



GLACIEREXPRESS

Digitalization of Business Processes in Health

Case: Digital Pharmacy

Team: Nemanja Arsenijevic, Ruben Ballesteros,
Houssem Bouchemal, Kurt Kuser, Blanca Moreno

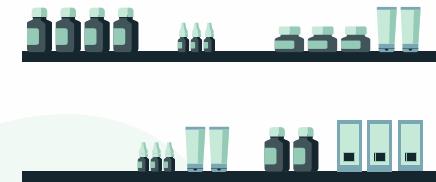


Table of contents

1 Use Case

2 As-Is Process

3 Solution

4 To-be Process

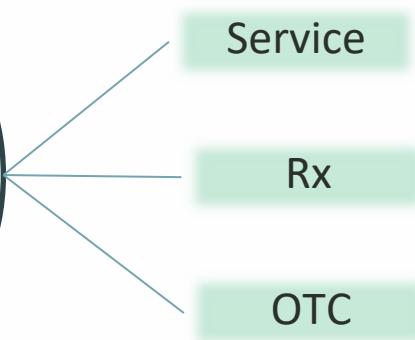
5 Implementation

6 Benefits

7 Demonstration



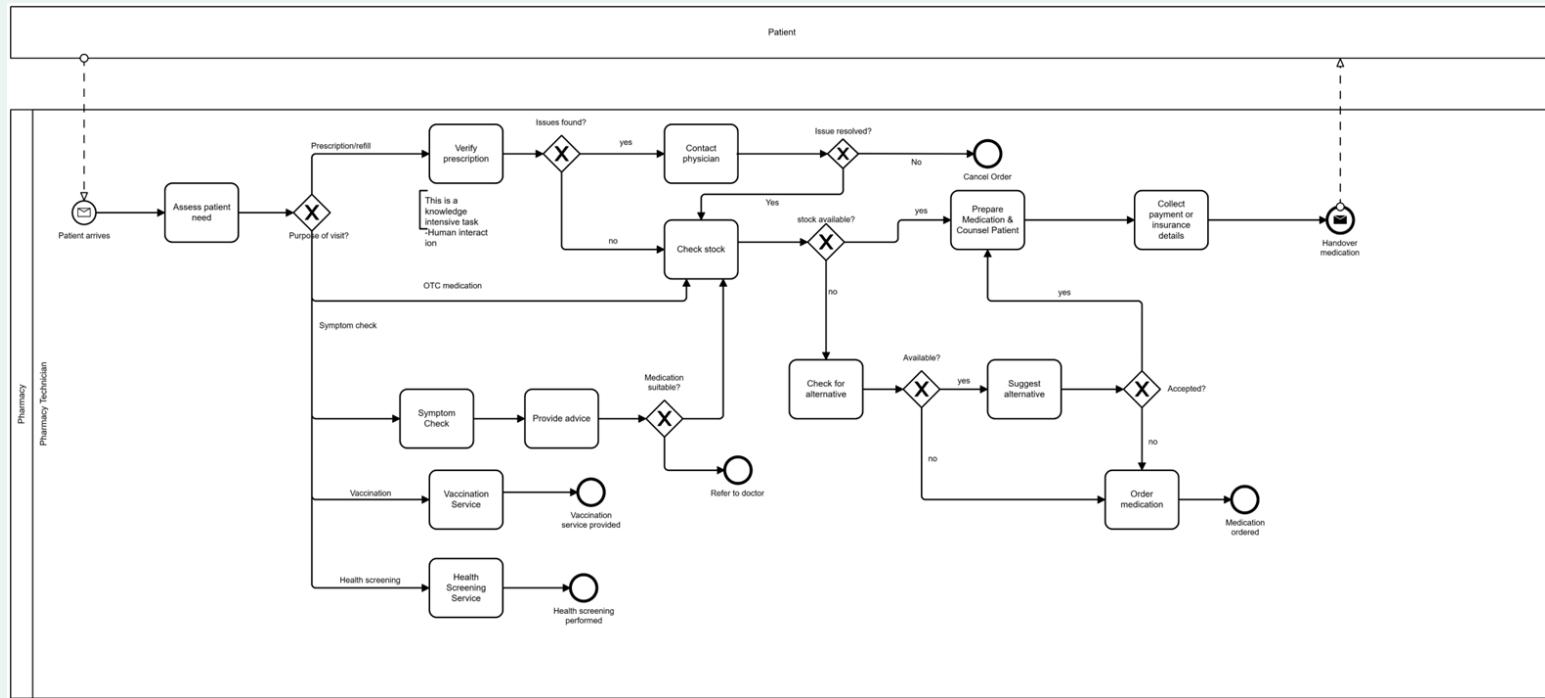
Use Case: The Pharmacy Experience



Pain Points:

