



GLACIEREXPRESS

Digitalization of Business Processes in Health

Case: Digital Pharmacy

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Use Case: The Pharmacy Experience



Service

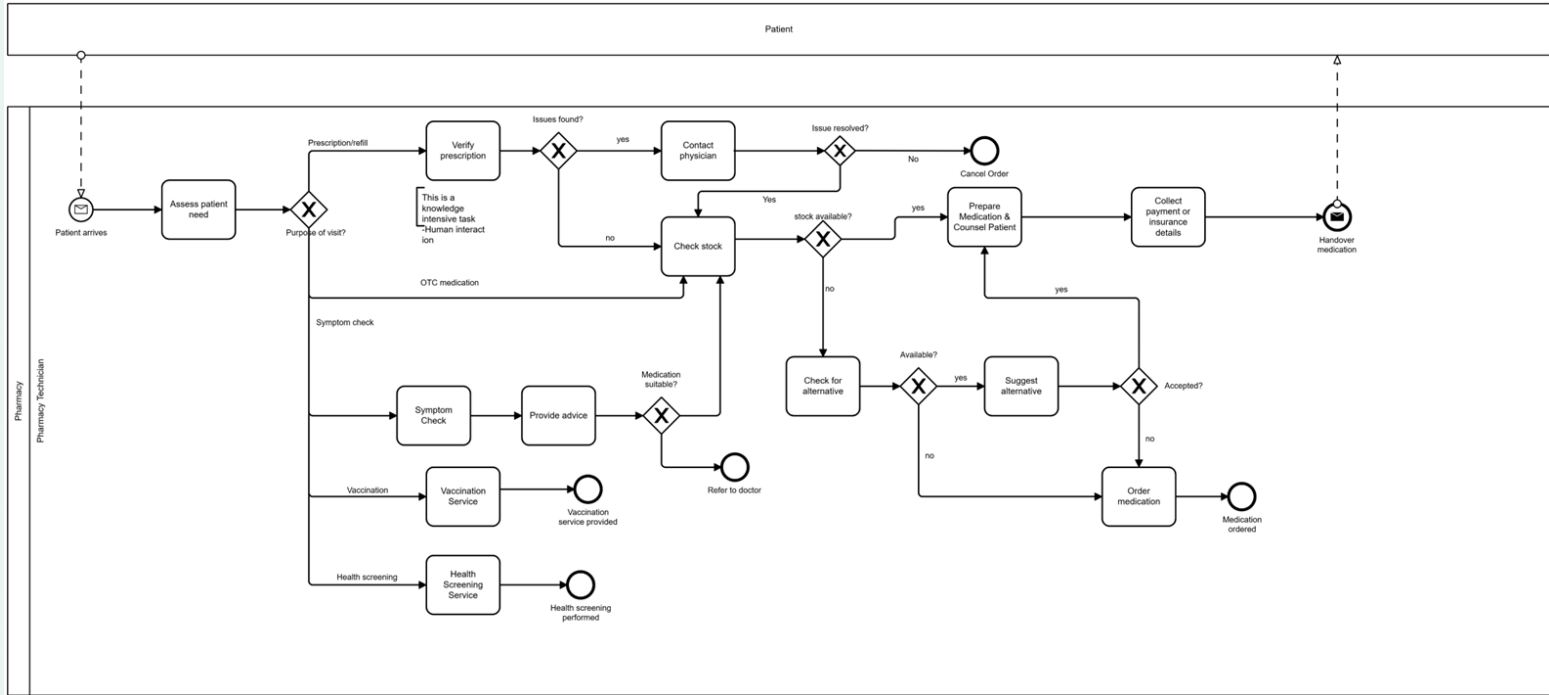
Rx

