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5/20/2021

Interview of the Pharmacist

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Advanced E – Pharmacy System
Group No 01

1. How long have you started this business institution?
 - 29 years ago
2. How many customers do you deal with per day?
 - Approximately 500
3. Hence this covid situation, how many customers can enter your pharmacy at once?
 - Only 3
4. How long one customer stays there?
 - Between 5 - 8 min
5. How many customers go back because of the medicine issue delay in one day?
 - Between 10 -20
6. What is the system you use to issue medicine?
 - We have Manual system, but payments are making with cashier machine.
7. In this covid situation, how do you sell medicines?
 - Few people come to our pharmacy to buy medicines.
 - When they send their prescription via WhatsApp, we prepare the medicine list. They will come to take medicines and make payments.
8. Are you using a delivery system hence this Covid situation?
 - No
9. How do you maintain your stocks and sales management?
 - By manual system. (when we bought a huge stock, we mark them in books, but daily transactions are not marking properly)
10. Then what are the issues in your existing system?
 - Stocks & Sales are not maintaining properly.
 - cannot monitor Stocks & Sales reports properly.
 - There is a risk to spread covid virus because many people gather there.
 - It is possible to spread covid when we touch customer's prescriptions.
 - According to the covid pandemic, it is hard to retention more customers.
 - Need to assign one employee to one customer.
 - Only three customers can enter at once, hence that other customers find out another pharmacy.
11. What are the issues occurred when you move to a computerized system?
 - We have no computers and also wi-fi connection.
12. Is there a person in your place who has IT knowledge and can handle this system?
 - Yes. One person has some IT knowledge.