GLACIEREXPRESS

Digitalization of Business Processes in Health
Case: Digital Pharmacy

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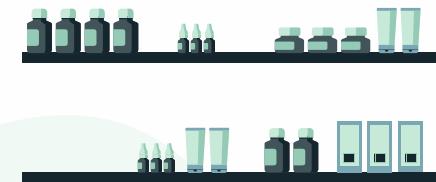
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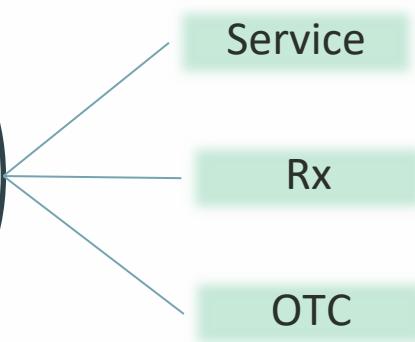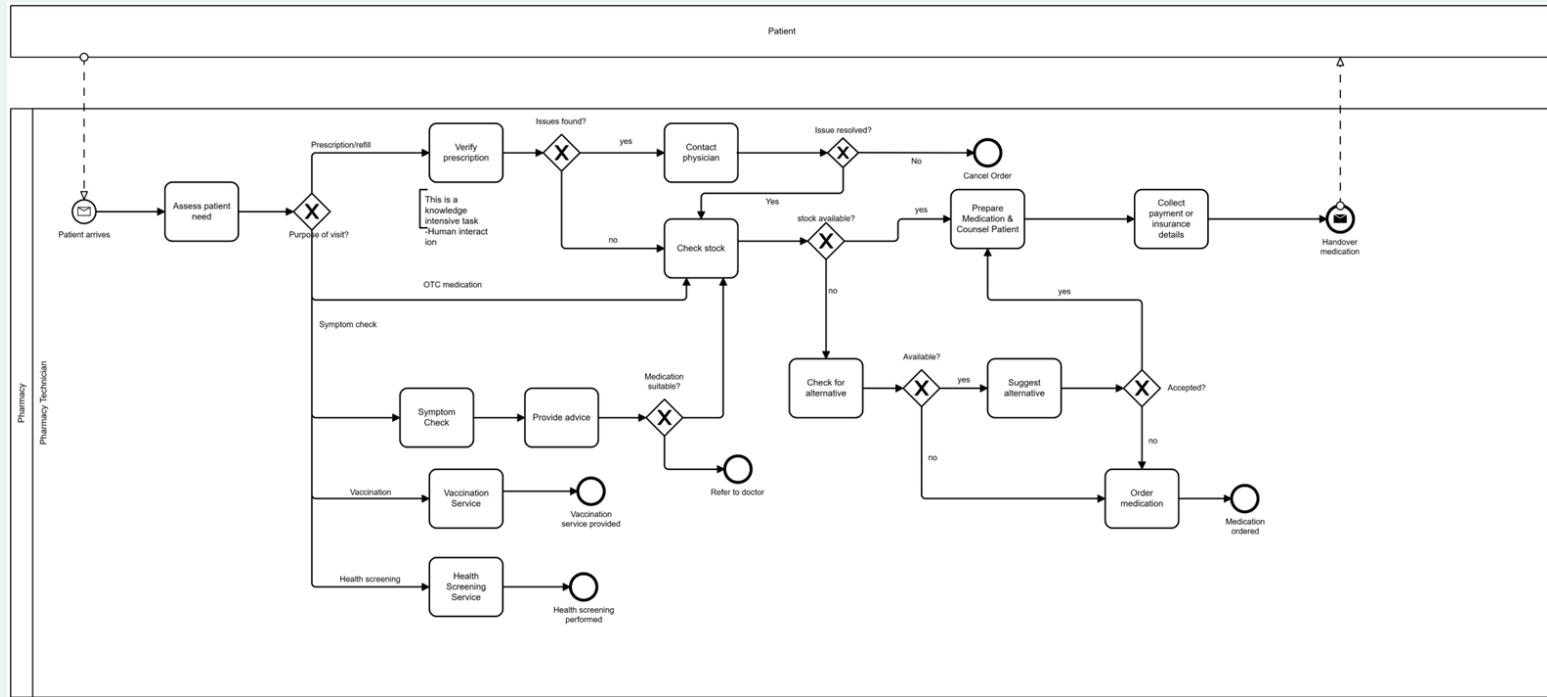
Use Case: The Pharmacy Experience