- Long waiting times
- Limited opening times
- Stock-outs discovered at counter
- Low privacy as busy counters
- Manual tasks: repeated data entry or callbacks

As-Is Process



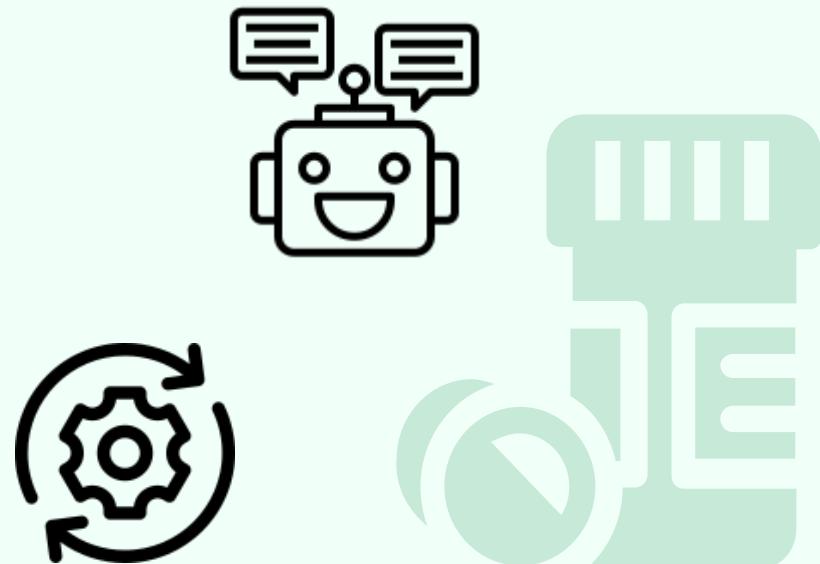
Solution

ChatBot

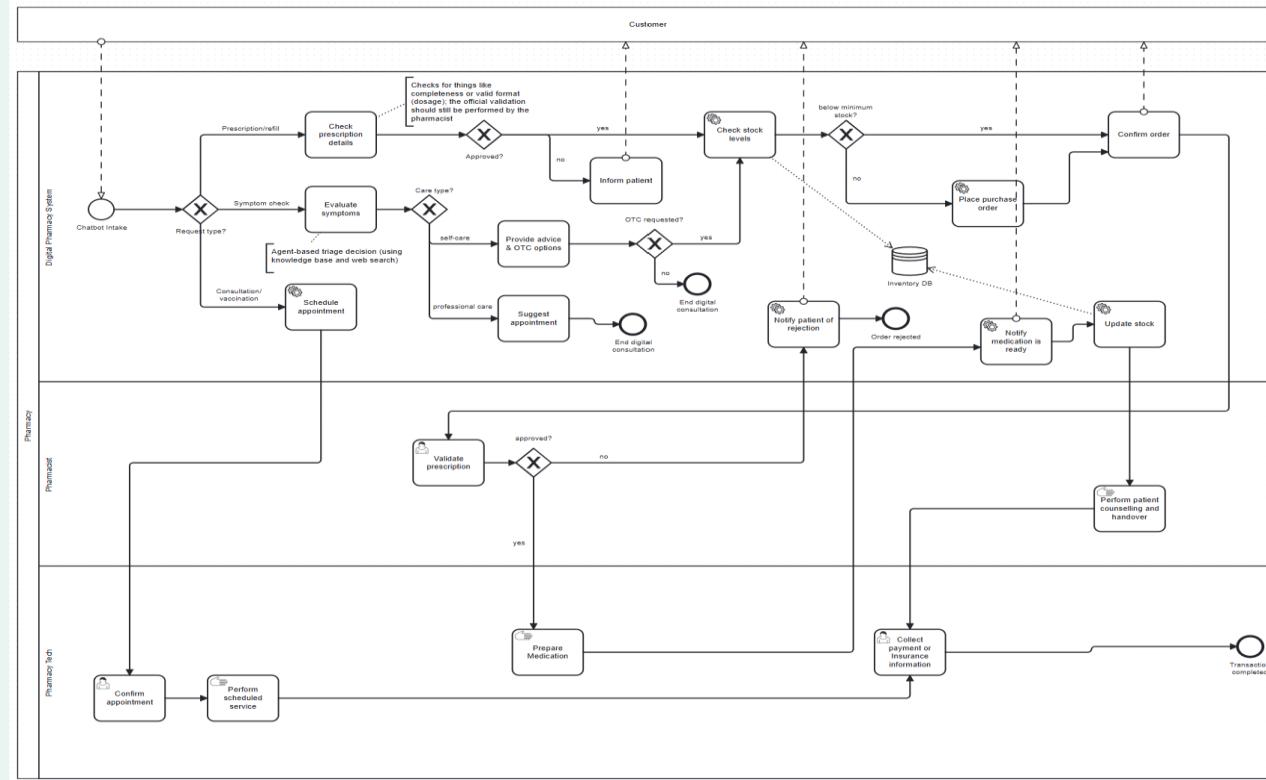
- Digitalize customer experience
- Symptom Triage
- Rx upload
- OTC ordering

