



GLACIEREXPRESS

Digitalization of Business Processes in Health

Case: Digital Pharmacy

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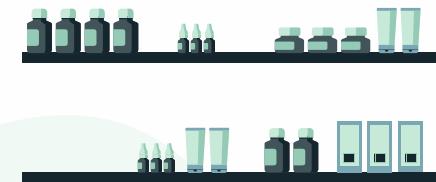


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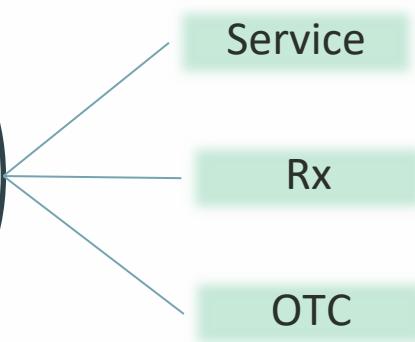
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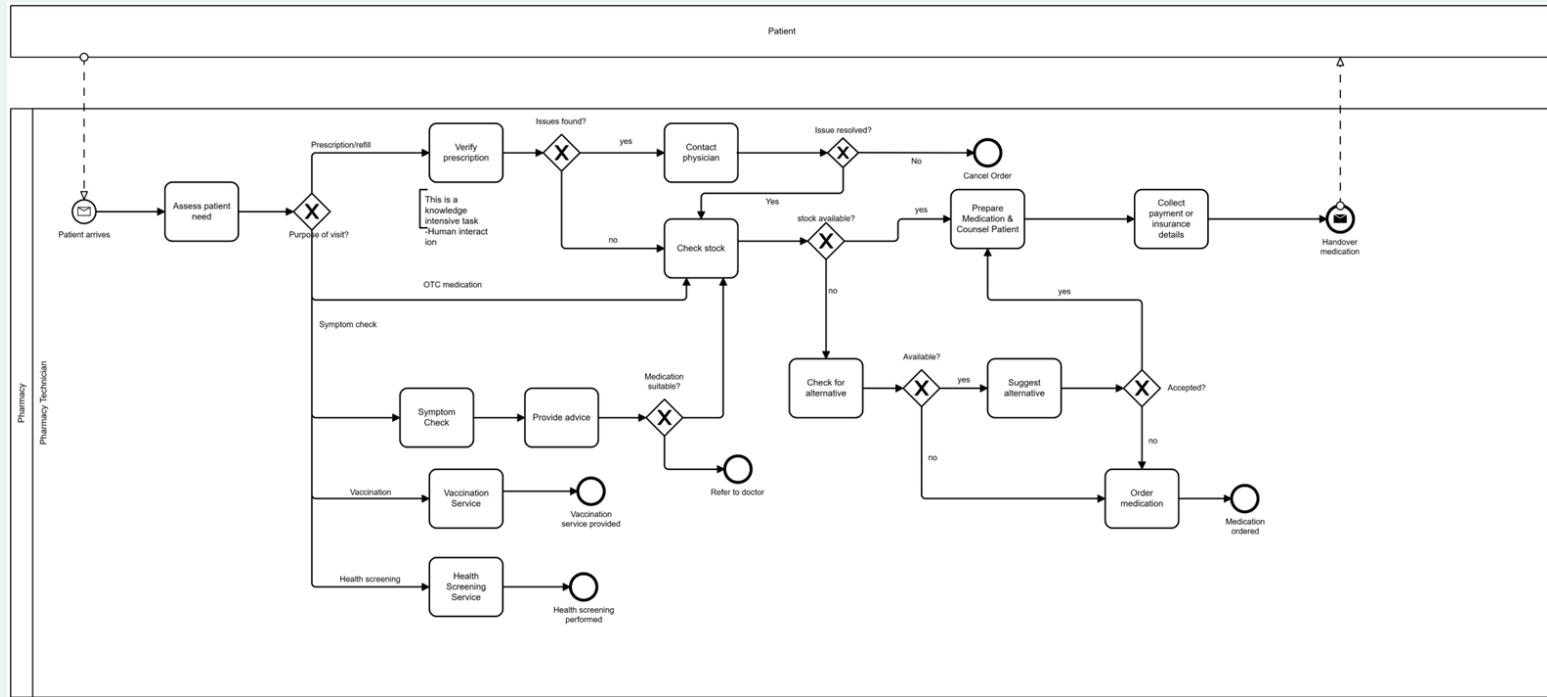
Use Case: The Pharmacy Experience



