

# How to order and pick up your medicines from the Medicine Post Box (MPB)

Medicine Post Boxes (MPB) are used for delivering specialized cost-free medicines at all the hospitals in The North Denmark Region. You can pick up your medicine every day almost around the clock. You choose which hospital suits you best to pick up your medicine

## HOW TO ORDER MEDICINE

Verify with the hospital staff whether your medicine needs to be delivered as a one-time order or a multiple order. Depending on which of the scenarios applies to you, it differs how you get your prescription renewed.

### One-time order

Every time you run out of your specialized cost-free medicine you need to talk to the hospital staff at the department responsible for your treatment. Once you have talked to the staff, they will place an order for the medicine you need at the Hospital Pharmacy. Please contact the hospital department well in advance. You can expect it to take up to 4 weekdays from the time the Hospital Pharmacy receives the order from the hospital department till the medicine is delivered in the MPB. You will receive a text message when your medicine is ready for pick up in the MPB.

### Multiple orders

A prescription with repeatable medicine deliveries (multiple orders) has been prescribed to the MPB. The first time you pick up your medicine at the MPB, it is delivered automatically. You will receive a text message when your medicine is ready in the MPB. Next time you wish to have the medicine delivered to the MPB, you will need to reorder the medicine yourself. You reorder your medicine by filling in a digital form. Access the form via this link <https://sygehusapoteket.rn.dk/genbestilling> - or by scanning the QR code with your phone:



Please place your order well in advance, preferably 7 days before the day you want to have the medicine delivered to the MPB. You will receive a text message when your medicine is ready for pick up in the MPB.

If there are no more deliveries left on the prescription or the prescription is more than 2 years old, the Hospital Pharmacy will contact the hospital staff to get a new prescription for you. You don't have to do that yourself.

## HOW TO PICK UP YOUR MEDICIN

- When your medicine is ready, you will receive a text message. In the text message there is a code that you must use to open the door of the MPB.
- You have 4 days to pick up the medicine before it is sent back.
- If you wish to collect a medicine that must be refrigerated, please make sure to bring a suitable packaging to carry it home.

