



# GLACIEREXPRESS

## Digitalization of Business Processes in Health

**Case:** Digital Pharmacy

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# Use Case: The Pharmacy Experience



Service

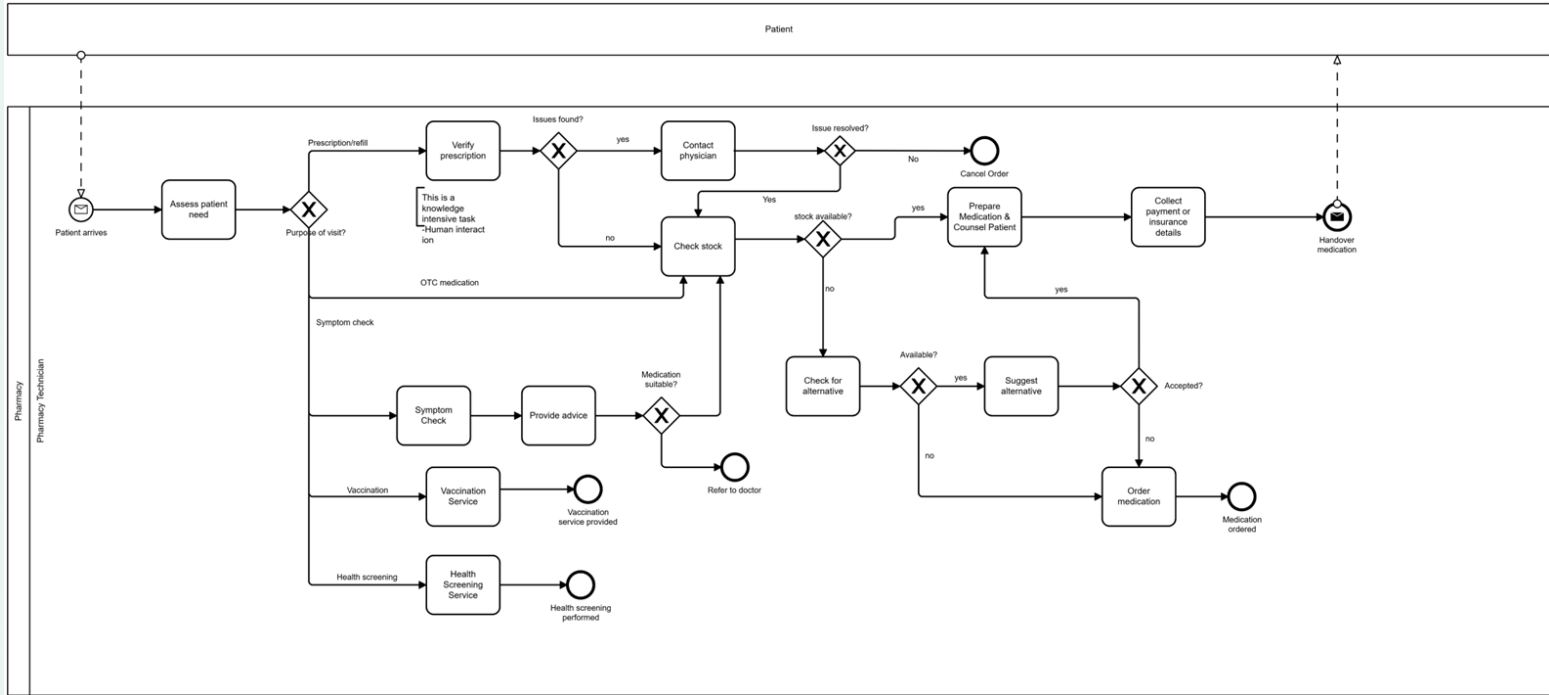
Rx

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