OTC

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



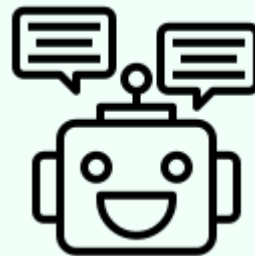
Solution

ChatBot

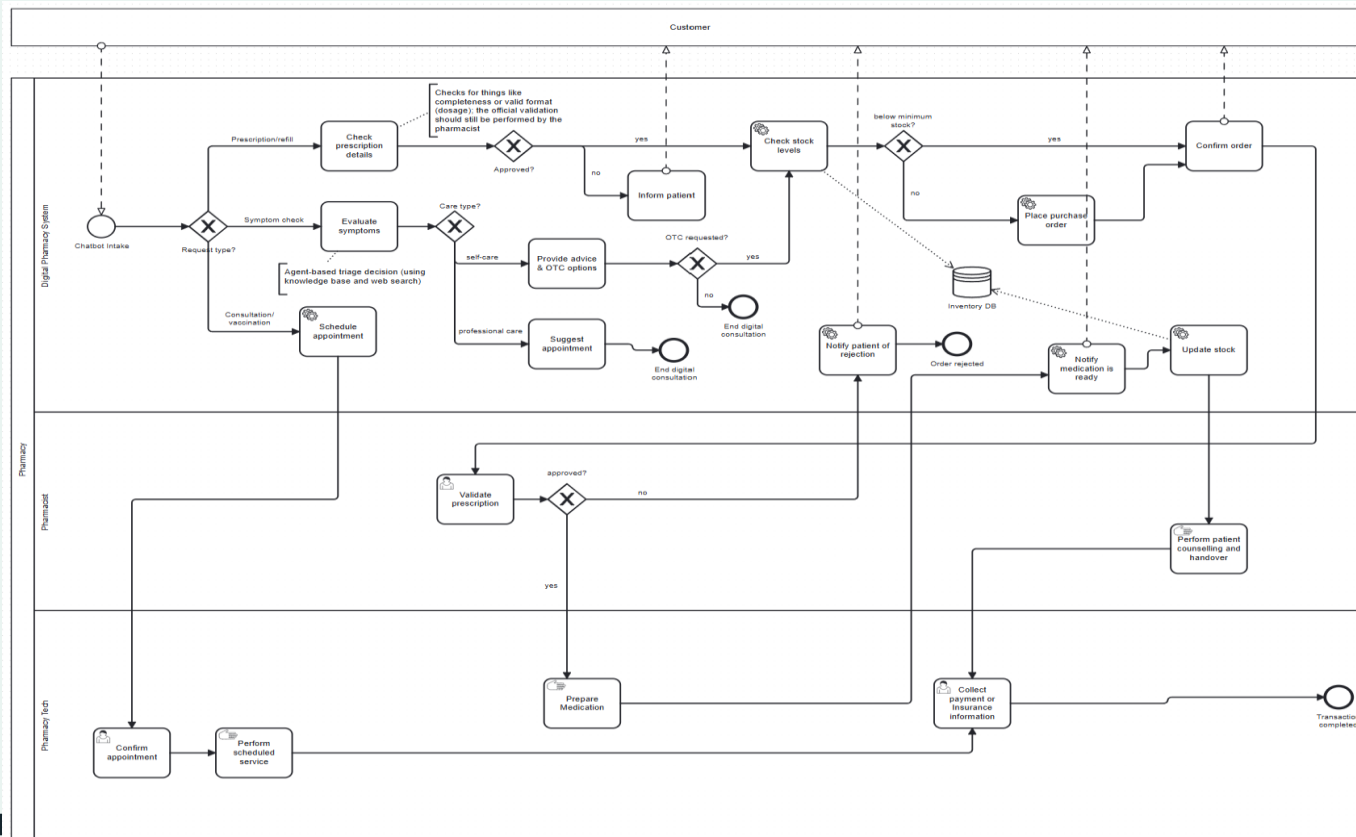
- Digitalize customer experience
- Symptom Triage
- Rx upload
- OTC ordering