Automation

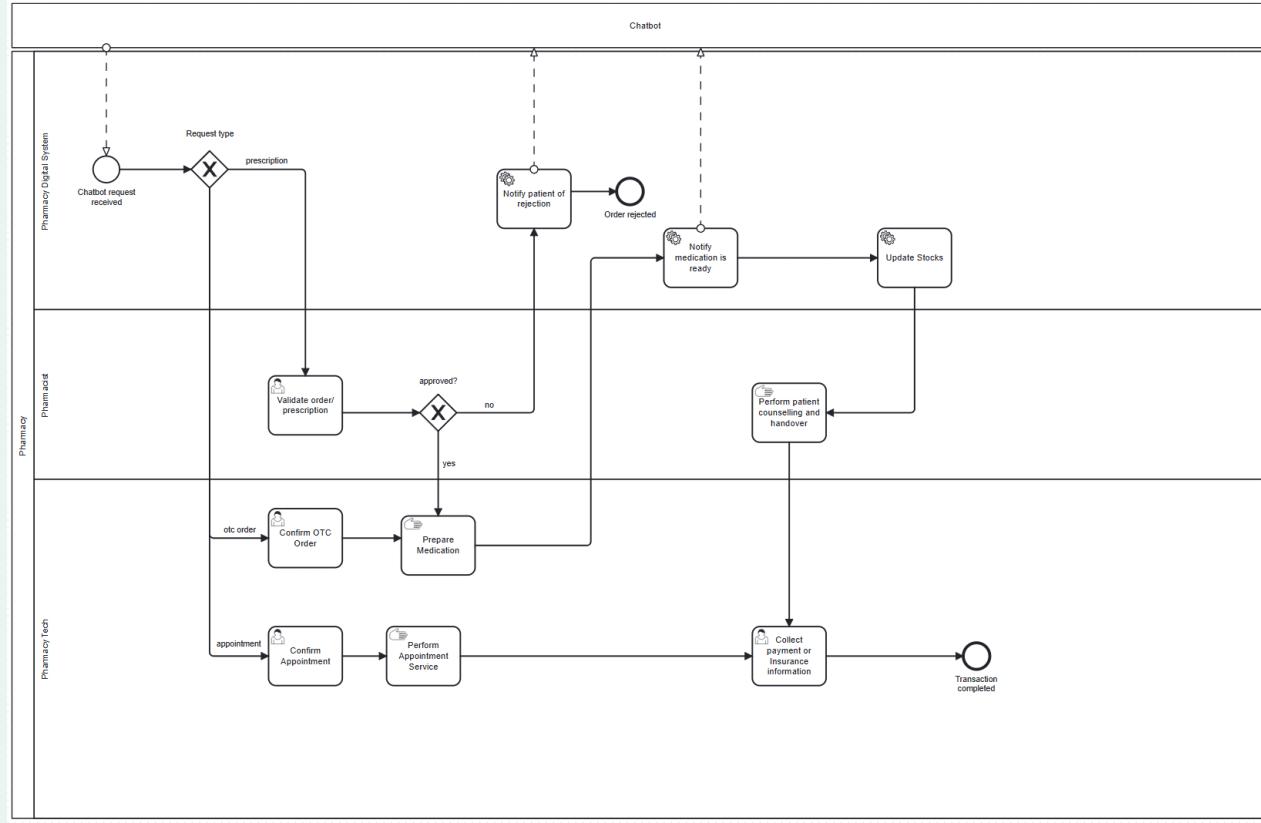
- Inventory reoder
- Inventory update
- Patient notifications



