Sobeys

**Low Level Design**

Jan 3, 2019

TC3

**Revision History**

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| --- | --- | --- | --- |
| **Version No.** | **Date** | **Prepared By/Modified By** | **Significant Changes** |
| 1.0 | Jan 4, 2019 | Aatif Hasan | Created |

**Glossary**

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| **Abbreviation** | **Description** |
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6. **INTRODUCTION**

The Pharmacy Link alternatively called Sobeys is a platform that gives a patient centric gateway into their info stored at individual pharmacies. The customer which avails the pharmacy related services are provided support through IVR calls designed and developed in Sobeys.

This particular module consumes some of the exposed restful APIs at its middleware end and processes the data followed by forwarding the response to the IVR call flow end as input to further respond to the customer’s queries. The Middleware and IVR call flow is designed to support localized response data in English and French languages. The language preference is set in the headers of the http request as per the prompts selected.

1. **Design Overview**

The Business Process workflow used in Sobeys system can be broken down in three tiers –

**Client Tier Middle Tier Data Management**

**Tier**

**Customer end with IVR prompts**

**Data Source**

**IVR**

**Call Flow**

**Middleware**

**Node JS**

**Restful APIs URL (Telus)**

1. **Design Description**
   1. **Business Process Workflow**

TODO

* 1. **Interface Design**

IVR front plays the role of front interface for the Sobeys system to respond the queries using Middleware component which consumes the exposed restful APIs.

* + 1. **Use Case/Test Case**
    2. **IVR Logic**
    3. **API Details**

1. Request authentication with token generated using client ID (As per doc, we have to make HTTP request to the APIs and the required parameters has to be provided by the Sobeys client
2. Patient Registration (using either Method 1 or Method 2) – It has to be clarified whether we’ll need to use this API or not.
3. We can manage Patient Registration using Patient Link with patient ID.
4. The Sobeys system also supports Patient Education information with certain request/response API - It has to be clarified whether we’ll need to use this API or not.
5. Prescription Refills - The Sobeys system also supports clients submitting requests to refill prescriptions. Requests are delivered to the pharmacy in real-time for dispensing.
6. Prescription refills are performed with a two-step process –
7. Lookup the prescription
8. If the prescription is refillable, submit a refill request.
9. There are three ways of getting the prescription information –
10. Lookup the prescription by store, prescription number and additional verification data
11. Scanning the barcode
12. Get the patient profile for a linked patient
13. Prescription Lookup for Unlinked Patients - The Sobeys system also supports looking up prescriptions for refilling for patients who are not linked to a specific pharmacy. This lookup requires has some minimum security considerations, and will return less information about a prescription to preserve privacy of the patient. After looking up the prescription, we will then be able to submit a refill request for that prescription if it is eligible for refills. There are 3 methods to look a prescription as per doc. - It has to be clarified whether we’ll need to use this API or not.
14. Prescription Refill ability - All prescriptions accessible through the API will have a value in the “rx refillabilityCode” field to indicate the refillability of the prescription so that user interface on the client application can properly display information to allow the user to refill prescriptions. – Follow the doc for Refillability rules once the APIs gets finalized.
15. Pickup and Delivery types – Need to be finalized once the APIs gets finalized
16. Refill Ready Dates - Need to be finalized once the APIs gets finalized
17. Patient Profile – Patient Links, Prescription Profile, Prescription Refill History, Prescription Transaction need to be finalized once the APIs gets finalized.
18. Dependents – The Sobeys system also supports dependent profiles for a user. A user can have many dependents which they are responsible for. These dependents can be human or be a pet. – Need to be finalized once APIs gets finalized.
19. Reports –

**REQUEST Sample -**

GET /api/rx/2018-11-19/report/getReportSchema?patientId=00000000-0000-0000-0000-000000000000

Content-Type: application/json

Accept: application/json

**RESPONSE Sample -**

TODO

* 1. **Event Design**
     1. **Event Flow Diagram**

We’ll update once the APIs gets finalized

* 1. **Exception/Error Handling**

Appropriate handling of all the possible Exception or Error occurrence at both side IVR call flow as well as at middleware Node Js application with status codes.

1. **Configuration**
   1. **Application Configuration**

Server details and Deployment strategies are in process to be ready

1. **Reporting**

In Sobeys system we can generate various reports which will create a PDF document that can be viewed and downloaded. Sobeys system currently supports three reports: Medical History, Medical Expenses and Patient Tax Receipt.

Details description of API –

TODO