Automation

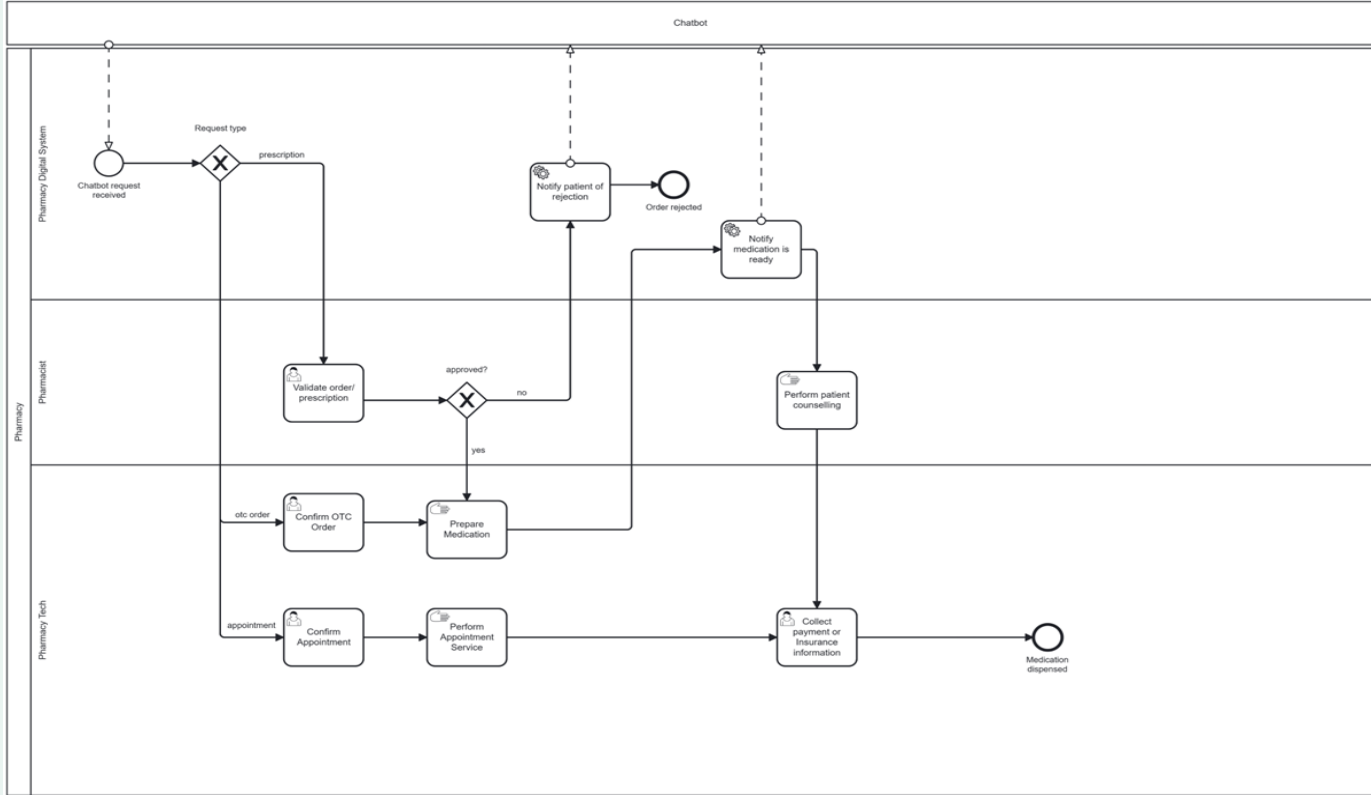
- Inventory reader
- Inventory update
- Patient notifications