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



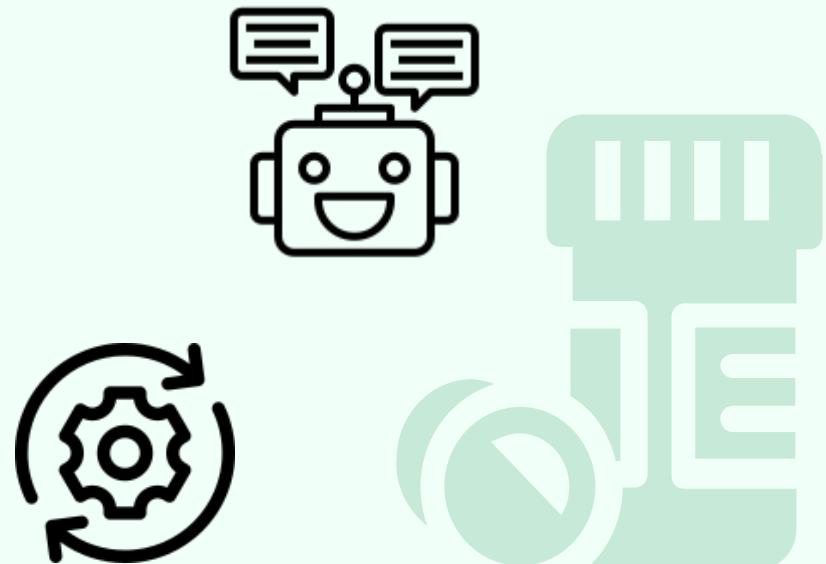
Solution

ChatBot

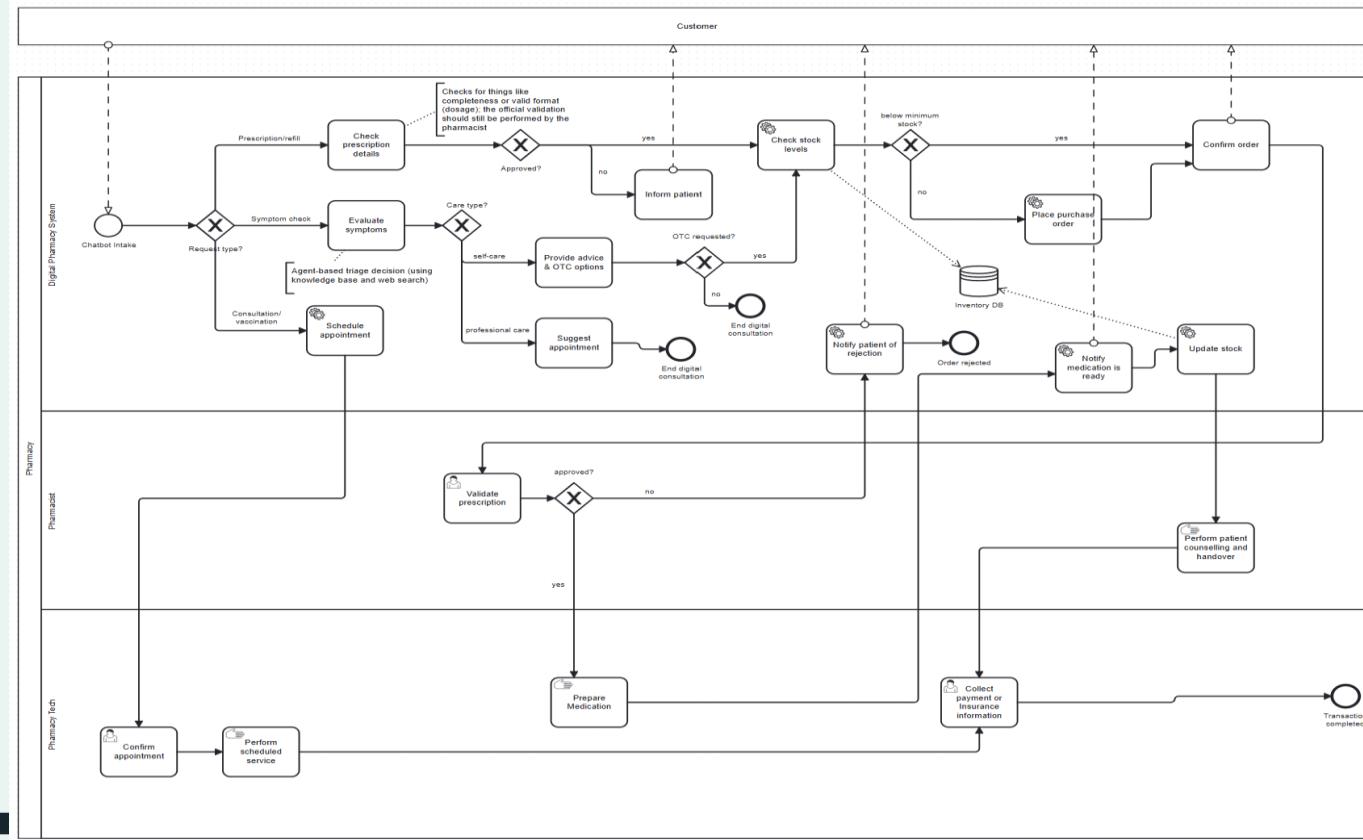
- Digitalize customer experience
- Symptom Triage
- Rx upload
- OTC ordering

