

# Medicine Order Line

The Medicine Order Line (MOL) is a convenient way to order your prescriptions via a dedicated telephone line where you will speak to an experienced Medicine Order Line Operative.

The MOL is one of many ways for you to order your prescriptions. Our aim is to ensure patients are using a service that most suits them. Alternative ordering methods include:

- You can order your prescriptions by emailing the MOL with your name, date of birth, GP surgery and telephone number – one of the MOL operators will call you back within 48 hours to process the prescription request
  - [ddccg.northmolonlinerequests@nhs.net](mailto:ddccg.northmolonlinerequests@nhs.net) for those who would normally call the 01246 number
  - [ddccg.southmolonlinerequests@nhs.net](mailto:ddccg.southmolonlinerequests@nhs.net) for those who would normally call the 0115 number
- If you have access to the internet / apps, you can also try the below alternative ordering methods. They may be more convenient for you and will also free up the busy phone lines for patients who have no other means of ordering their repeat prescriptions
  - NHS app or via [www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/](http://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/)
  - Online ordering via the GP Practice
- Electronic Repeat Dispensing (eRD) - talk to your GP or the person who prescribes your medicines to ask if you can use eRD (batch prescriptions)