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
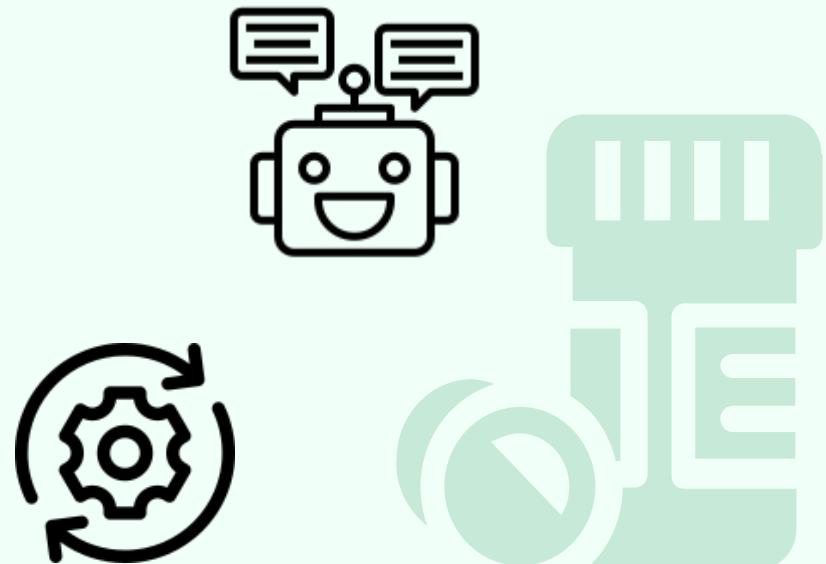
Solution
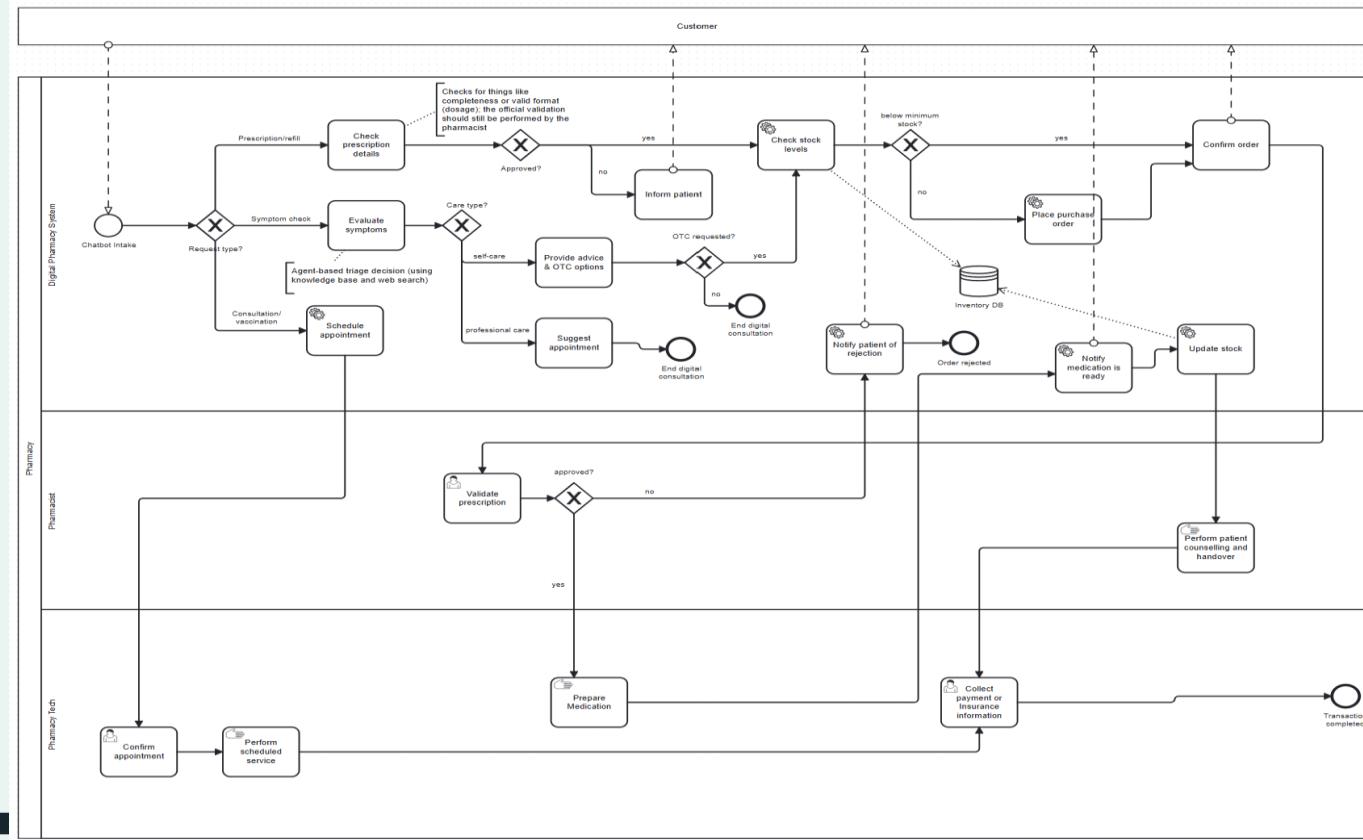
ChatBot
- Digitalize customer experience
