

Clinic-Initiated Reminder and Ordering System



Product Overview



Product Name

Product Purpose

Product Primary Users

User Journey (Flow Chart)

User Journey (Screens)



Product Name

REMEDI_Clinic_Initiated_Reminder_and_Ordering_System_V1_10_4_25

Product Purpose

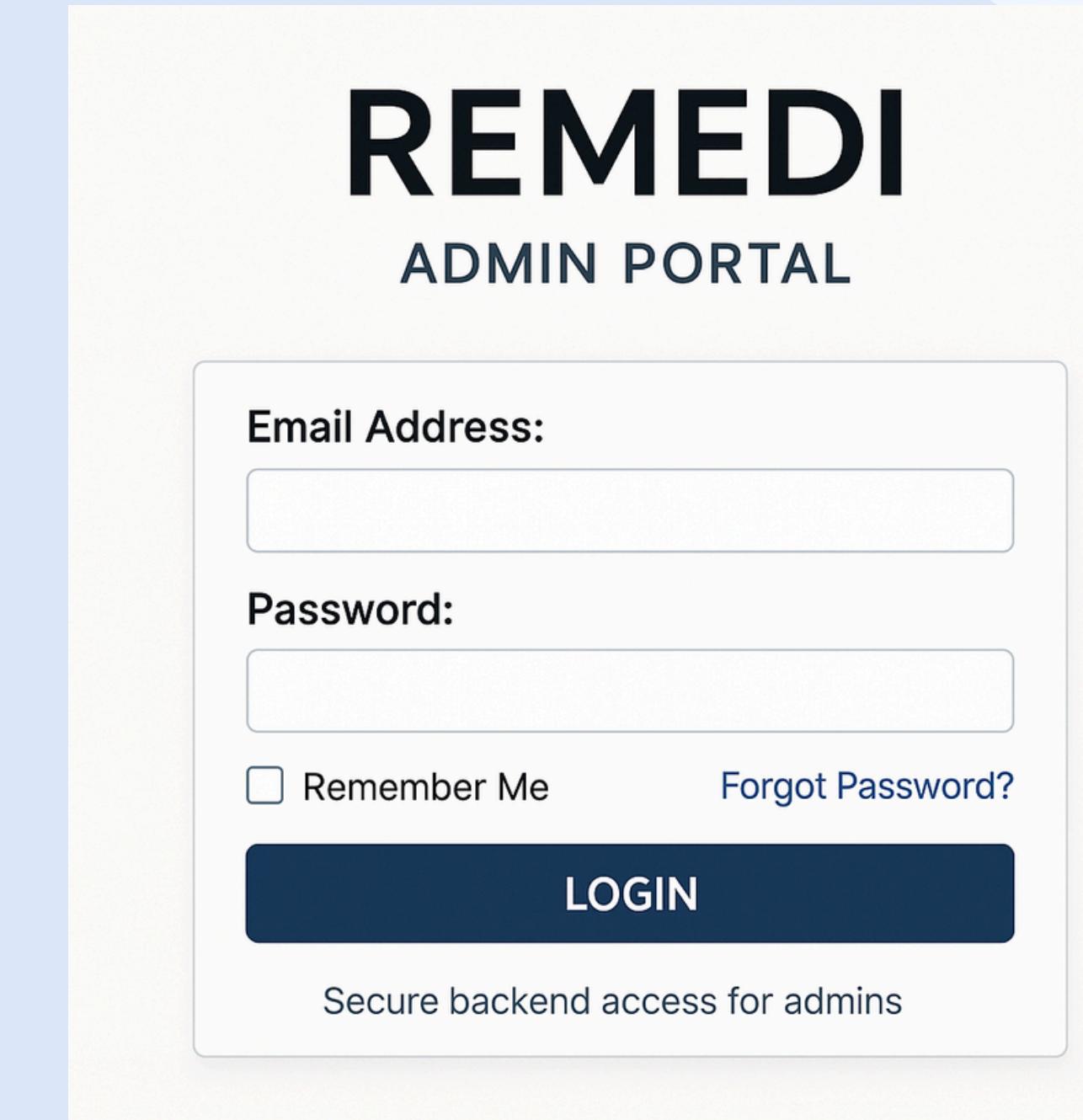
- Ensure timely medication adherence through calendar-based reminders.
- Simplify medicine reordering for ongoing treatments.
- Streamline clinic-patient communication using automated, low-friction digital tools.

Product Primary Users

- Doctors/Clinic Staffs
- Field Representatives
- Patients
- Vendors

Admin Panel

- There will be an admin panel with login functionality



Admin Panel

- After logging, this would be the landing page:

logo

Brand Campaigns

+ Add New

Campaign ID	Company Name	Brand Names	Start Date	End Date	Status	Actions
ABC CAM001	ABC Pharma	Glucophage, Metformin Plus	2025-05-01	2025-06-30	Active	Manage ⏺
HF CAM002	HealthFirst Ltd.	Cardiomax, HeartGuard	2025-04-01	2025-07-01	Active	Manage ⏺
VP CAM003	VitaPlus	ImmunoBoost, VitaDefense	2025-03-01	2025-05-01	Ending Soon	Manage ⏺
NL CAM004	NutriLife	MultiVit Pro, OmegaLife	2025-04-15	2025-08-15	Active	Manage ⏺
MS CAM005	MediSolutions	AllerClear, RespiCare	2025-02-10	2025-04-10	Completed	Manage ⏺