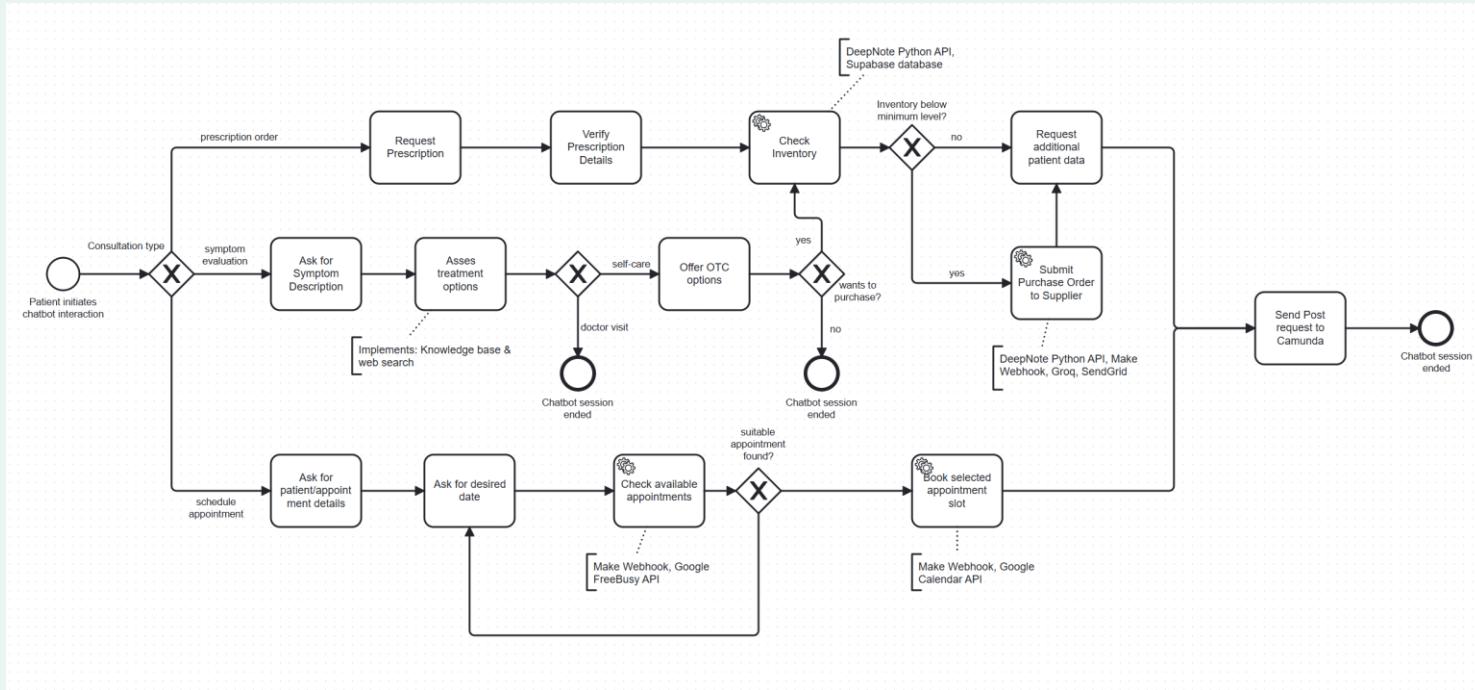
To-Be Process (Documentation/Visualization)