- Symptom Triage
- Rx upload
- OTC ordering
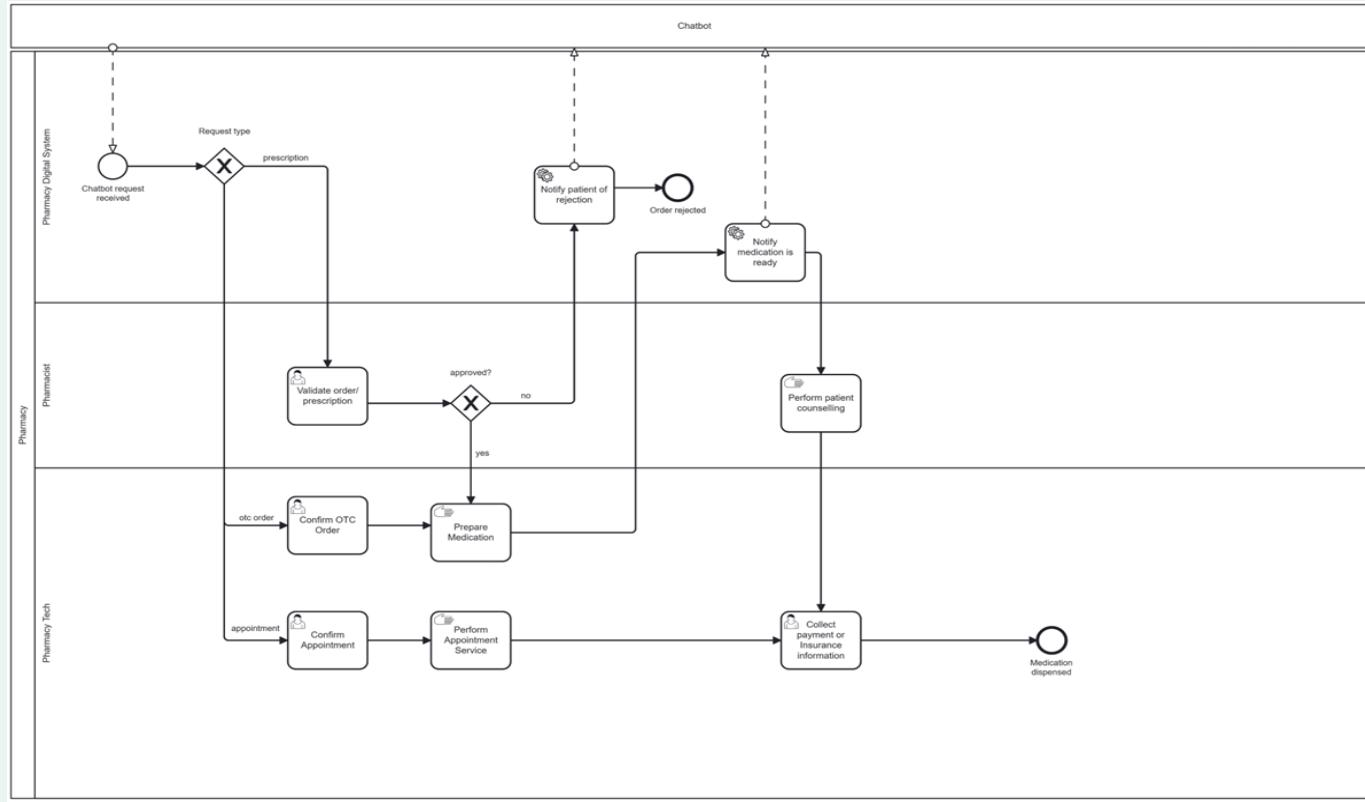
Automation
- Inventory reoder
- Inventory update
- Patient notifications