Showing 1 to 5 of 12 results

1 2 3 >

Admin Panel

- Clicking on Add new option will open this form:
- Fields:
 1. Company Name – (Input text)
 2. Brand Names: (Plus icon will help to add new brand)
 3. Contact Person Name – (Input text)
 4. Contact Person Number – (Input number)
 5. Start Date of Campaign – (Date picker)
 6. End Date of Campaign – (Date picker)
 7. Number of Doctors Signed For – (Input number)
 8. Upload Contract (PDF, Doc) – (File Upload)

The screenshot shows a modal dialog titled "Add New Brand Campaign". The form contains the following fields:

- Company Name: Input field.
- Brand Names: Input field with a placeholder "Type or select brand" and a plus sign (+) button.
- Contact Person Name: Input field.
- Contact Person Number: Input field.
- Start Date: Date picker field with placeholder "dd/mm/yyyy".
- End Date: Date picker field with placeholder "dd/mm/yyyy".
- Number of Doctors Signed For: Input field.
- Upload Contract: File upload area with placeholder "Upload a file or drag and drop PDF, DOC up to 10MB".

At the bottom right of the modal are "Cancel" and "Save Campaign" buttons.

Admin Panel

- Clicking on “Manage” option will open this screen:

logo

Brand Campaigns

+ Add New

Campaign ID	Company Name	Brand Names	Start Date	End Date	Status	Actions
ABC CAM001	ABC Pharma	Glucophage, Metformin Plus	2025-05-01	2025-06-30	Active	Manage
HF CAM002	HealthFirst Ltd.	Cardiomax, HeartGuard	2025-04-01	2025-07-01	Active	Manage
VP CAM003	VitaPlus	ImmunoBoost, VitaDefense	2025-03-01	2025-05-01	Active	Manage
NL CAM004	NutriLife	MultiVit Pro, OmegaLife	2025-04-15	2025-08-15	Active	Manage
MS CAM005	MediSolutions	AllerClear, RespiCare	2025-02-10	2025-04-10	Completed	Manage

Showing 1 to 5 of 12 results

1 2 3 >

Field Rep & Doctor Registration

Vendor Management

Ending Soon

Admin Panel

- Clicking on the Field registration option will open this screen, anyone can add a field rep by clicking on “Add Field Rep” option. It will ask them to enter the Field ID and WhatsApp No and click on “Save” button or they can bulk upload by clicking on “Bulk upload” button.

The screenshot shows the 'Field Representatives' page of the Admin Panel. The title 'Field Representatives' is at the top left, followed by 'Campaign ID: CAM001'. Below this is a search bar with the placeholder 'Search field representatives...'. At the top right are three buttons: 'Add Field Rep' (blue), 'Bulk Upload' (purple), and a close button ('X'). The main area displays a table with columns: 'Field ID', 'WhatsApp No', 'Registered Doctors', and 'Actions'. One row is shown for 'FR001' with 'WhatsApp No +1 234-567-8901' and 'Registered Doctors 15'. The 'Actions' column contains 'View Doctors' (blue link) and 'Edit' (light blue icon) and 'Delete' (red icon) buttons. At the bottom of the page are navigation links: 'MediSolutions', 'AllerClear, RespiCare', '2025-02-10', '2025-04-10', 'Completed', and 'Manage'.

Field ID	WhatsApp No	Registered Doctors	Actions
FR001	+1 234-567-8901	15	View Doctors edit icon delete icon

Admin Panel

- Clicking on the “View doctors” option will open this screen, anyone can add a doctor by clicking on “Add Doctor” option. It will ask them to enter the Doctor’s Name and WhatsApp No and click on “Save” button or they can bulk upload by clicking on “Bulk upload” button.

The screenshot shows a dark-themed Admin Panel interface. On the left, there's a vertical sidebar with campaign IDs: CAM001 (ABC), CAM002 (HF), CAM003 (VP), CAM004 (NL), and CAM005 (MS). The main area displays a modal titled "Registered Doctors" with the sub-instruction "Field Rep ID: FR001". It includes a search bar labeled "Search field representatives..." and a table with columns: Doctor ID, WhatsApp No, Registration Date, and Actions. The table contains one row for Dr. Sarah Johnson, with her Doctor ID being Dr. Sarah Johnson, WhatsApp No +1 987-654-3210, and Registration Date 2025-04-14. The Actions column for this row includes edit and delete icons. At the bottom of the modal, there are "Add Doctor" and "Bulk Upload" buttons. The background of the main interface shows some blurred text and dates like "2025-02-10" and "2025-04-10".

Doctor ID	WhatsApp No	Registration Date	Actions
Dr. Sarah Johnson	+1 987-654-3210	2025-04-14	

Admin Panel

- Clicking on “Vendor Management” will open this page, anyone can add vendor by clicking on “Add Vendor” option. It will ask them to enter the Vendor ID, Name and WhatsApp No and click on “Save” button.

The screenshot shows a modal window titled "Vendor Management" with the sub-header "Campaign ID: CAM001". At the top right is a purple "Add Vendor" button with a plus icon. Below it is a search bar with the placeholder "Search vendors...". The main area displays a table with columns: Vendor ID, Vendor Name, Contact Number, Registration Date, and Actions. Two rows of data are shown:

Vendor ID	Vendor Name	Contact Number	Registration Date	Actions
VEN001	MediSupply Plus	+1 555-123-4567	2025-04-14	
VEN002	PharmaCare Solutions	+1 555-987-6543	2025-04-13	

On the left side of the modal, there's a sidebar with "Campaign ID" and a list of campaign entries: CAM001 (ABC), CAM002 (HF), CAM003 (VP), CAM004 (NL), and CAM005 (MS). At the bottom of the modal, it says "Showing 1 to 5 of 12 results". The background of the slide features a light blue gradient with scattered small stars.

