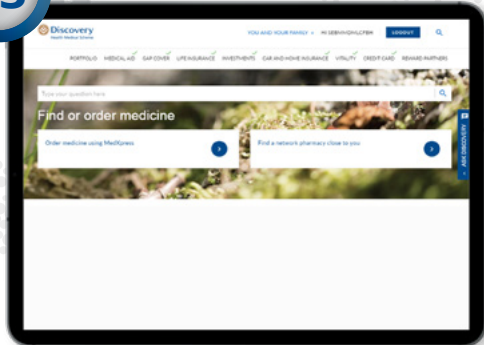
Log in to the website

02



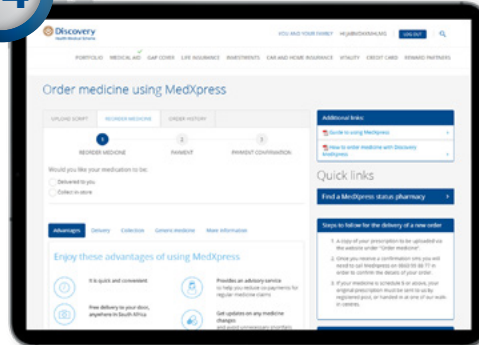
Click on 'Medical Aid' and then 'Find or order your medicine'.

03



Select 'Order medicine using MedXpress'.

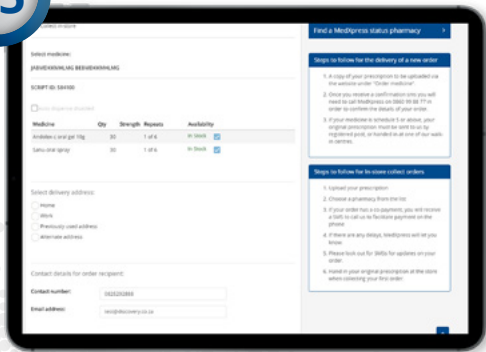
04



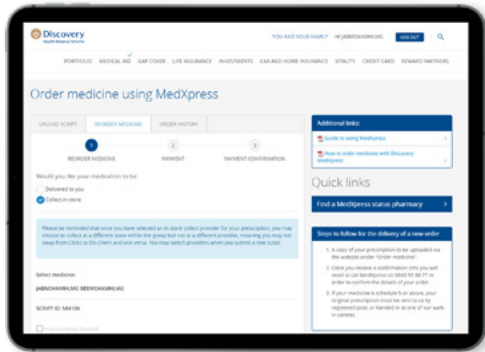
Click on 'Reorder medicine'. Choose whether you would like your medicine to be delivered or if you want to collect it from a pharmacy.



05

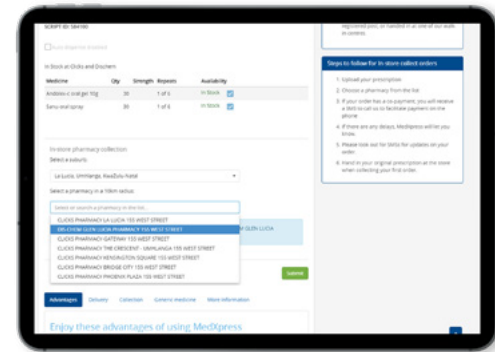


Select the medicine you want and choose your preferred delivery address. Special delivery instructions can be added.

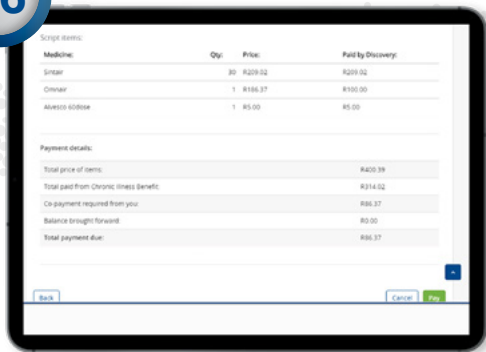


Select the medicine you want and choose the pharmacy you would like to collect it from. Confirm suburb of the pharmacy you would like to collect from and then select the pharmacy from the drop down list.

