



British Embassy
Madrid

Home delivery of prescription medicine in Spain

We have had many enquiries about how to obtain medication during COVID19 restrictions. If you are in a high-risk category and are not able to leave your home to get medication, you may find the following information – for residents and visitors - useful.

In general, home delivery of medication is available for those who fall into one or more of the following categories:

- You are over 60 years old
- You have an acute or chronic illness which is classified as high-risk for COVID19 infection e.g. diabetes, immunodeficiency, pulmonary conditions, cancer, cardiovascular conditions, pregnancy. You can find out more about high-risk categories and recommendations here.
- You have limited mobility

Most home delivery services are carried out by volunteers or charities on behalf of the pharmacy. Please only request this service if there is nobody else who can go to the pharmacy on your behalf.

All regions operate different healthcare systems. Please look at the arrangements for your region (below) and if your region isn't listed, we recommend you contact your nearest health centre for the latest information.

ANDALUCIA

This service will be available for as long as the State of Emergency – *Estado de Alarma* – lasts. You can read more about this service (in Spanish) here.

FOR RESIDENTS:

1. Call your nearest pharmacy (the person who needs the medication should call where possible). For prescription medication, a member of staff from the pharmacy will collect your health card and/or paper prescription from your home, return to the pharmacy to prepare the order, and then deliver the medication back to your home. On delivery, they will provide you with a receipt, return your health card and a copy of the prescription. You need to call your nearest pharmacy and place your order. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative.
2. The pharmacy will inform you how you can pay for your medication. The home delivery service is free of charge.
3. You can also request non-prescription medicine and other sanitary products.

FOR VISITORS:

1. If you are visiting Andalusia, you will need to contact your nearest healthcare centre to organise your prescription. Find your nearest centre [here](#). If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

BALEARIC ISLANDS

FOR RESIDENTS:

1. IB Salut will automatically renew prescription medicine from 17th March 2020, for 2 months. You can find more information about prescription renewal [here](#).
2. Call your nearest pharmacy (the person who needs the medication should call where possible). You can find your nearest pharmacy [here](#)
3. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative. Some pharmacies will offer the delivery service themselves, whereas others will use Caritas or Red Cross to assist them with delivery of medication to the most vulnerable.
4. The pharmacy will inform you how you can pay for your medication, how and when it will be delivered.
5. You must only request this service if there is nobody else that can go on your behalf.

FOR VISITORS:

1. If you are visiting the Balearic islands, you will need to contact your nearest healthcare centre to organise your prescription. Find your nearest centre [here](#). You can also call the following numbers: Mallorca 971170053 / Menorca 971360925 / Ibiza 971390100 to consult where your nearest centre is. If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

CANARY ISLANDS

FOR RESIDENTS:

1. Call your nearest pharmacy (the person who needs the medication should call where possible). You can find more information about this service (in Spanish) [here](#).
2. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative.
3. You must **only** request this service if there is nobody else that can go on your behalf.
4. The pharmacy will assess whether you are eligible, and then inform you how you can pay for your medication, and how/when it will be delivered.

FOR VISITORS:

1. To obtain prescription medicine in the Canary islands as a visitor, you must telephone 012 and you will be informed where the nearest health centre is/what steps you need to take. If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

CATALUNYA

FOR RESIDENTS:

1. Call your nearest pharmacy (the person who needs the medication should call where possible). You can find your nearest pharmacy [here](#).
2. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative.
3. Ask to have your medication delivered using the "servicio de voluntarios" (volunteer service).
4. You must only request this service if there is nobody else that can go on your behalf.
5. The pharmacy will inform you how you can pay for your medication, how and when it will be delivered.

FOR VISITORS:

1. To obtain prescription medicine in Catalunya as a visitor, you must telephone 061 and you will be informed where the nearest health centre is/what steps you need to take. If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

MADRID

FOR RESIDENTS:

1. Call your nearest pharmacy (the person who needs the medication should call where possible) and provide the following
 - a. Justification as to why they require this service
 - b. Date when they require the medication
 - c. Full name and address
 - d. ID (NIE/DNI)
 - e. Details of their Tarjeta Sanitaria Individual (TSI)
 - f. How they will pay for the medication – please note that this service is free of charge so there will not be an extra fee for this

2. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative.
3. Delivery may be provided by voluntary services.
4. You must only request this service if there is nobody else that can go on your behalf
5. The pharmacy will inform you how the service works. More information can be found [here](#).

FOR VISITORS:

1. To obtain prescription medicine in Madrid as a visitor, you must telephone 061 and you will be informed where the nearest health centre is/what steps you need to take. If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

MURCIA

FOR RESIDENTS:

1. Call your nearest pharmacy (the person who needs the medication should call where possible).
2. Please note, if your local pharmacy does not offer home delivery, try the nearest alternative.
3. You must only request this service if there is nobody else that can go on your behalf.
4. The pharmacy will inform you how you can pay for your medication, how and when it will be delivered.

FOR VISITORS:

1. To obtain prescription medicine in Murcia as a visitor, you must telephone [your nearest health centre](#) and you will be informed where the nearest health centre is/what steps you need to take. If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put "PLEASE CONTACT ME – MEDICATION" in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

VALENCIA

You can have your medication delivered in Valencia if:

- You are over 60 years old AND/OR
- You have an acute or chronic illness which is classified as high-risk for COVID19 infection e.g. diabetes, immunodeficiency, pulmonary conditions, cancer, cardiovascular conditions, pregnancy. You can find out more about high-risk categories and recommendations [here](#).

FOR RESIDENTS:

1. Once you have your prescription, call 900 36 22 36 or send an email to medicamentsadomicili@gva.es
2. You will be informed how the delivery system works and what steps you need to take

FOR VISITORS:

1. If you are visiting Valencia, you will need to contact your nearest healthcare centre to organise your prescription. Find your nearest centre [here](#). If you are experiencing problems organising replacement medication and need medication urgently, please write to healthcare.spain@fco.gov.uk and put “PLEASE CONTACT ME – MEDICATION” in the subject line.
2. Once you have a prescription, you can follow the steps above to organise home delivery.

If you are in a high risk category or vulnerable and need assistance with organising your medication, please email healthcare.spain@fco.gov.uk and write “PLEASE CONTACT ME – MEDICATION” in the subject line. A member of our team will contact you as soon as possible.

Please note that the above information is designed a guide for UK nationals and is intended to be the most up to date possible. In the current situation, information can change quickly; for the latest information you must contact your regional health services.