User Journey (Field Rep)

Field reps start by logging into their dashboard using their credentials.

Field Rep Login

 Field Rep ID

 WhatsApp Number

Login

User Journey (Field Rep)

The field rep can select an existing doctor from a dropdown or add a new one by entering the doctor's name and WhatsApp number.

Once filled, the field rep can send the prepopulated WhatsApp message with the activation link to the selected doctor.

Select or Add Doctor

Select Existing Doctor

Choose a doctor

+ Add New Doctor

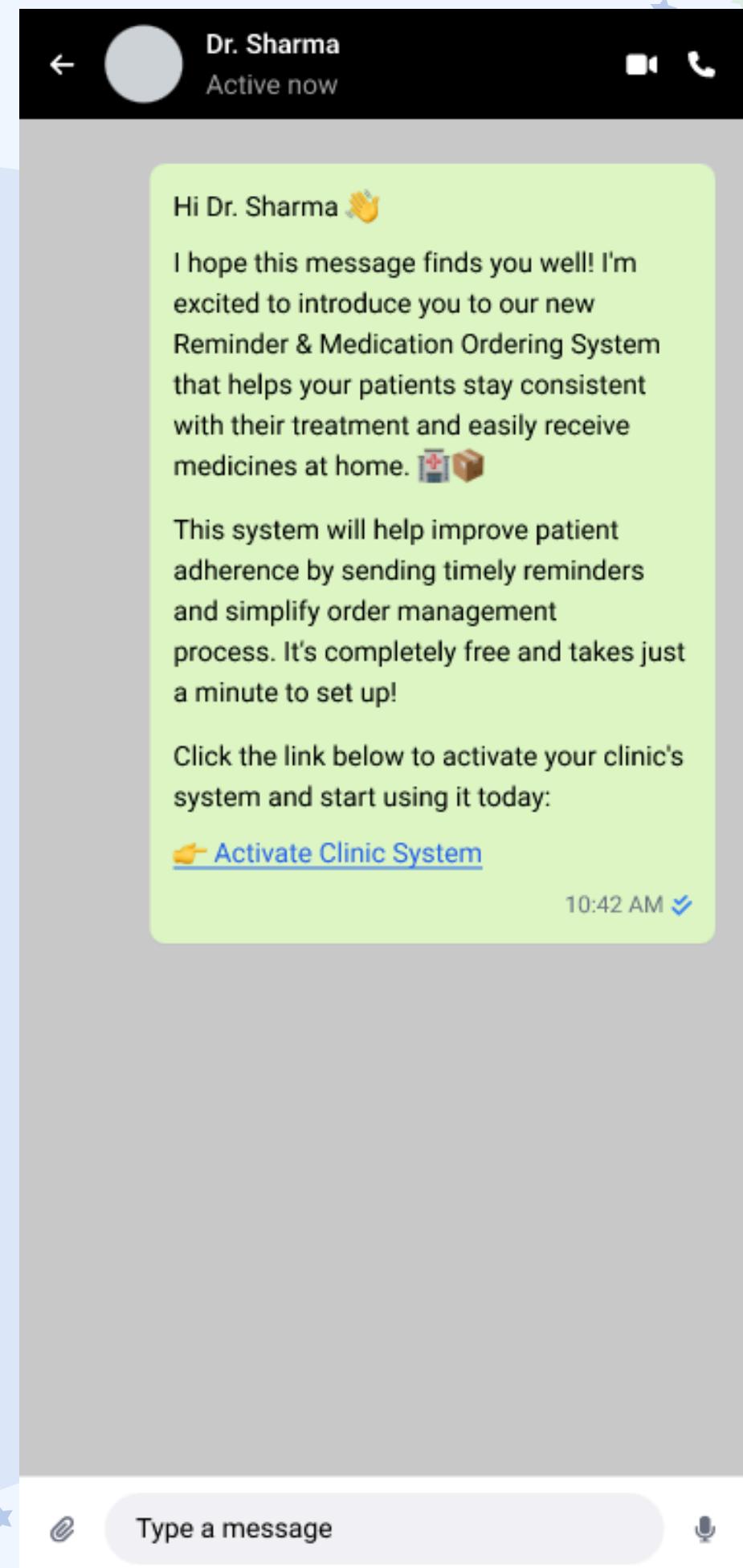
Doctor Name

Enter doctor's full name

WhatsApp Number

+91 ▾ Enter phone number

Send Link



User Journey (Doctor)

When the doctor clicks on the link in the whatsapp message, they are redirected to a screen to activate their clinic's subscription system.

The screen highlights key features like easy patient onboarding, automated reminders, and simple reordering. The doctor can tap 'Activate My Clinic' to get started.

REMEDI

Smart Reminder & Ordering System

Improve patient adherence and streamline medicine orders in minutes



Easy patient onboarding

Add patients in seconds with our streamlined process



Automated reminders

Smart calendar-based notifications for better adherence



Simple reordering

One-click prescription refills and tracking

Activate My Clinic

By activating, you agree to our Terms of Service and Privacy Policy

User Journey (Doctor)

After clinic activation, the doctor is directed to this screen to add new patients by entering their details, medication info, and treatment duration.

