

Improving the Waiting Experience in a Pharmacy

Problem:

According to the 2014 National Pharmacy study, patients at a pharmacy expect to wait an average of 20 minutes before wait time starts to significantly reduce their satisfaction. Since some other industries already improved user experience during the waiting period, for example, Domino's Pizza Ordering who uses progress tracker to inform the customers about the status of their order. Prescription is also part of life. Patients should also have fun with their prescriptions order in pharmacy just like their pizza order in the restaurant. Pharmacies need such a solution to serve the patients better and make them satisfied. In addition, it is also a good idea to educate patients about the role of pharmacists in dispensing the prescription. Moreover, by collecting the data about the waiting time of the patients, pharmacy could deploy their resource more appropriately. Also the patients can use the data to plan their time of coming to pharmacy for their prescription.

Methods:

There are 5 steps in prescription dispensation process. We will use friendly language to tell patients which stage they are in. And the buzzer is handed to the patient at the beginning and triggered at the end of the process.

Prescription Dispensation Process	Display	Buzzer
1. Data entry	Entering your data	Handed to Patients
2. Pre-verification	Maximizing your savings	
3. Production	Assembling your prescription	
4. Acquiring mediation	Filling bottle and printing labels	
5. Pharmacist verification	Verifying your prescription	
6. Bagging	Your medicine is ready	Triggered

Building on the previous design, we will focus on providing better feedback to the patients by displaying more information using prescription dispensation progress tracker. We plan to give user some feedback about the overall waiting time based on previous records analysis. In addition, protecting user's privacy is also our concern. For example, we use username or icon to represent to patients' identities instead of using their real names.

Goal:

- Make a public website through web service (e.g. AWS).
- Develop more engaging graphics design for displaying information to the patients.
- The administrative board will be intuitive and easy to control for pharmacists.
- Use database to harvest the information about time spent in each phase, then provide this feedback to patients and pharmacists.
- Protect the privacy of patients.
- We may make some more engaging and useful information on the website, such as weather or shopping suggestions.