Automation

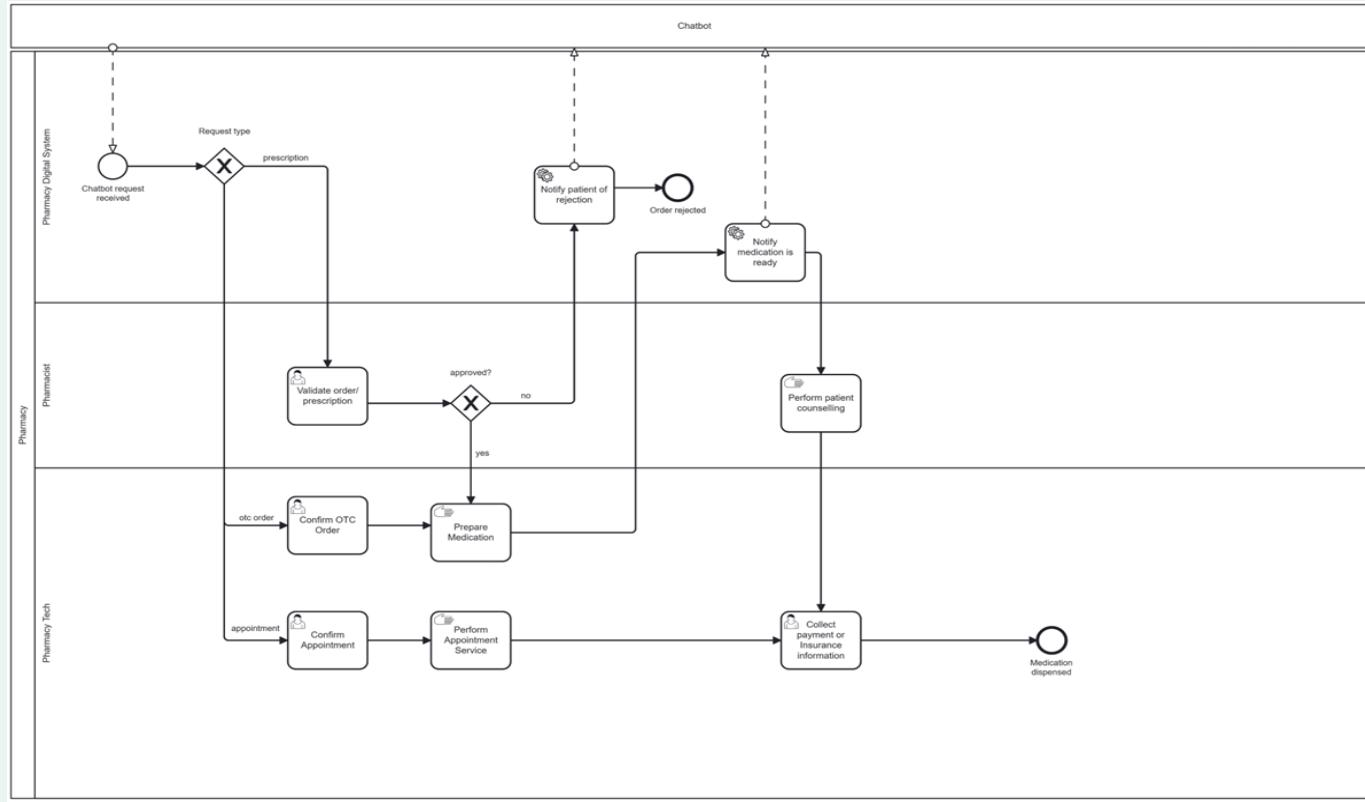
- Inventory reoder
- Inventory update
- Patient notifications