A WhatsApp message is generated for the patient based on the inputs.

Add New Patient

Patient Name

Mobile Number

+91

Medication

Select medication

Dosage Frequency

Select frequency

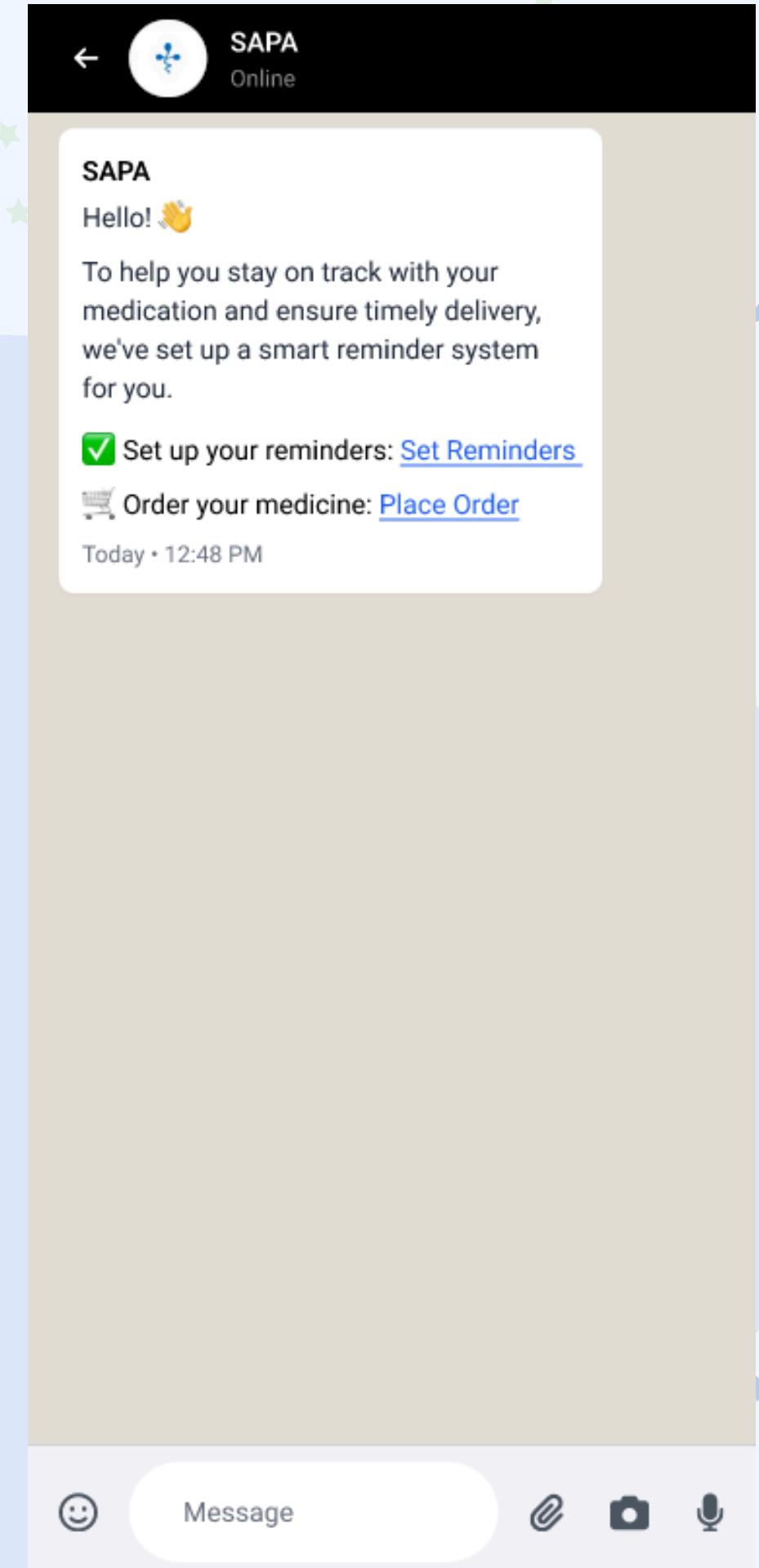
Start Date End Date

Course Type

One-time Ongoing

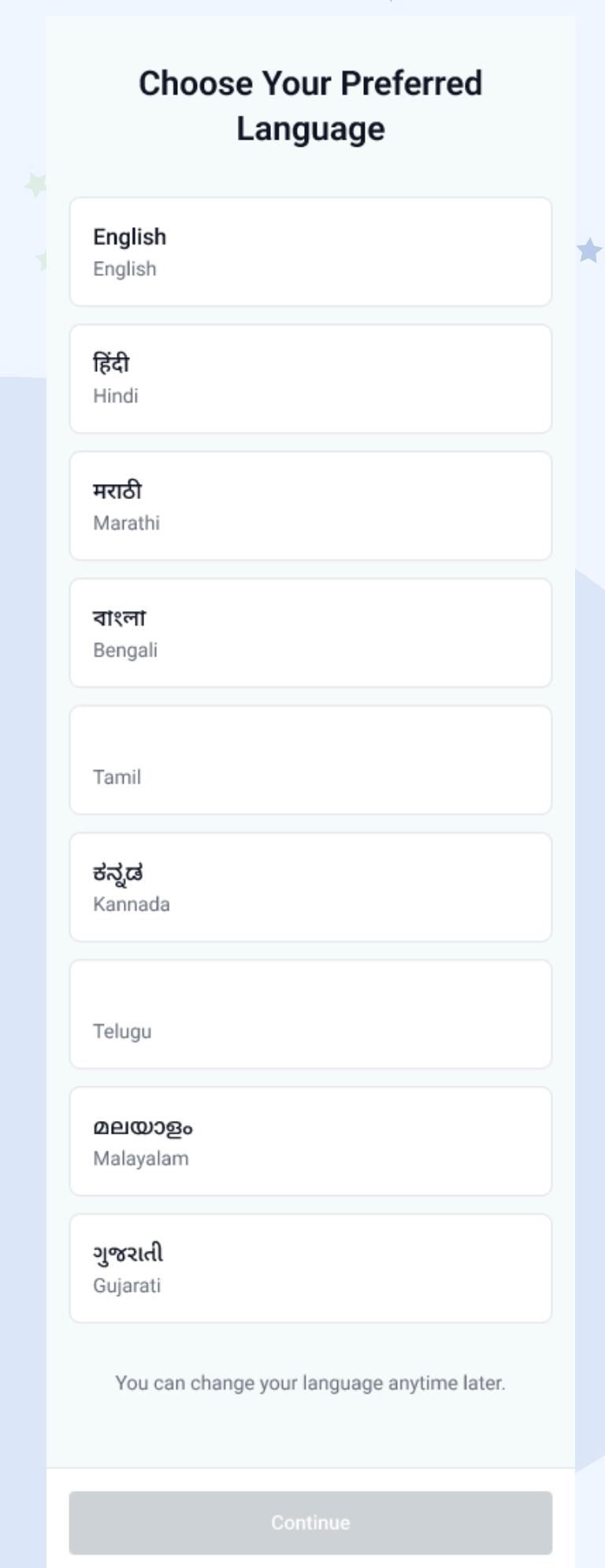
User Journey (Patient)

The patient receives a WhatsApp message with a brief explanation of the system, a link to set up medication reminders, and a link to review and place orders.



User Journey (Patient)

When the patient clicks any link, they are directed to a language selection page. Upon choosing their preferred language (e.g., English, Hindi), the system adjusts the interface and instructions accordingly.



User Journey (Patient)

When the patient clicks the reminder link, a webpage opens displaying their pre-populated medication details. They can add the timings for when they want the reminders and click on “Add to Calendar” button for easy reminder setup.

Set Your Medication Reminder

Selected Medication

 Amoxicillin
500mg capsule
🕒 3 times daily

Schedule Details

Start Date

2024-02-15

End Date

2024-02-22

Course Type

Reminder Times

 Morning	08:00 <input type="button" value="Change"/>
 Afternoon	14:00 <input type="button" value="Change"/>
 Evening	20:00 <input type="button" value="Change"/>

Add to Calendar

 You'll receive alerts through your phone's calendar

User Journey (Patient)

When the patient taps “Add to Calendar,” an ICS file is downloaded. It includes recurring events with VALARM notifications. The phone then prompts the user with “Yes, Import Now” to add reminders to their calendar.