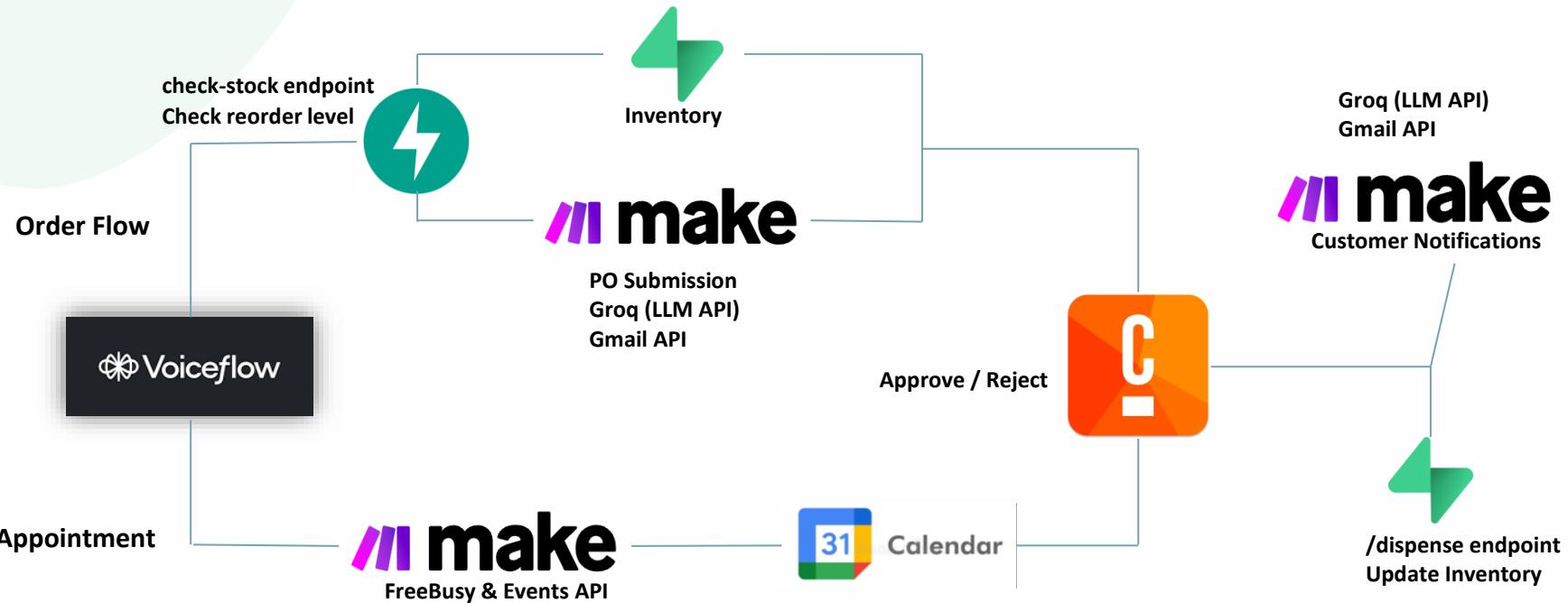
To-Be Process (Executable)



Chatbot



Implementation Tools



Benefits

- 24/7 customer intake
- Reduced wait times
- Streamlined processes
- Task automation
- Reduction of manual tasks



Demo

Appointment Scheduling

The screenshot shows a Google Calendar interface for December 2025. The calendar view is set to "Week" mode, displaying the week starting from Sunday, December 14, through Saturday, December 20. The sidebar on the left lists "My calendars" (Glacier Express, Birthdays, Tasks) and "Other calendars" (Festivos en Suiza). A search bar at the top allows users to search for people or calendar links.

The main calendar grid shows various appointments scheduled throughout the week. Most appointments are labeled "PharmacyOnline" or "PharmacyOnline (Glacier Express)" followed by a time slot (e.g., 9am, 10:30am, 1pm, 2pm, 3pm, 4pm, 5pm, 6pm, 7pm, 8pm, 9pm, 10pm, 11pm). Some specific events include "Vaccination, 10am", "Vaccination, 1pm", "Vaccination, 1:30pm", "Vaccination, 2pm", "Vaccination, 3pm", "Vaccination, 4pm", and "Vaccination, 5pm". There are also entries for "Prescription Clarity (Chat + Upcoming)" and "Camunda Testlist". The sidebar on the right includes icons for "Create", "Block", "Allow", and "Search for people". The bottom of the screen shows the Windows taskbar with various pinned icons.