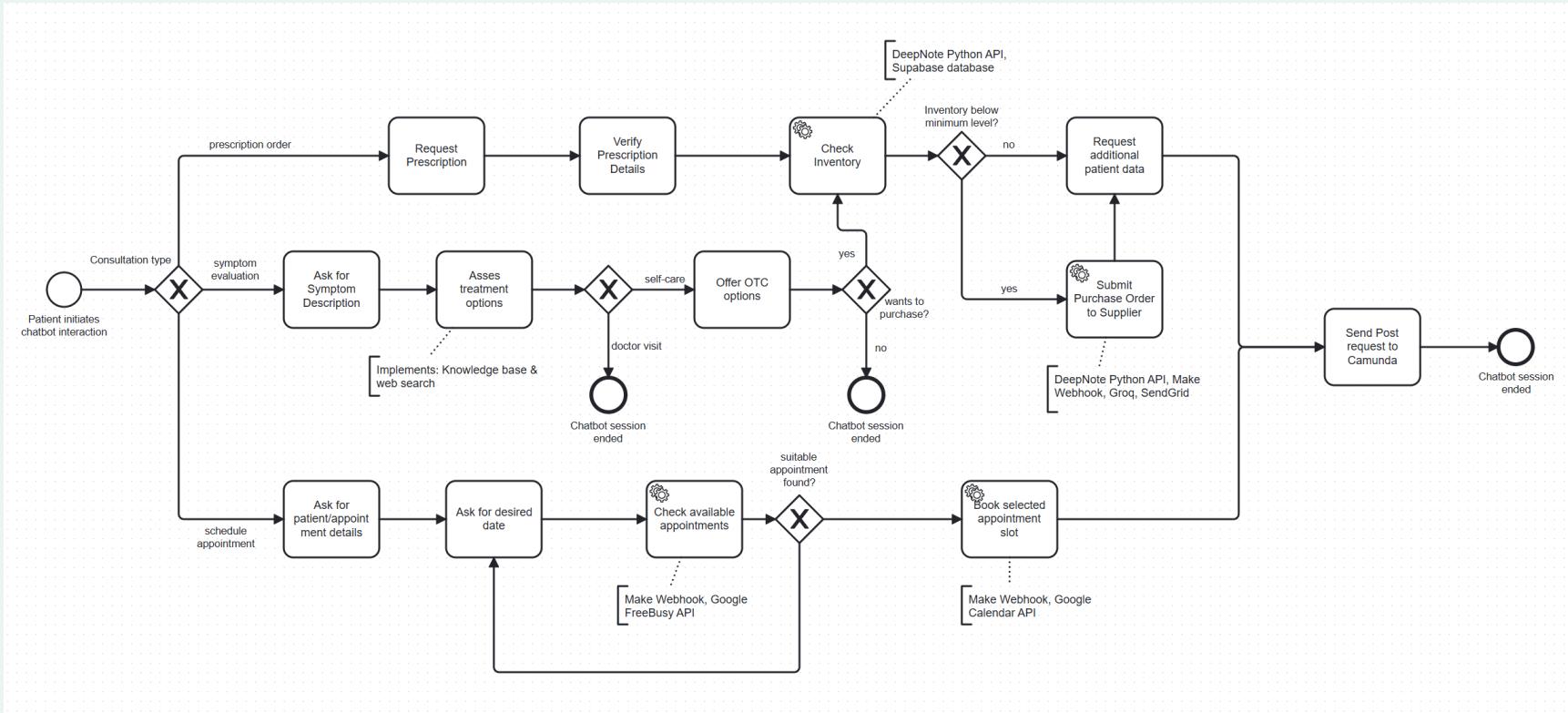
To-Be Process (Documentation/Visualization)