**Your medication schedule
has been downloaded**

Would you like to import this to your
phone calendar?

Yes, Import Now

You'll receive alerts based on your
calendar's notification settings

User Journey (Patient)

Once the patient confirms to import the events, a confirmation message appears stating that the schedule has been added. The reminders are then saved to the phone's native calendar.



Schedule Added to Calendar

Your medication reminders are now active. You'll get alerts at scheduled times.

-  Reminders are managed by your device's calendar and will pop up automatically. No app or internet required.

Done

User Journey (Patient)

When the patient opens the order link, they see the medication name, dosage, and the system calculates the quantity based on dosage . After entering their delivery address, they tap “Place Order” to proceed.

Order Your Medication

Medication Name
Amoxicillin 500mg

Dosage
1 tablet three times daily

Quantity
90 tablets

Delivery Address *

Enter your complete delivery address

Place Order

Order will be delivered to your provided address

User Journey (Patient)

After tapping “Place Order,” the patient is directed to a payment gateway displaying the order details and payment options – online or Cash on Delivery (COD). The patient selects a method and taps “Confirm and Pay” to complete the process.

Complete Your Payment

Order Placed Successfully!

Choose a payment method to proceed

Order Summary

Amoxicillin 500mg	₹360.00
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Total Amount ₹360.00

