Heerlen, 17 April 2024

Press release

Simple, fast and secure:
Redeem e-prescriptions directly with your health card at DocMorris now

The online pharmacy DocMorris is now making it even easier for customers to redeem their electronic prescriptions conveniently, quickly and securely. Thanks to a new function for the electronic health card (eGK = elektronische Gesundheitskarte) in the DocMorris app, e-prescriptions can now be called up, read and redeemed completely digitally using a smartphone – in just a few seconds and without an eGK PIN.

Easy to redeem e-prescriptions with the DocMorris app

1. If you don't have the DocMorris app yet, you can simply download it from the Apple App Store or the Google Play Store & create a customer account

2. Open the app, select the "Redeem e-prescription" function & follow the instructions on the screen

3. Verification of the mobile number & enter the SMS code

4. Enter the six-digit access number (CAN) printed on the top right of the eGK

5. Hold the eGK with chip to the back of the smartphone & the scanning process starts automatically

6. Select displayed medicines & order over-the-counter medicines free of shipping costs

"We want to enable our patients to view and redeem their e-prescriptions without the need for technical knowledge or having to visit a local pharmacy. This is possible with the DocMorris app. The supply of medication for our customers is now much quicker and easier. Security and data protection are a top priority: The DocMorris solution has been thoroughly tested and approved by the National Agency for Digital Medicine (gematik)," says Sonja Thüllen, Chief Pharmacist at DocMorris.

Delivery is fast
Anyone who fills an e-prescription digitally with DocMorris by 8 p.m. usually receives their medicine the very next working day*, even in remote regions with poor supply infrastructure. People with limited mobility or long journeys to the nearest local pharmacy in particular can benefit from this.

The new way of redeeming e-prescriptions also makes it possible to provide even better care for chronically ill patients with long-term medication. They can register for a repeat prescription subscription. After registration, DocMorris requests the necessary repeat prescriptions from the treating doctor and delivers the medication directly to the patient's home at the scheduled intervals. This saves time and effort and ensures a seamless supply of important preparations. Last but not least, the e-prescription also allows doctors to issue and send prescriptions to their patients as part of telemedical care.

E-prescription redemption is this secure

With the official authorisation, the National Agency for Digital Medicine (gematik) confirms DocMorris' suitability of the online pharmacy's e-prescription redemption channel in terms of security and data protection. The security requirements defined in agreement with the Federal Office for Information Security (BSI) and the Federal Commissioner for Data Protection and Freedom of Information (BfDI) have been implemented and their effectiveness confirmed by independent experts. Data transmission between the card and the pharmacy is encrypted to prevent tapping and manipulation. Unauthorised access to the protected insurance data on the health card is technically impossible. This means that the security measures for mobile use of the eGK are even more extensive than when the eGK is inserted into a reader at the local pharmacy.

Further information can be found at:

[DocMorris - Die Apotheke. Versand-Apotheke, Internet-Apotheke, Online-Apotheke](#)

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DocMorris
DocMorris stands for customer-centred, innovative services and a wide range of digital healthcare products. These range from quickly making appointments to see a doctor online on the TeleClinic telemedicine platform to pharmaceutical advice and the supply of prescription and over-the-counter medicines and healthcare products from Germany's best-known online pharmacy. In addition, there is the marketplace with a broad complementary range of remedies and aids as well as products from the areas of nutrition, beauty and family. DocMorris thus provides its customers with easy access to comprehensive healthcare services in one place with just one click. In the Germany segment, the Swiss company DocMorris AG generated external sales of CHF 976 million in 2023 with over 9 million active customers.

* Applies to all valid e-prescriptions that we receive digitally from Monday to Thursday by 8 pm and Friday by 1 pm. E-prescriptions received after 13:00 on Friday will be delivered on Monday at the earliest. E-prescriptions received between 00:00 on Saturday and 23:59 on Sunday will be delivered on Tuesday at the earliest. Excluded from next-day delivery are special prescriptions, medications or replacement medications provided for by a framework agreement with the patient's health insurance company that are not available due to supply bottlenecks, medications requiring refrigeration and prescriptions that require pharmaceutical clarification with you or your doctor or that may not be delivered for pharmaceutical reasons. Your telephone number is required for pharmaceutical clarification. In order to be able to offer you the fastest possible delivery of your prescription items, in exceptional cases there may be a subsequent exchange of the shipping service provider. Next-day delivery does not apply to orders for which a Packstation has been specified as the delivery address. If the day or the day following your order is a public holiday, delivery will be made on the next working day at the earliest.