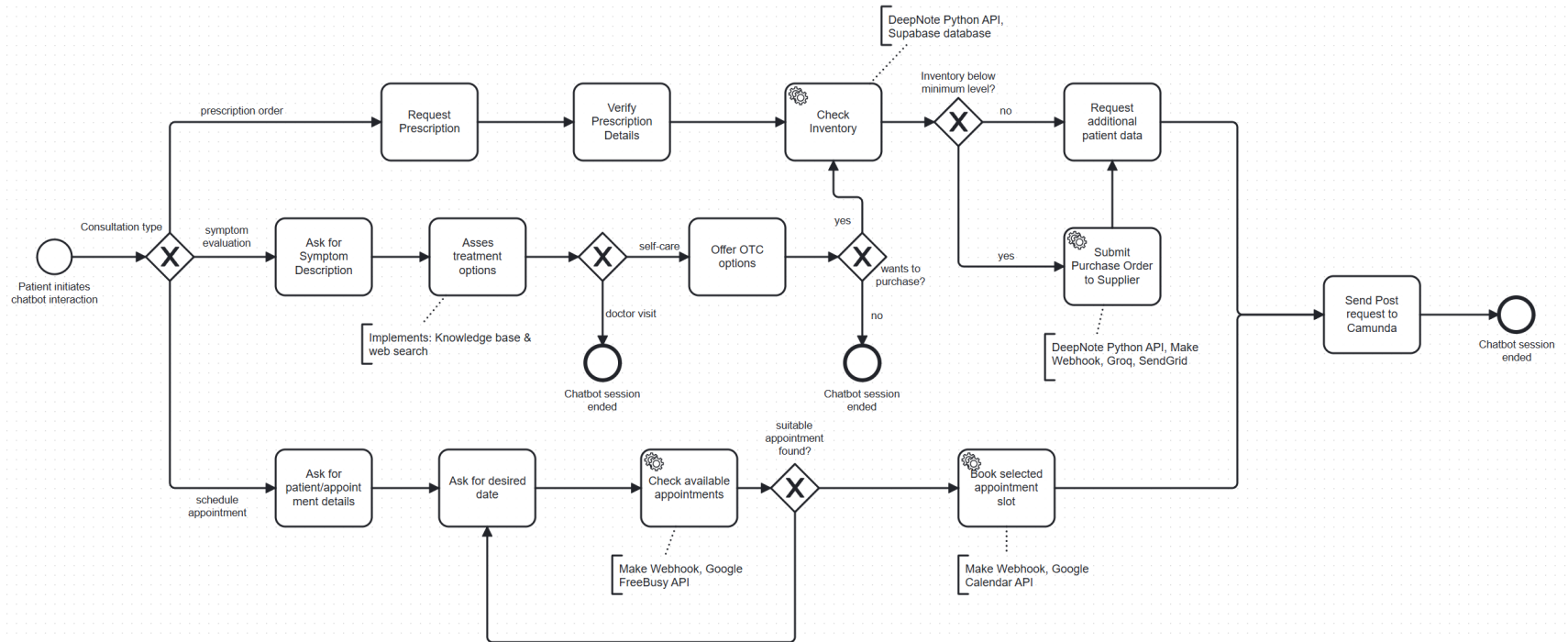
To-Be Process (Documentation/Visualization)



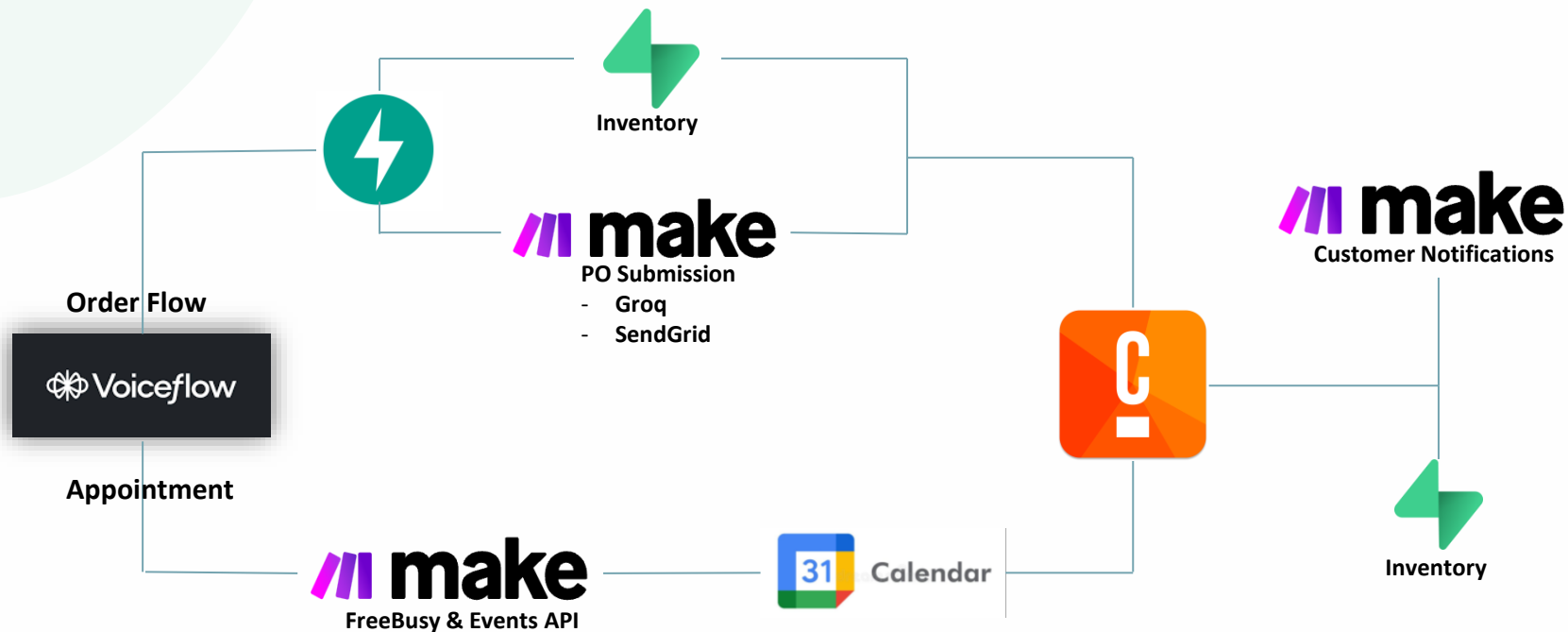
To-Be Process (Executable)