Online Payment

UPI, Cards & Netbanking accepted

VISA G Pay

Cash on Delivery

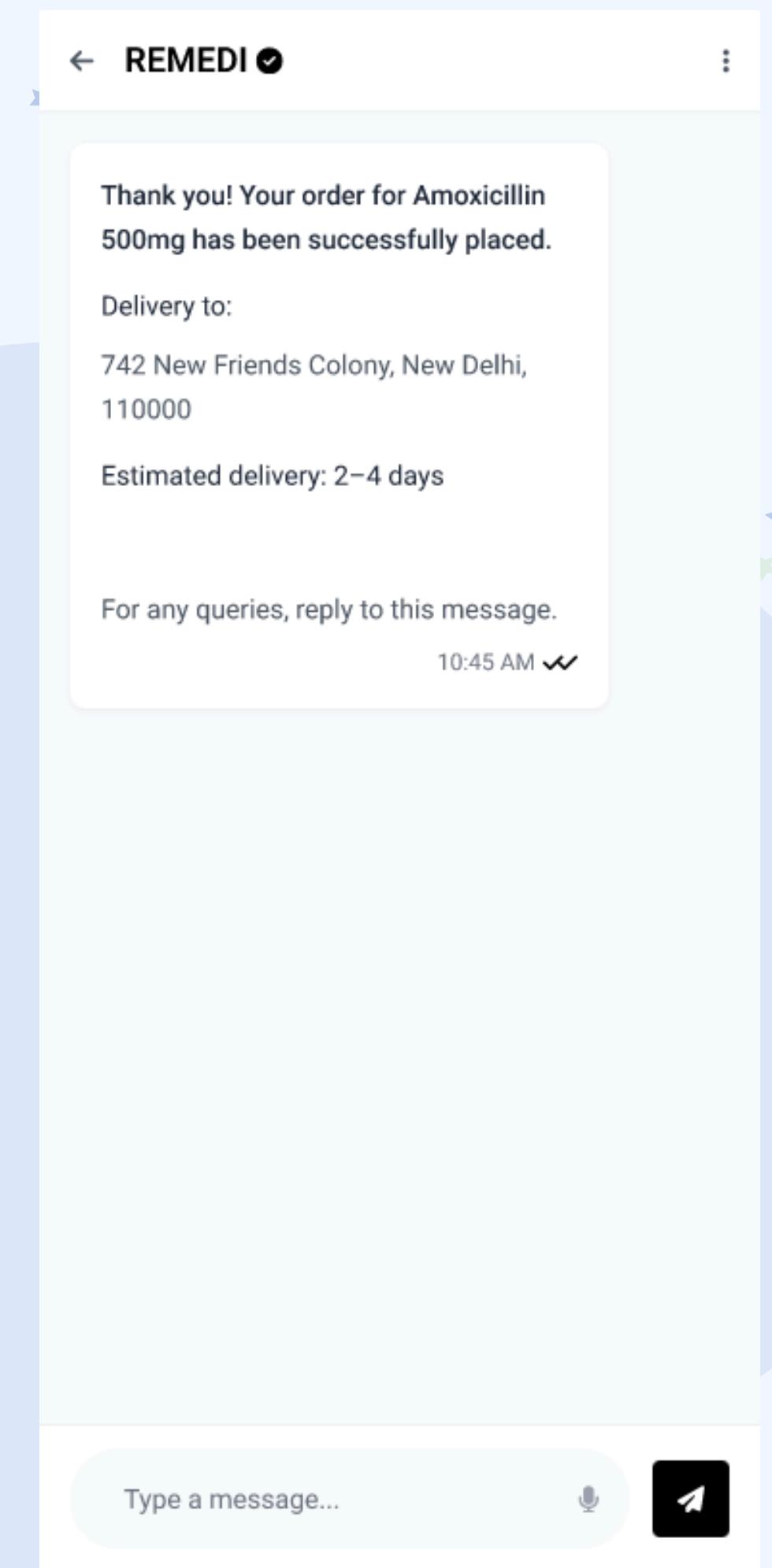
Pay when you receive

You'll receive a confirmation message after successful payment

Confirm and Pay

User Journey (Patient)

Once the payment is completed, the patient receives a text message confirming that the order has been successfully placed. The message includes order details and a link to track the delivery status.

