**Process Description**

Pharma24 is a platform connecting physicians, patients, and pharmacies. This platform offers patients more convenience to receive their prescribed medication issued by medical doctors. Furthermore, it leads to increased efficiency in the invoicing of medicines between pharmacies and insurance companies.

Nowadays, physicians in Switzerland issue medical prescriptions on paper and hand them to the patient after medical examination. Subsequently, the patient goes to the pharmacy and hands over his or her prescription and health insurance card to a pharmacist. The patient is then provided the prescribed drug in the pharmacy. The patient's health insurance card allows the pharmacy to bill the corresponding health insurance company for the prescribed medications. Any deductible is claimed directly from the patient by the health insurance company.

In our proposed model a medical doctor does not issue a prescription on paper anymore but enters the medication details such as the name of the drug and dosage into the corresponding Pharma24 e-form. In addition to medication details, the patient’s name, health insurance number and e-mail address are also provided by the physician. Once the medical doctor has completed and submitted a patient’s prescription, the provided data of the e-form is stored automatically as a case in the Pharma24 data base. To distinguish the different cases, a unique key is assigned to the cases. Next, the concerned patient receives an e-mail of Pharma24 containing the information that there is a prescription. Furthermore, there is a link in the patient’s e-mail to manage his or her prescription. With the case id, which is also provided in the e-mail, the patient has the possibility to choose via the link whether to pick-up the medication or to send the medication to an address of his or her choice.

If the patient chooses to pick-up the medication, he or she can simply go to the nearest pharmacy. At the pharmacy, the patient presents the health insurance card, which is then read into the Pharma24 system by the pharmacist. The pharmacist thus receives the information on the prescribed drugs from the Pharma24 data base. If the medication is in stock at the pharmacy, it will be given to the patient and the case is closed.

If the patient chooses to have the medication sent to him or her, the prescription is transmitted to the pharmacy as an order. The pharmacy picks the drugs and delivers them to the patient if they are on stock.

Finally, Pharma24 also automatically handles the pharmacy invoicing to the health insurance company.

The process described has potential for many enhancements that will help to improve patient safety, increase the efficiency of Pharma24’s stakeholders, and reduce health care costs. As an example, the newly prescribed medications could be automatically checked for incompatibility with the existing medications. The medication warehouses of the individual pharmacies could be mapped into a single virtual warehouse. Price comparisons between drugs with same active ingredient could be offered to patients etc.