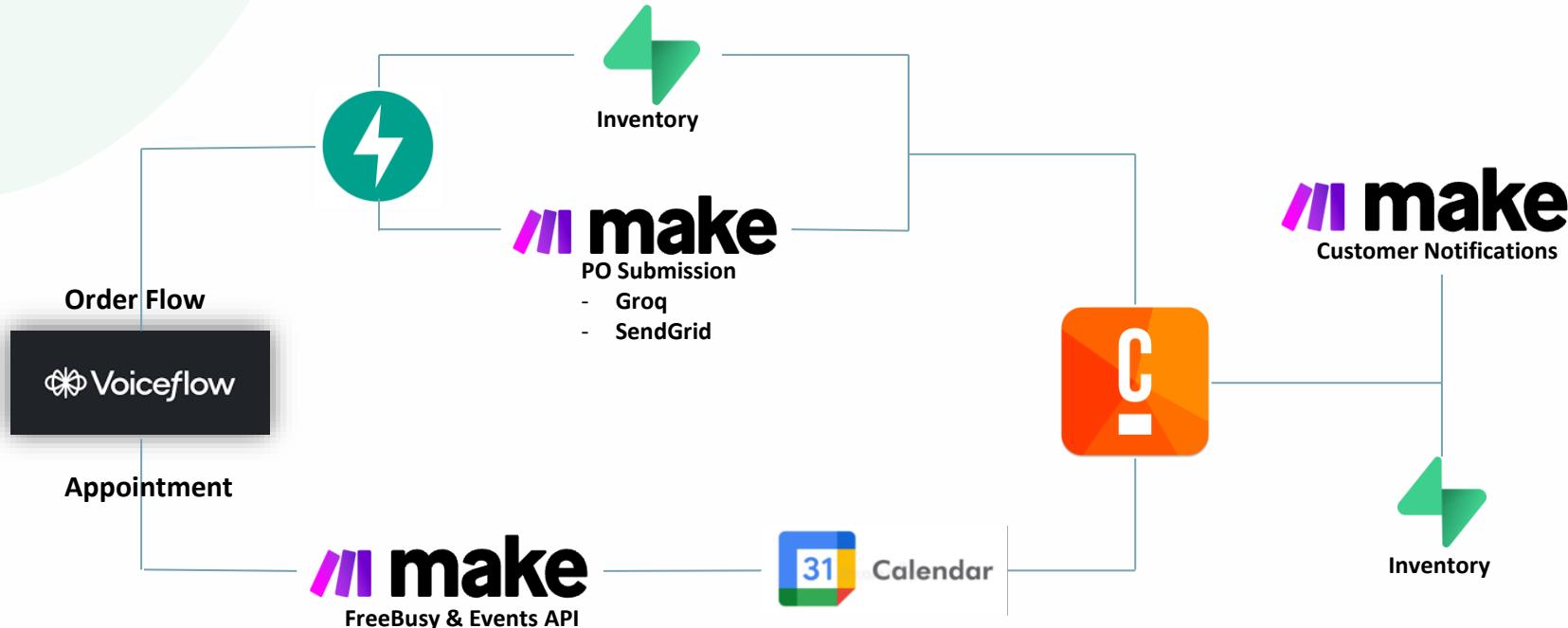
To-Be Process (Executable)



Chatbot

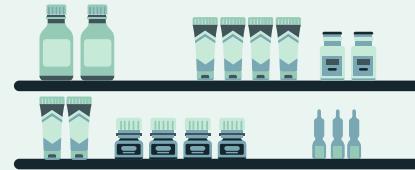


Implementation Tools



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). The main area displays a grid of appointments. Most appointments are labeled "PharmacyOnline" or "Vaccination" followed by a time slot (e.g., 9am, 10:30am, 1pm, 2pm, 4pm, 5pm). Some specific events are noted, such as "PharmacyOnline (Glacier Express), 9am" and "Vaccination, 10:30am". The "Glacier Express" calendar shows several entries throughout the week, while other calendars have fewer or no visible events.