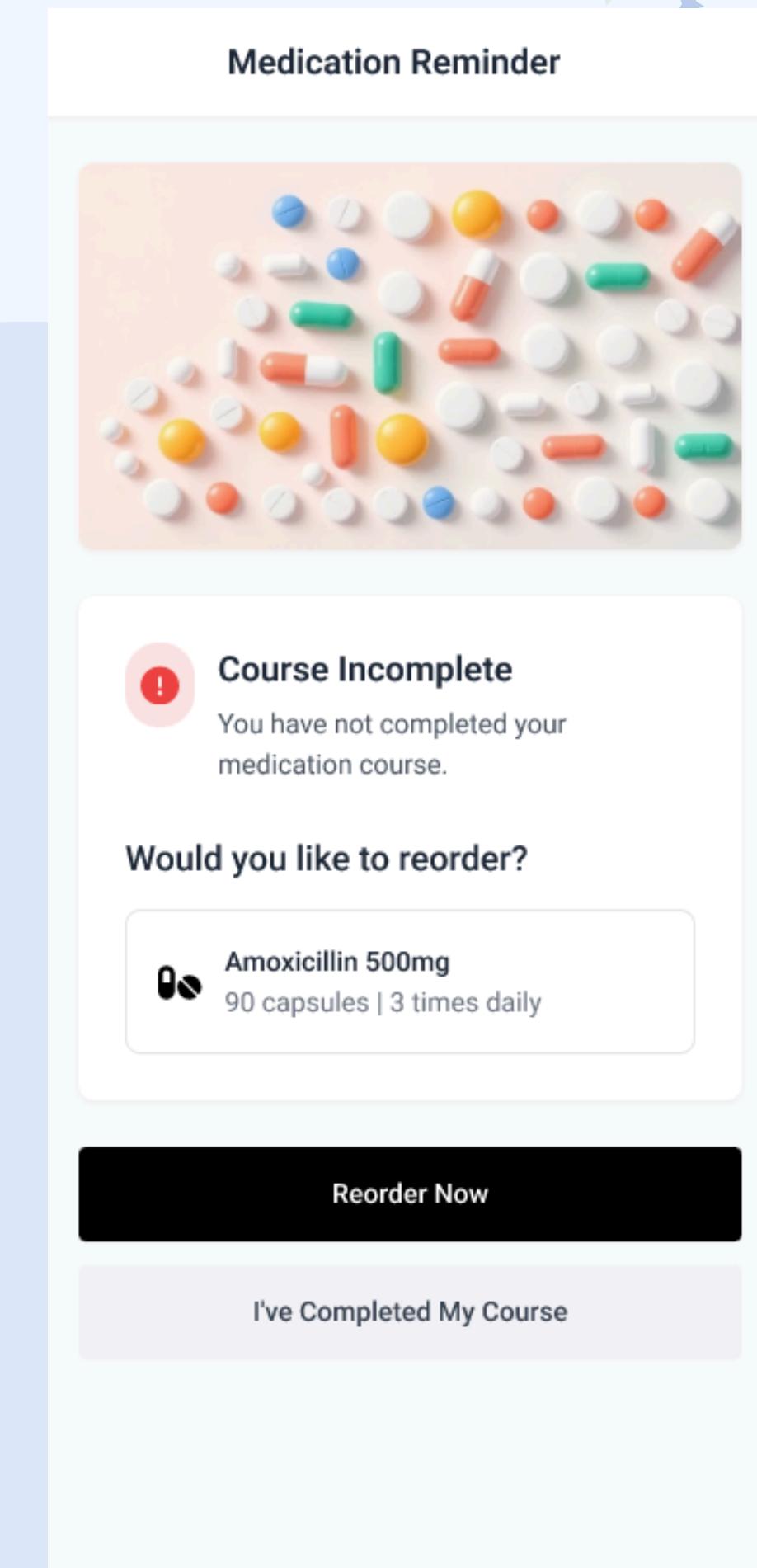


User Journey (Patient)

At the end of a medication cycle,
The patient receives a whatsapp reminder message along with
medication details and two options:

- “Reorder Now” to place a new order
- “I Have Completed My Course” to stop further reorder prompts.
-

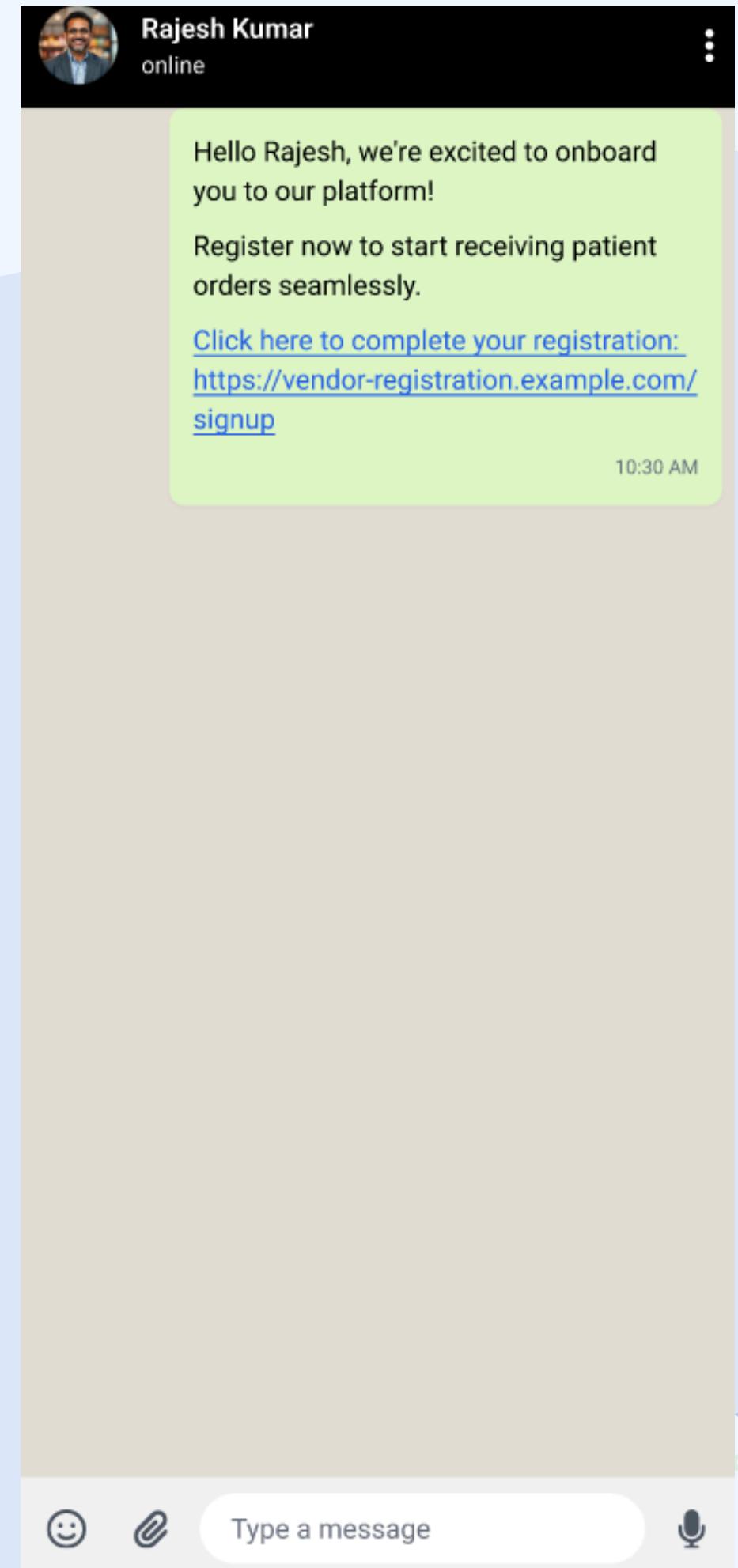
Incase of on-going medications for the patient receives reminder
messages every two months



User Journey (Vendor)

Field Rep sends a registration link to vendor on WhatsApp.