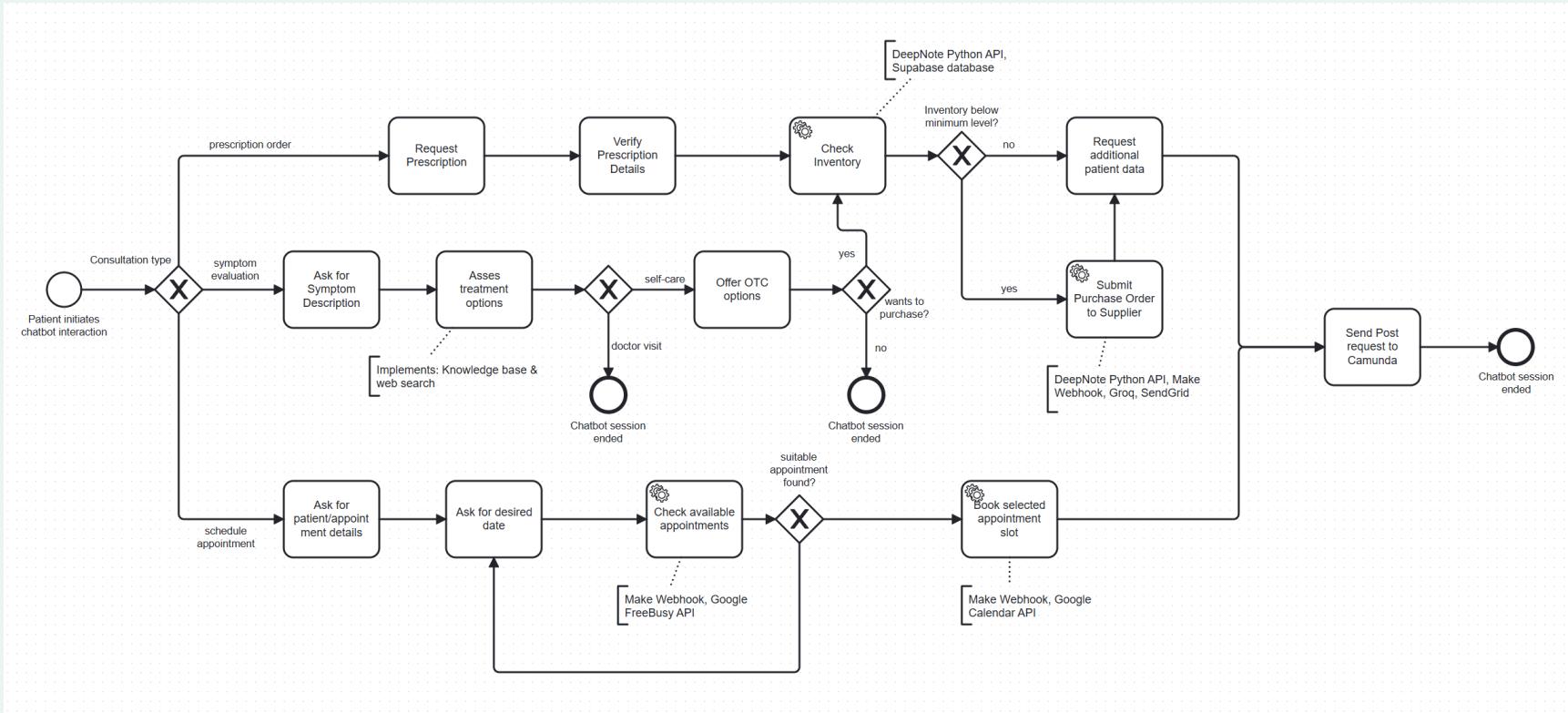
# To-Be Process (Documentation/Visualization)
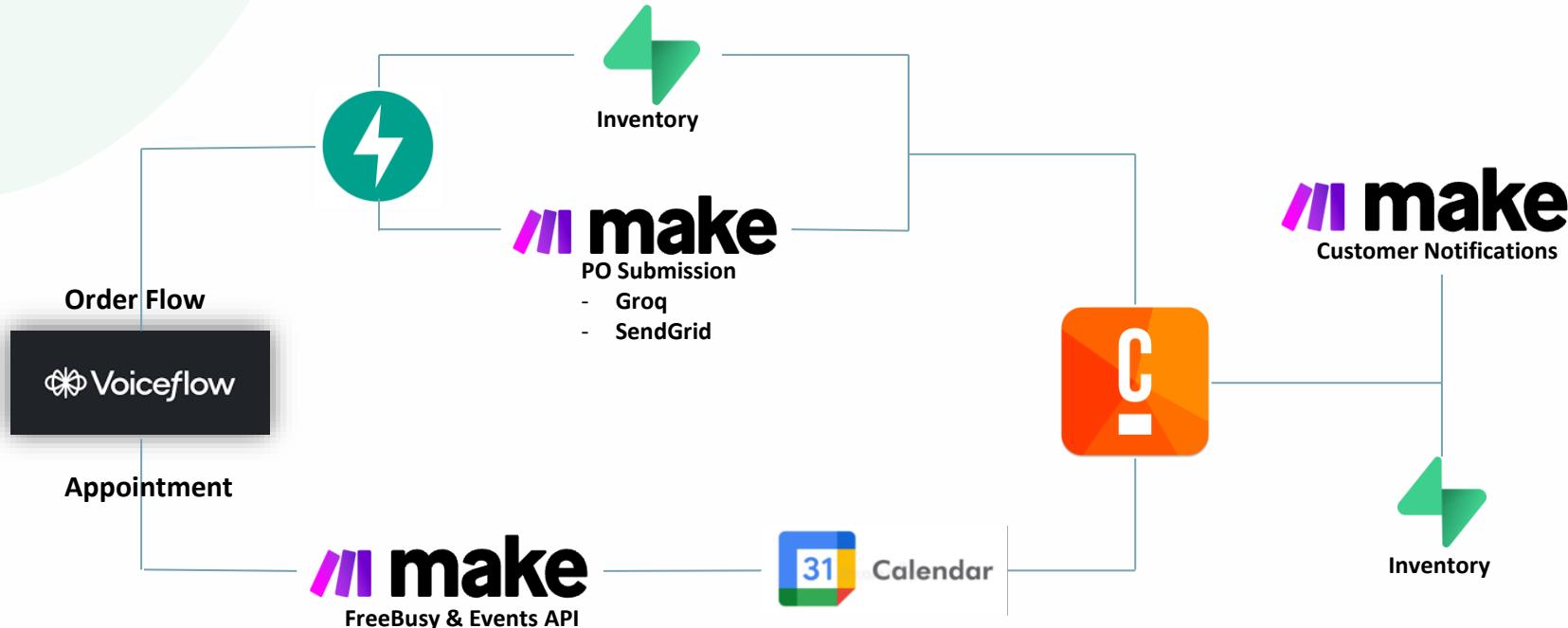
To-Be Process (Executable)

Chatbot
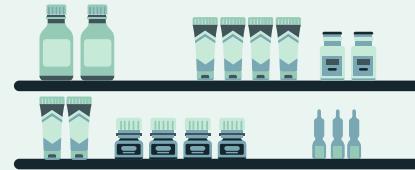
Implementation Tools

Benefits

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

Demo

Appointment Scheduling

Prescription Upload

Symptom Evaluation/OTC Order

Thank You