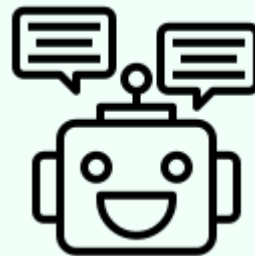
# Solution

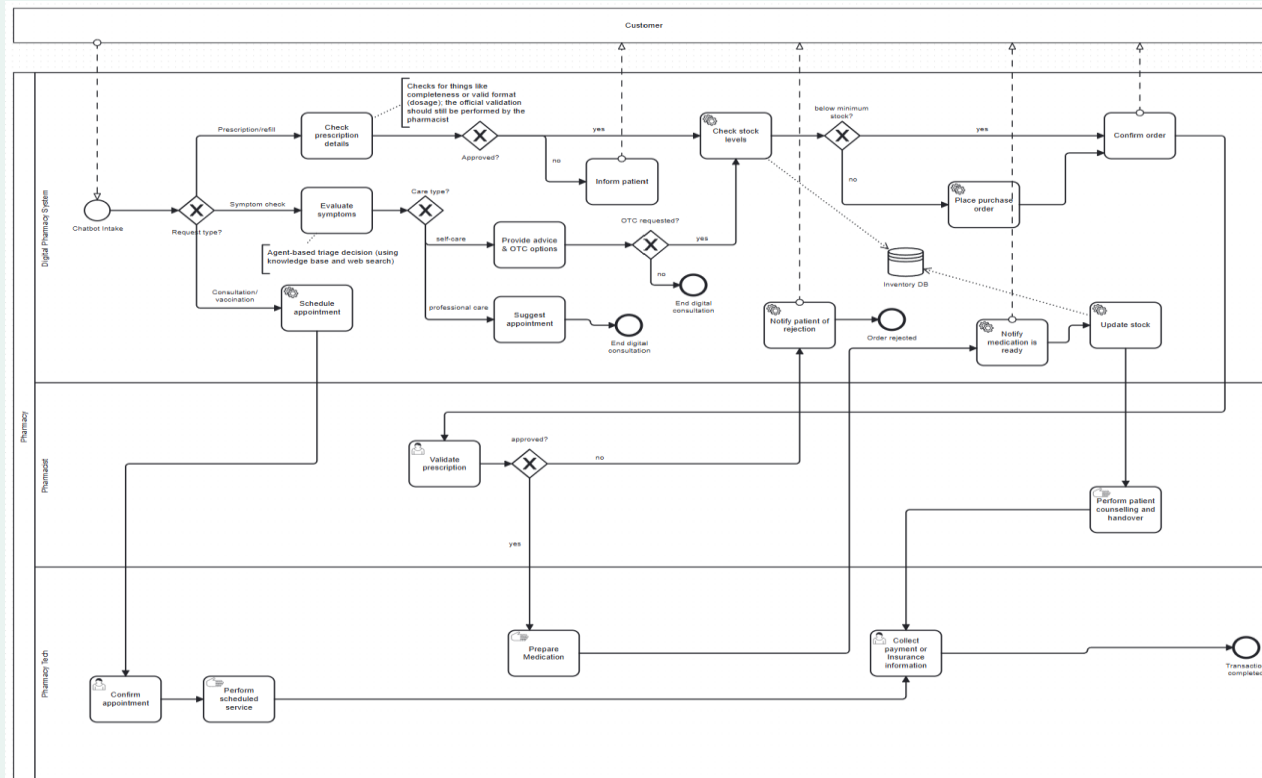
## ChatBot

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

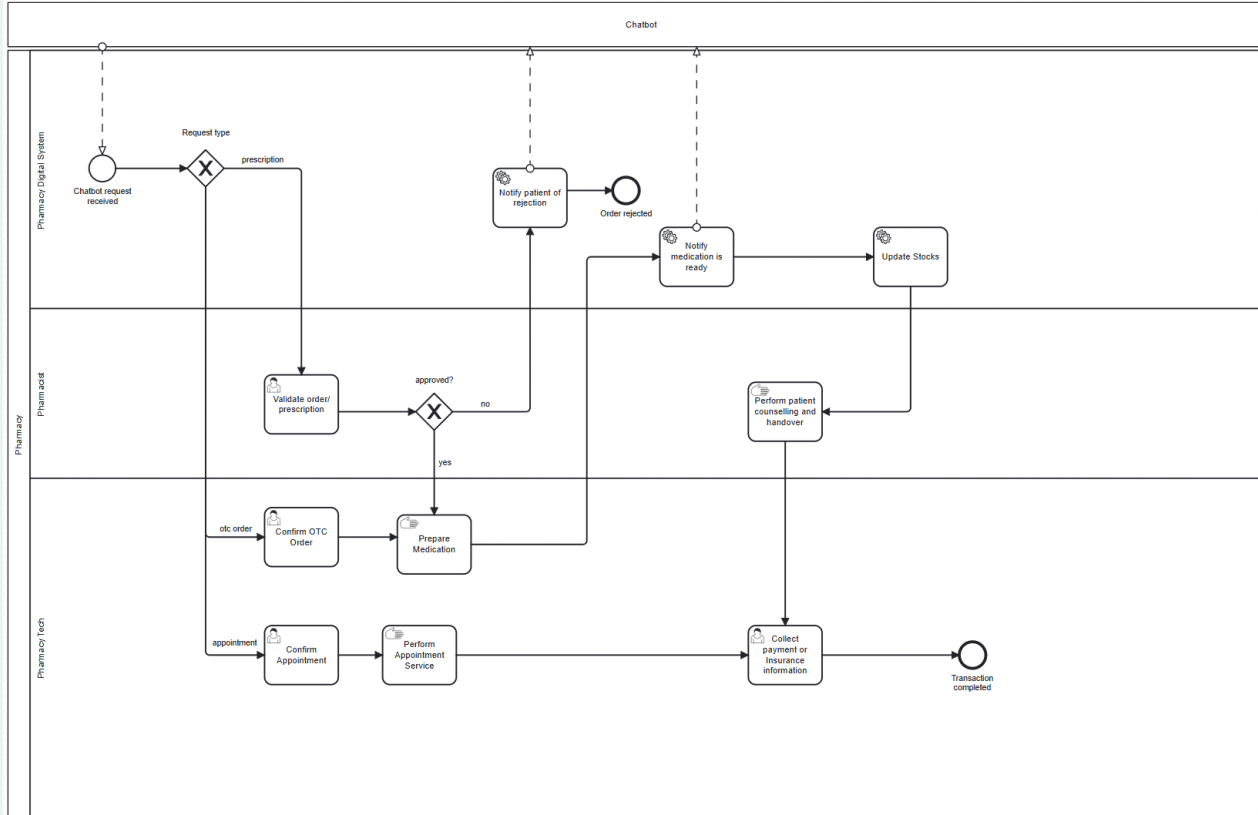
## Automation

- Inventory reader
- Inventory update
- Patient notifications