Vendor enters key details and then submit for approval.



Vendor Registration

1 Business Details 2 Verification

Business Name
Enter business name

Contact Person
Enter contact person name

Business Contact
Enter contact number

Business Email
Enter business email

Location
Enter business address

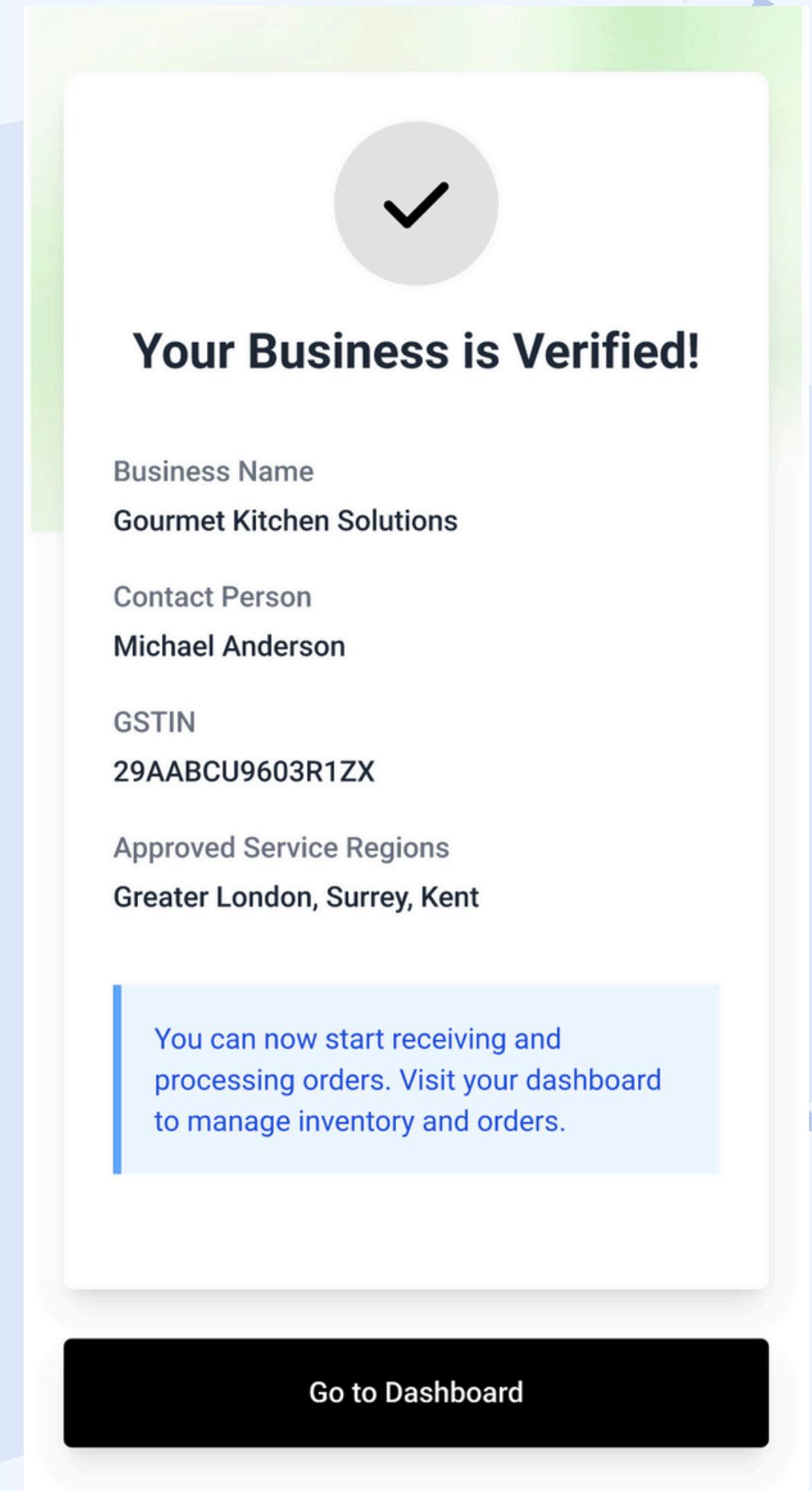
GSTIN Number
Enter GSTIN number

I agree to the Terms and Conditions and Privacy Policy

Submit for Approval

User Journey (Vendor)

After approval, a verification screen appears showing key details of vendor. At the bottom, a go to dashboard button.



User Journey (Vendor)

When a patient places an order, the system automatically sends an email to the vendor with patient info.
The vendor receives the email and confirms the order.

New Order

Patient Details Enclosed

Dear Vendor,

You have received a new order from our platform.
Please review the details below.

Patient Information

Name: Raj

Address: 742 New Friends Colony, New Delhi
110000

Order Details

Amoxicillin 500mg ₹360.00

Quantity 90 tablets

Total Amount ₹360.00

Delivery Instructions

Please process and dispatch the order within 24 hours. Ensure proper packaging for medical supplies.

Confirm Order