Chatbot



Implementation Tools



Benefits

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



Demo

Appointment Scheduling

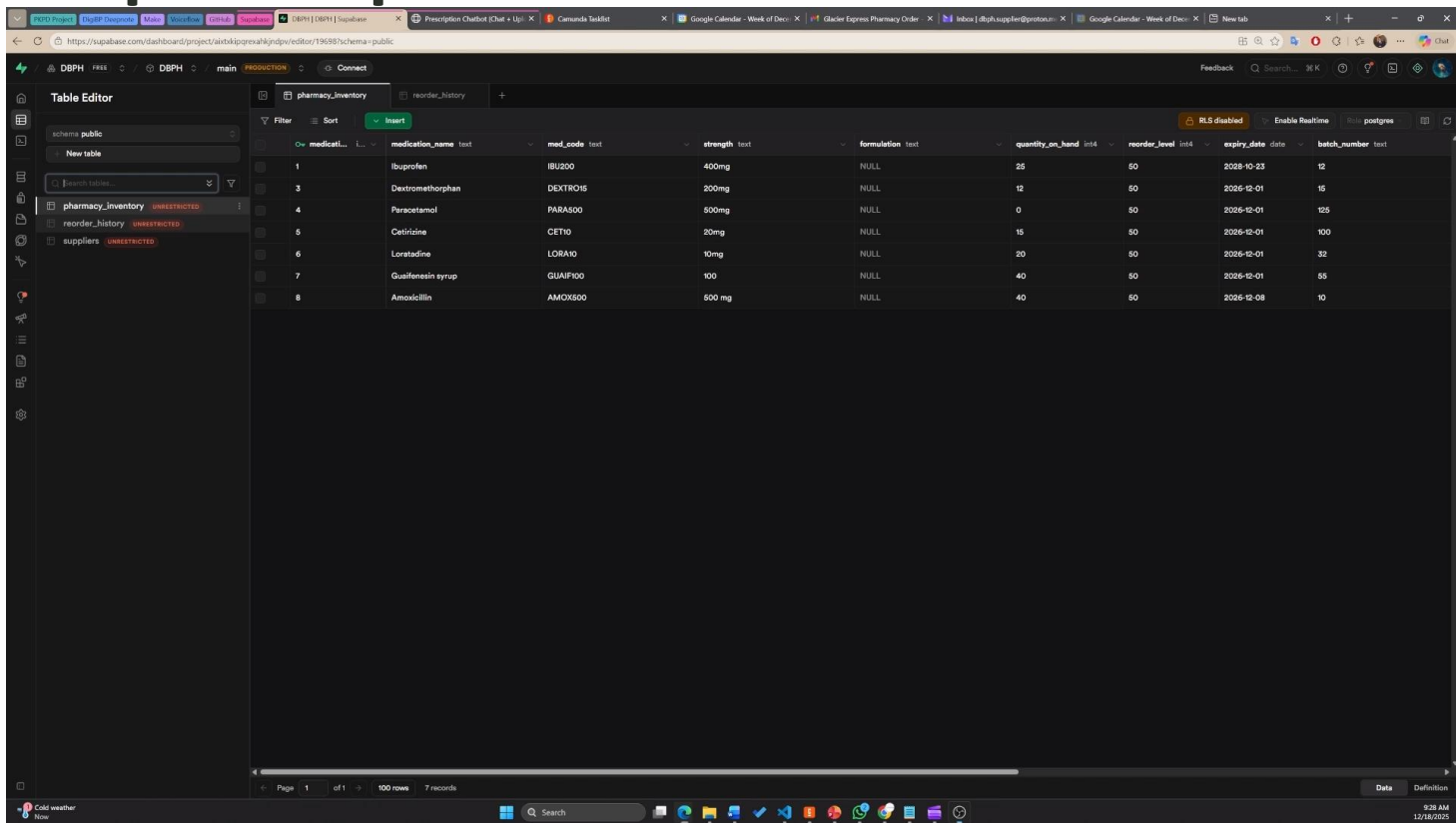
The screenshot displays a Google Calendar interface on a dark theme. The main view is a weekly calendar for December 2025, with the current date being Sunday, December 14th. The calendar shows appointments for the following week (Dec 14-20). The appointments are categorized by color-coded bars: blue for 'PharmacyOnline' and green for 'Vaccination'.