## PHARMACEUTICAL WASTE

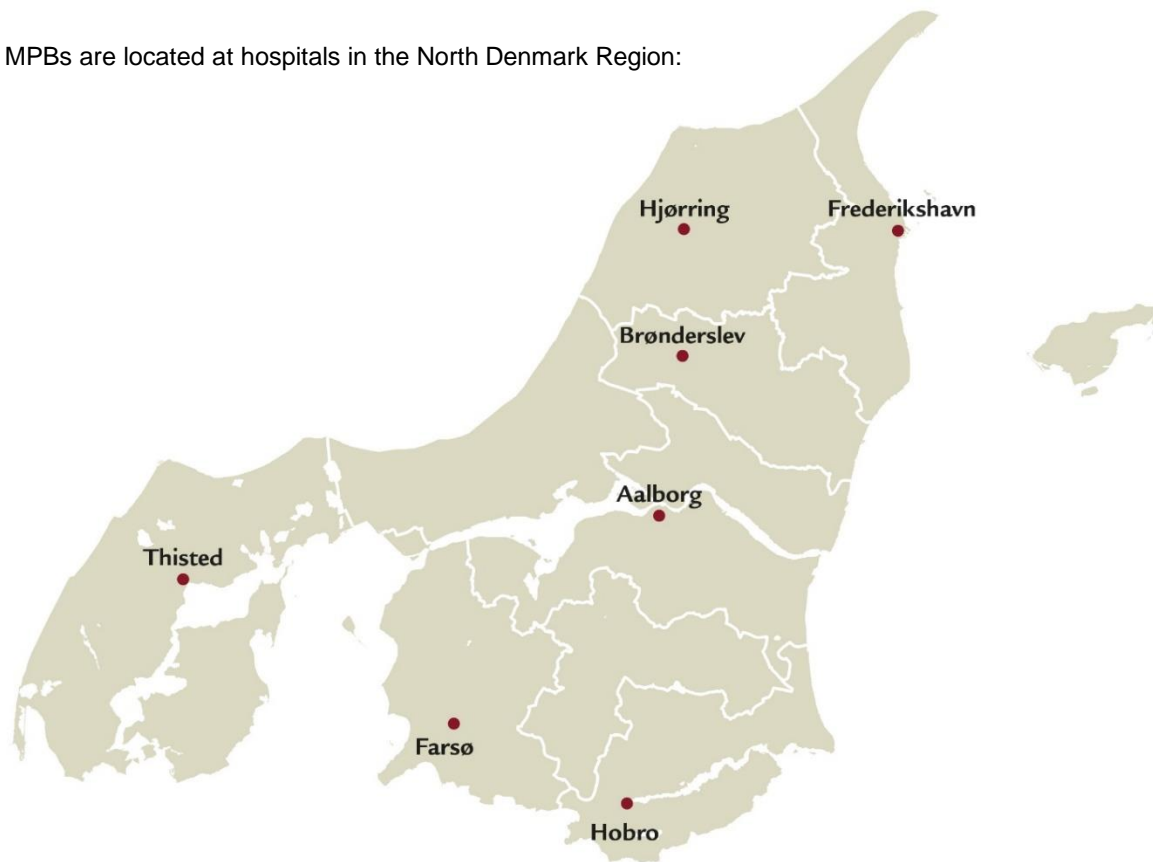
Certain municipalities accept disposal of pharmaceutical waste and filled sharp disposal containers at local recycling centers or for example using the red boxes for dangerous waste. Follow your community guidelines for disposal of pharmaceutical waste and sharp disposal containers. All community pharmacies are obliged to accept back pharmaceutical waste from consumers for destruction.

## CONTACT INFO AND MORE DETAILS

If you have any questions about a medicine delivery, you are welcome to contact the Hospital Pharmacy.  
Telephone: 40 19 03 63  
Telephone hours: Weekdays 08.00-15.00  
For questions about the medicine and its use, you must contact the hospital department at which you receive treatment.

## LOCATION OF THE MPBM

The MPBs are located at hospitals in the North Denmark Region:



### **Aalborg Universitetshospital, Syd (South)**

Højhuset Syd, Hobrovej 18-22, 9000 Aalborg  
Opening hours: Open around the clock  
*Find the MPB on the ground floor. Start at the Information Desk and follow the yellow line on the floor.*

### **Aalborg Universitetshospital, Thisted**

Højtoftevej 2, 7700 Thisted  
Opening hours: 07.00 - 23.00  
*Find the MPB on the ground floor in the south ward. Follow the black line on the floor above the stairs.*

### **Aalborg Universitetshospital, Farsø**

Højgårdsvej 11, 9640 Farsø  
Opening hours: Weekdays: 05.45-22.00  
Weekends and public holidays: 07.30-22.00  
*Find the MPB on the ground floor close to the main entrance. Follow the sign "Medicinboks".*

### **Aalborg Universitetshospital, Hobro**

Stolbjergvej 8, 9500 Hobro  
Opening hours: 06.00-21.00.  
*Find the MPB on the ground floor close to the main entrance. Follow the sign "Medicinboks".*

### **Regionshospital Nordjylland, Frederikshavn**

Barfredsvej 83, 9900 Frederikshavn  
Opening hours: 06.15-21.00  
*Find the MPB on the 2<sup>nd</sup> floor. Use entrance no. 5 from Vestergade 47. Follow the sign "Medicinboks".*

### **Regionshospital Nordjylland, Hjørring**

Bispensgade 37, 9800 Hjørring  
Opening hours: Open around the clock  
*Find the MPB on the ground floor close to the main entrance. Follow the white line on the floor.*

### **Neuroenhed Nord, Brønderslev**

*The MBP is not yet available*