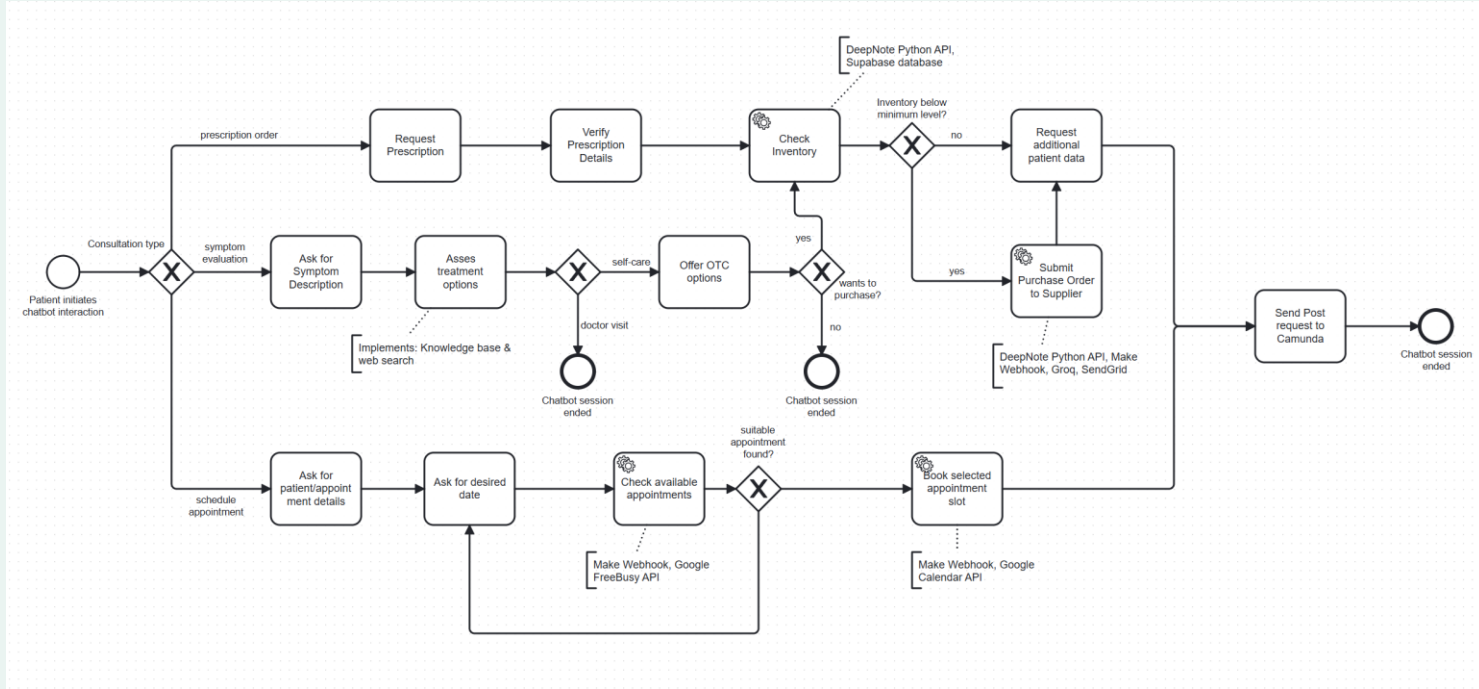




# To-Be Process (Executable)

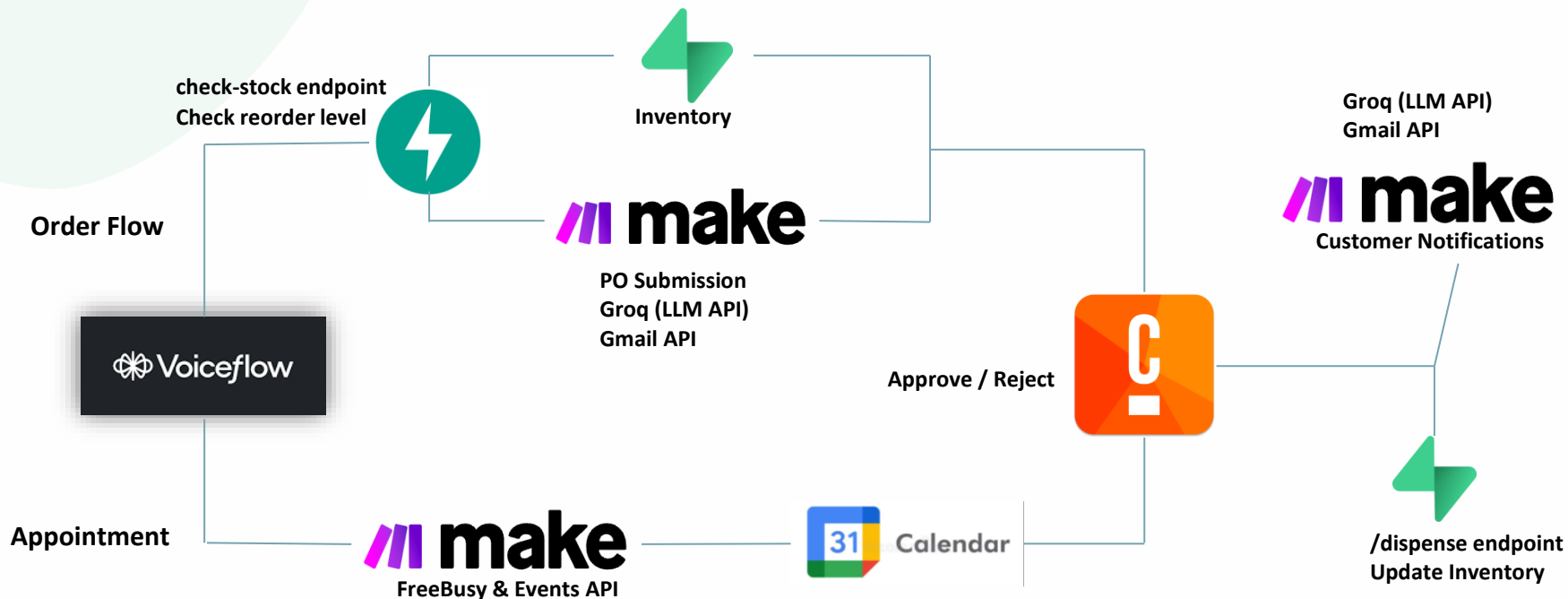


# Chatbot





# Implementation Tools



# Benefits

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



**Demo**

# Appointment Scheduling

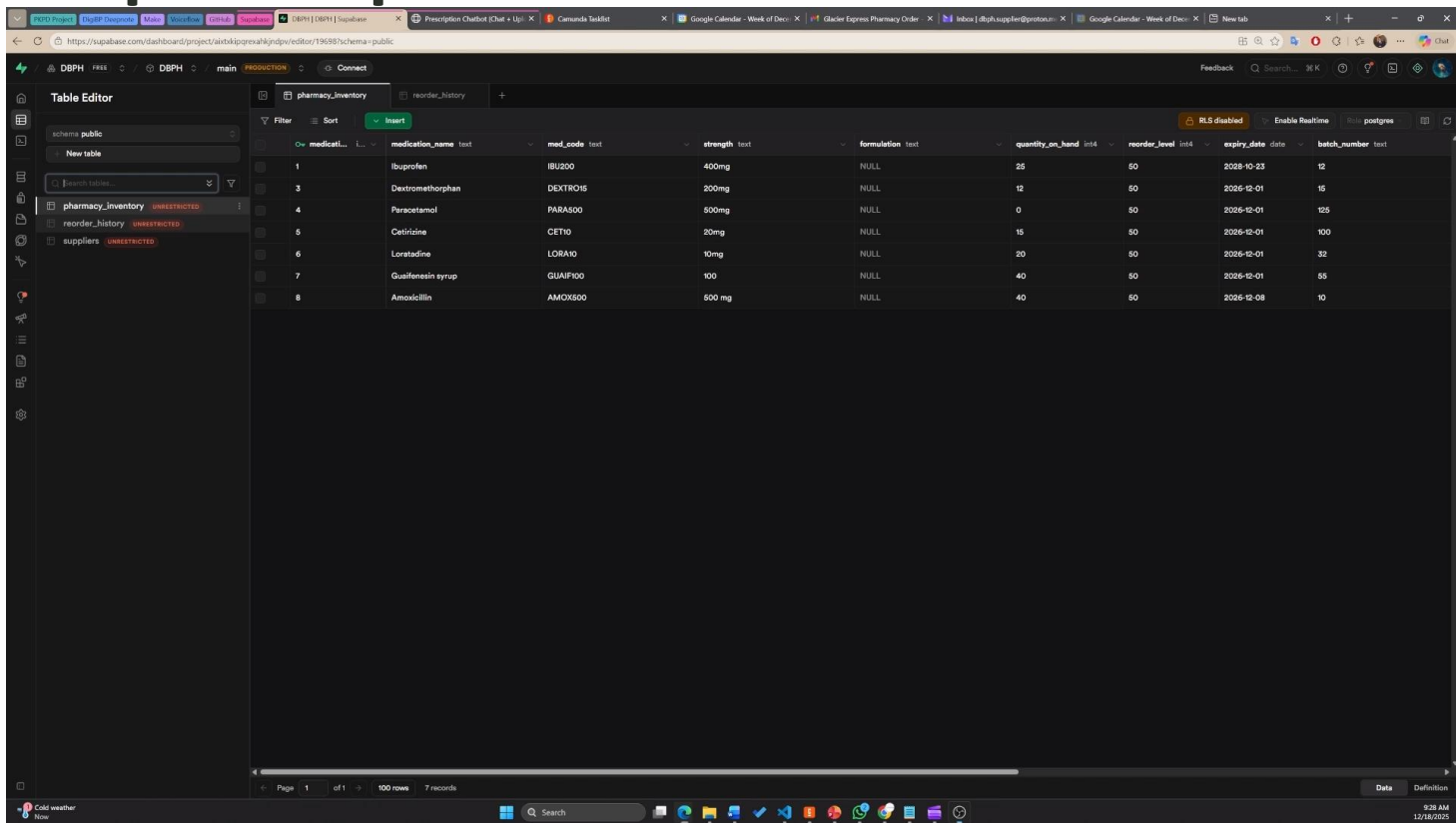
The screenshot displays a Google Calendar interface on a dark theme, showing a weekly appointment schedule for December 2025. The calendar is viewed in a week layout, with the current date being Sunday, December 14th. The left sidebar contains a calendar navigation panel with a monthly view of December 2025, a search bar, and a list of calendars including 'PharmacyOnline', 'Glacier Express', 'Birthdays', 'Tasks', and 'Festivos en Suiza'. The main calendar area shows a grid of days from Sunday to Saturday. The appointments are scheduled as follows:

- Sunday, Dec 14:** 'PharmacyOnline (Blanca Moreno Perez), Sun' (9 AM - 10 AM), 'Vaccine, Sun' (10 AM - 11 AM), 'Vaccination, Sun' (11 AM - 12 PM), 'Vaccination, 1:30pm' (1 PM - 2 PM), 'Vaccination, 2:30pm' (2 PM - 3 PM).
- Monday, Dec 15:** 'PharmacyOnline, Sun' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), Mon' (10 AM - 11 AM), 'Vaccination, Mon' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 12pm' (12 PM - 1 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'Vaccination, 4pm' (4 PM - 5 PM), 'PharmacyOnline (Glacier Express), 4:30pm' (5 PM - 6 PM).
- Tuesday, Dec 16:** 'Vaccination, Tue' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), Tue' (10 AM - 11 AM), 'PharmacyOnline (Glacier Express), Tue' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'PharmacyOnline (Glacier Express), 2pm' (2 PM - 3 PM).
- Wednesday, Dec 17:** 'PharmacyOnline (Glacier Express), Wed' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), 10:30am' (10 AM - 11 AM), 'PharmacyOnline (Glacier Express), 11:30am' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'PharmacyOnline (Glacier Express), 2pm' (2 PM - 3 PM).
- Thursday, Dec 18:** 'PharmacyOnline (Glacier Express), Thu' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), 10:30am' (10 AM - 11 AM), 'PharmacyOnline (Glacier Express), 11:30am' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'PharmacyOnline (Glacier Express), 2pm' (2 PM - 3 PM).
- Friday, Dec 19:** 'PharmacyOnline, Sun' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), 10:30am' (10 AM - 11 AM), 'PharmacyOnline (Glacier Express), 11:30am' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'PharmacyOnline (Glacier Express), 2pm' (2 PM - 3 PM).
- Saturday, Dec 20:** 'PharmacyOnline (Glacier Express), Sat' (9 AM - 10 AM), 'PharmacyOnline (Glacier Express), 10:30am' (10 AM - 11 AM), 'PharmacyOnline (Glacier Express), 11:30am' (11 AM - 12 PM), 'PharmacyOnline (Glacier Express), 1:30pm' (1 PM - 2 PM), 'PharmacyOnline (Glacier Express), 2pm' (2 PM - 3 PM).

The bottom of the screen shows a Windows taskbar with the search bar, task view button, and various application icons. The system clock indicates 9:16 AM on 12/16/2025.