Appointments for the week of Dec 14-20:

- Sunday, Dec 14:**
 - 9 AM - 10 AM: PharmacyOnline (Blanca Moreno Perez), Sun
 - 10 AM - 11 AM: Vaccination, Sun
 - 11 AM - 12 PM: Vaccination, Sun
 - 1 PM - 2 PM: Vaccination, 1:30pm
 - 2 PM - 3 PM: Vaccination, 2:30pm
- Monday, Dec 15:**
 - 9 AM - 10 AM: PharmacyOnline, Sun
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), Mon
 - 11 AM - 12 PM: Vaccination, Sun
 - 12 PM - 1 PM: PharmacyOnline (Glacier Express), 12pm
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 1:30pm
 - 2 PM - 3 PM: PharmacyOnline (Glacier Express), 2pm
 - 3 PM - 4 PM: Vaccination, Sun
 - 4 PM - 5 PM: PharmacyOnline (Glacier Express), 4:30pm
- Tuesday, Dec 16:**
 - 9 AM - 10 AM: Vaccination, Sun
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), Mon
 - 11 AM - 12 PM: PharmacyOnline (Glacier Express), Mon
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 1:30pm
 - 2 PM - 3 PM: PharmacyOnline (Glacier Express), 2pm
- Wednesday, Dec 17:**
 - 9 AM - 10 AM: PharmacyOnline (Glacier Express), Mon
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), 10:30am
 - 11 AM - 12 PM: PharmacyOnline (Glacier Express), 11:30am
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 2pm
- Thursday, Dec 18:**
 - 9 AM - 10 AM: PharmacyOnline, Sun
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), 10:30am
 - 11 AM - 12 PM: PharmacyOnline (Glacier Express), 11:30am
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 2pm
- Friday, Dec 19:**
 - 9 AM - 10 AM: PharmacyOnline, Sun
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), 10:30am
 - 11 AM - 12 PM: PharmacyOnline (Glacier Express), 11:30am
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 2pm
- Saturday, Dec 20:**
 - 9 AM - 10 AM: PharmacyOnline, Sun
 - 10 AM - 11 AM: PharmacyOnline (Glacier Express), 10:30am
 - 11 AM - 12 PM: PharmacyOnline (Glacier Express), 11:30am
 - 1 PM - 2 PM: PharmacyOnline (Glacier Express), 2pm

The interface includes a sidebar on the left with a calendar view for December 2025, a 'Create' button, and a 'Search for people' field. The bottom of the screen shows the Windows taskbar with the search bar and various application icons.

