HOW TO ORDER AN E-PRESCRIPTION

1. VIA THE MEDICOVER ONLINE PATIENT PORTAL

1. Log in to the Medicover Online Patient Portal. If you don't have a password for the portal you can collect it at a Medicover Centre reception desk.

2. From the "Health" tab choose "Drugs and Prescriptions" or choose "Order a prescription" from the side menu.

3. Select the medication for which you need an e-Prescription and check the "Order Prescription" box. You can order an e-Prescription for medicine taken for continued treatment.

4. Confirm the order.
You will receive an email when your e-Prescription is ready. The email is sent immediately after the e-Prescription has been issued by the doctor to the email address on file for the patient in the Medicover database.

Download your e-Prescription.

Check the 4-digit code on the e-Prescription. (image of a sample e-Prescription with the code circled).

Fill the e-prescription at a pharmacy of your choice. With an e-Prescription you don't have to have a paper version. Just give the pharmacists your PESEL No. and the 4-digit access code found on the e-Prescription.

GIVE YOUR PESEL NO. and the 4-DIGIT ACCESS CODE on the e-prescription.

If the patient uses a passport and does not have a PESEL number, he/she will have to pick up an e-Prescription printout at a Medicover Centre reception desk.

2. BY CALLING THE MEDICOVER CUSTOMER SERVICE CENTRE AT 500 900 500

1. Call the Customer Service Centre at 500 900 500.

You will receive a text message containing a 4-digit code.

Fill the e-prescription at a pharmacy of your choice. With an e-Prescription you don't have to have a paper version. Just give the pharmacists your PESEL No. and the 4-digit access code found on the e-Prescription.

GIVE YOUR PESEL NO. and the 4-DIGIT ACCESS CODE on the e-prescription.

If the patient uses a passport and does not have a PESEL number, he/she will have to pick up an e-Prescription printout at a Medicover Centre reception desk.