

Your prescription roadmap

1

Delivery Details Provided to Psychiatry UK

Please ensure the delivery address is correct at this stage as once the prescription has been issued by Psychiatry UK, the delivery address may not be adjusted.

N.B. Patients that self-pay have an additional address confirmation stage during payment.

2

Prescription Issued by Psychiatry UK

Psychiatry UK will issue your prescription information electronically to Chemist4U and post the original paper prescription via Special Delivery Next Day service.

3

Prescription Data Received by Chemist4U

Once the electronic version of the prescription is approved **you will receive an update via email and a link to your patient portal.**

4

Paper Prescription Received

When the original paper prescription arrives at Chemist4U (and payment made if required) **the processing of your prescription can begin.**

5

Prescription Processing & Payment

Medication will be dispensed and checked by our pharmacy team. **Please allow up to 3 working days from receipt of the paper prescription for dispatch.** For private prescriptions, processing can only begin once payment has been made.

6

Prescription Dispatched

Once your medication has been dispatched your patient portal will update and **you will receive tracking updates from Royal Mail.**

7

Delivery

Your medication will be delivered using Royal Mail Tracked 24 Signed For. Please ensure somebody is available at the delivery address to accept and sign for the parcel.

If your medication has not been delivered within 3 days of receiving your dispatch notification, please [click here](#) for further information from Chemist4U.