# Prescription Upload

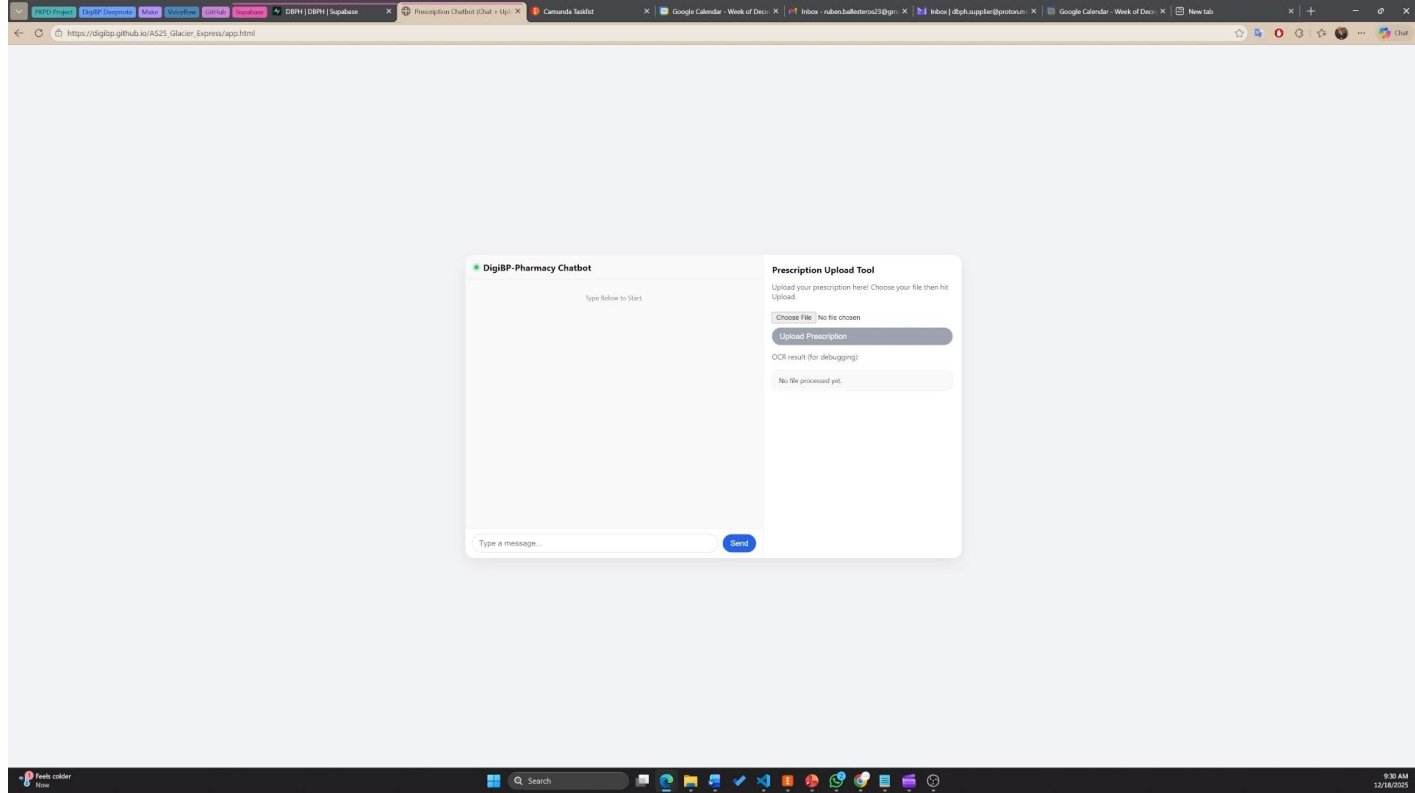


The screenshot displays the Supabase Table Editor interface for a database named 'DBPH'. The 'pharmacy\_inventory' table is selected, showing 7 records. The table has the following columns: medication\_name, med\_code, strength, formulation, quantity\_on\_hand, reorder\_level, expiry\_date, and batch\_number. The records are as follows:

id	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

The interface also shows a sidebar with other tables: 'reorder\_history' and 'suppliers'. The bottom status bar indicates 'Page 1 of 1', '100 rows', and '7 records'.

# Symptom Evaluation/OTC Order



**Thank You**