Then click on 'Submit'

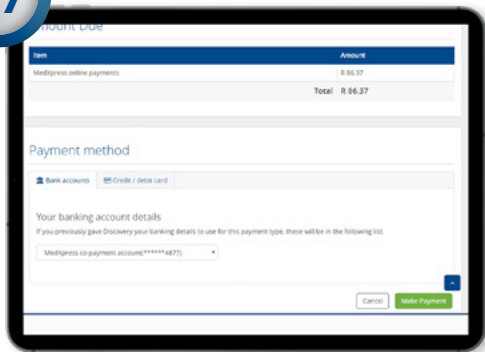


06



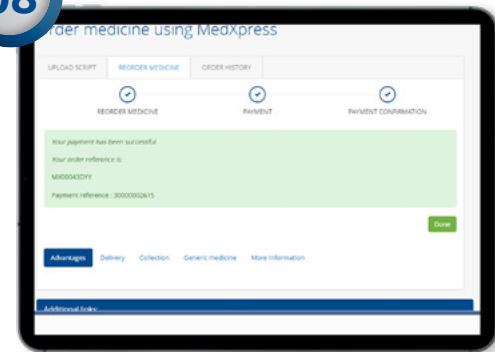
Medicine payment screen will appear, if the 'Total payment due' is above R20, click on 'Pay'.

07



You will be taken to the Digital Wallet screen. You can decide to either use your banking details (or health claims reimbursement bank details if you are PP) or a credit/debit card to make payment. Once method is selected, click on 'Make Payment'.

08

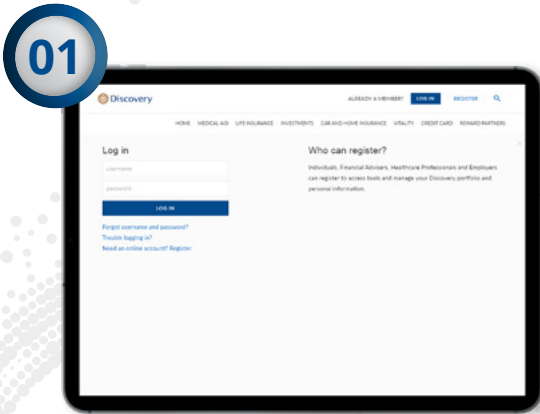


Once the payment is successful, the following screen will appear. You then need to click on 'Done'. Order has been placed, you will receive an SMS notifying you of your order reference number. You can then look out for further updates via SMS.

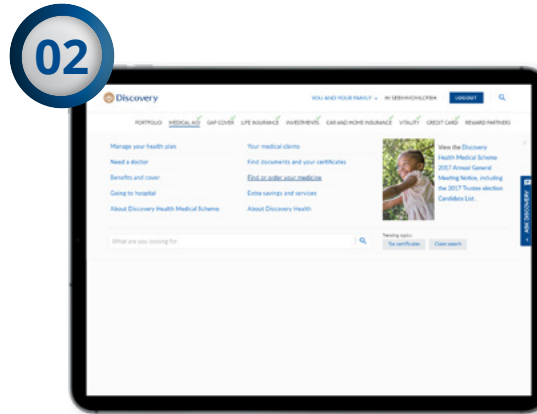


Pended orders for **online payment**

Once an order is pended for online payment via Digital Wallet, the following steps must be followed:



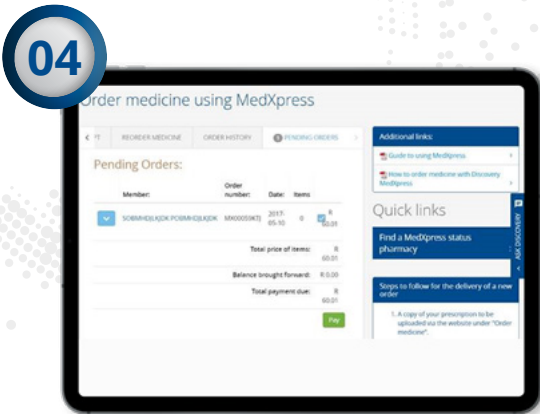
Log in to the website



Click on 'Medical Aid' and then 'Find or order your medicine'.



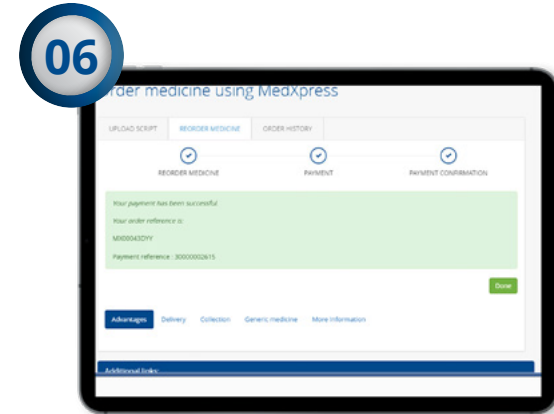
Select 'Order medicine using MedXpress'.



Select 'Pending orders' and click on the drop down arrow to view the order. Check the tick box next to the Rand amount and click 'Pay' to process the payment.



You can decide to either use your banking details or credit/debit card to make payment, once method is selected click on 'Make Payment'.



Once the payment is successful, the following screen will appear. You then need to click on 'Done'.