Prescription Upload

Table Editor

schema public

pharmacy_inventory

medication_name

med_code

strength

formulation

quantity_on_hand

reorder_level

expiry_date

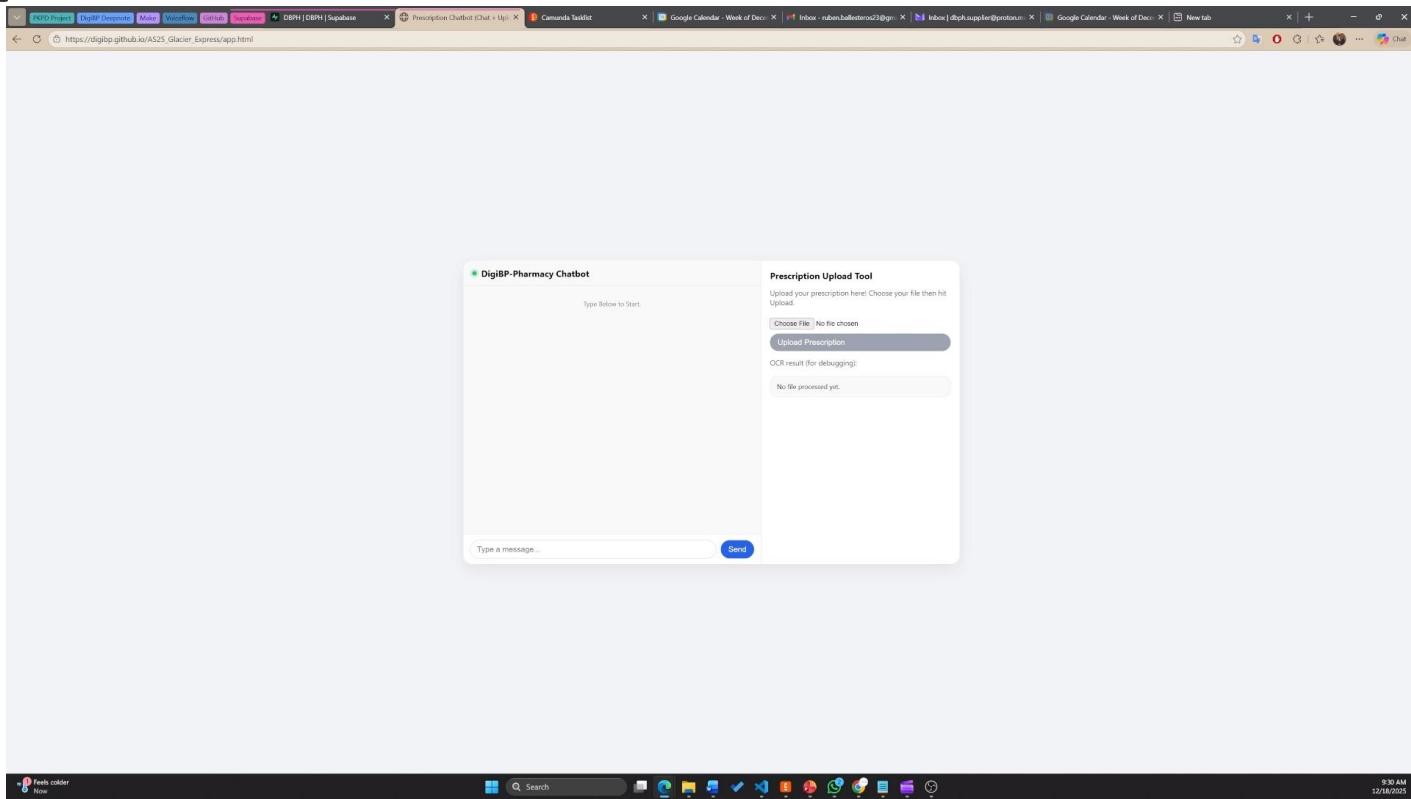
batch_number

	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	Guafenesin syrup	GUA100	100	NULL	40	50	2026-12-01	58
8	Amoxicillin	AMOX500	500 mg	NULL	40	50	2026-12-08	10

Data Definition

9:28 AM
12/18/2025

Symptom Evaluation/OTC Order



Thank You