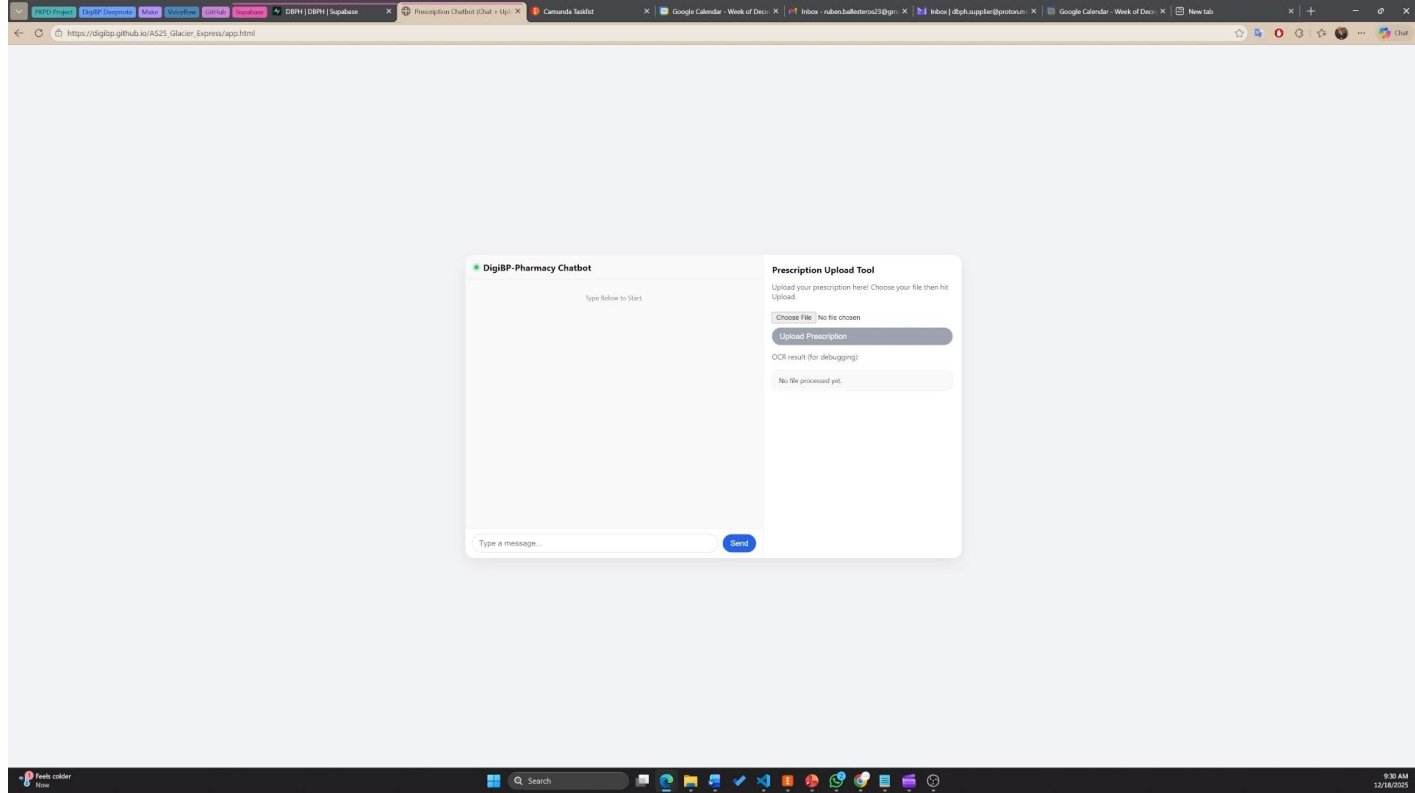
Prescription Upload



The screenshot displays the Supabase Table Editor for the 'pharmacy_inventory' table. The table has 7 records. The interface includes a sidebar with table names, a top navigation bar, and a bottom status bar.

	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	PARAS00	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	55
8	Amoxicillin	AMOX500	500 mg	NULL	40	50	2026-12-08	10

Symptom Evaluation/OTC Order



Thank You