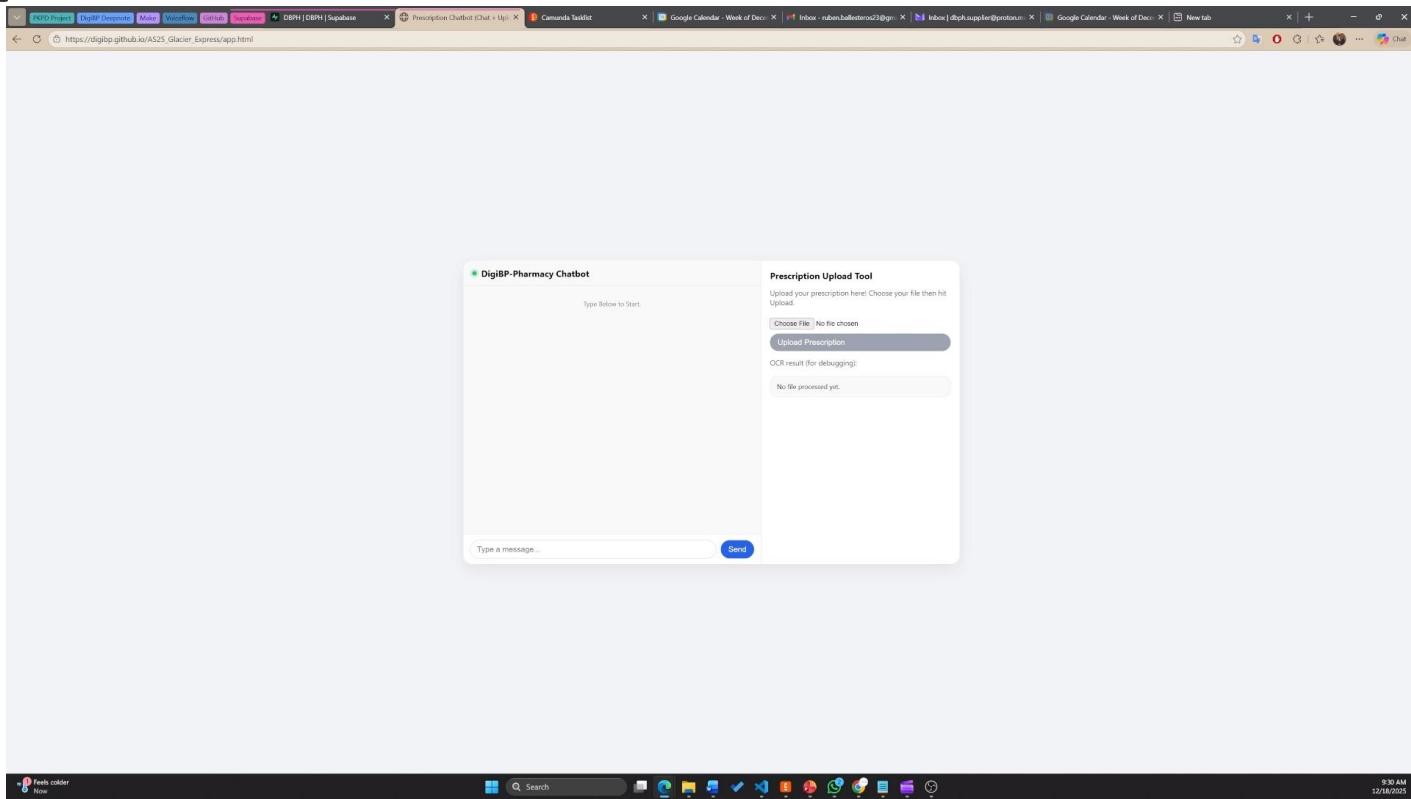
Prescription Upload

The screenshot shows a web-based application for managing a pharmaceutical inventory. The main view is a table editor for the 'pharmacy_inventory' table, which contains the following data:

	medication_name	med_code	strength	formulation	quantity_on_hand	reorder_level	expiry_date	batch_number
1	Ibuprofen	IBU200	400mg	NULL	25	50	2028-10-23	12
3	Dextromethorphan	DEXTRO15	200mg	NULL	12	50	2026-12-01	15
4	Paracetamol	PARA500	500mg	NULL	0	50	2026-12-01	125
5	Cetirizine	CET10	20mg	NULL	15	50	2026-12-01	100
6	Loratadine	LORA10	10mg	NULL	20	50	2026-12-01	32
7	Guaifenesin syrup	GUAIF100	100	NULL	40	50	2026-12-01	58
8	Amoxicillin	AMOX500	500 mg	NULL	40	50	2026-12-08	10

The application interface includes a sidebar with other tables like 'reorder_history' and 'suppliers'. The top navigation bar shows tabs for 'DBPH Project', 'DBPH Deployer', 'Make', 'Workflow', 'GitHub', 'Supabase', 'DBPH | DBPH | Supabase', 'Prescription Chatbot (Chat + UI)', 'Camunda Tasklist', 'Google Calendar - Week of Deco...', 'Glacier Express Pharmacy Order...', 'Inbox | dbph.supplier@protonmail...', and 'Google Calendar - Week of Deco...'. The bottom status bar shows 'Cold weather Now' and the system date/time.

Symptom Evaluation/OTC Order



Thank You