UX Analysis

MULTI-VENDOR MEDICINE PHARMACY DELIVERY APP

App Name:

MULTI-VENDOR MEDICINE PHARMACY DELIVERY APP

Idea:

An iOS application that allows users to search for medicines, compare prices across multiple pharmacies, upload medical prescriptions, order medicines online, and receive home delivery through assigned drivers.

Problems:

1. Difficulty finding available medicines

2. Price differences between pharmacies

3. Long queues & difficulty reaching pharmacies

Solutions:

1. Centralized medicine search

2. Multi pharmacy price comparison

3. Driver delivery

Description:

This application is an iOS multi-vendor medicine delivery platform that connects patients, pharmacies, and delivery drivers in one system. The app allows users to easily search for medicines, compare prices across multiple pharmacies, and check availability instantly. Users can upload their medical prescriptions and receive different offers from various pharmacies, then choose the most suitable option based on price, delivery time, or stock availability. Pharmacies can manage their products, update medicine prices, and handle prescription requests, while drivers receive delivery tasks, navigate to locations, and complete orders efficiently. The app aims to make the process of obtaining medicines faster, clearer, and more convenient, especially for patients who face difficulties reaching pharmacies.

Example:

A patient named Hesham needs his monthly blood pressure medication but feels tired and unable to visit several pharmacies. He opens the app and searches for the medicine. The app shows different pharmacies offering it, each with its own price and delivery time. Hesham chooses the best option, adds it to the cart, and places his order. A driver named Ismail receives the delivery request, picks up the medicine from the selected pharmacy, and brings it to Hesham's home. receives his medication safely without leaving the house.

Task Analysis – Patient

Task 1: Launching the App

- The patient opens the app.

Task 2: Searching for a Medicine

- Enters the medicine name in the search bar.
- The app displays search results.
- Patient selects the correct medicine.

Task 3: Reviewing Medicine Info

- Sees details: name, dosage, image, description.

- Scrolls down to see list of pharmacies offering this medicine.(Adjustable قابل للتعديل)
- Compares prices, availability, and delivery time.

Task 4: Selecting the Pharmacy(Adjustable قابل للتعديل)

- Chooses one pharmacy from the list.
- Presses "Add to Cart."

Task 5: Reviewing the Cart

- Opens the cart.
- Checks quantity, price, and delivery fee.
- Confirms payment method .

Task 6: Tracking the Delivery

- Patient sees the driver assigned.
- Estimated arrival time appears.
- Option to call/message the driver.(Adjustable قابل للتعديل)

Task 7: Receiving the Order

- Driver arrives.
- Patient collects the medicine .
- Marks the order as "Received.

Task 8: Rating

- Patient rates the driver.
- Patient rates the pharmacy.(Adjustable قابل للتعديل)
- Task completed.

Task Analysis – Delivery Driver

Task 1: Receive Order Notification

- Driver is online.
- A new delivery request pops up.
- The notification shows pharmacy name, delivery address, and delivery fee.
- Driver taps **Accept** to start the task.

Task 2: Navigate to the Pharmacy

- The app shows the pickup location.
- Driver taps Navigate to follow the map.
- Arrives at the pharmacy for pickup.

Task 3: Pick Up the Medicine

- Driver confirms order details with the pharmacy.
- Presses **Mark as Picked** to indicate the order is collected.

Task 4: Start Delivery to the Patient

- The app displays the patient's address and map route.
- Driver follows navigation instructions.
- Can call or message the patient if needed.

Task 5: Arrive at the Patient's Location

- Driver taps **I Arrived**.
- Hands the medicine to the patient.
- Collects cash if payment is Cash on Delivery.

Task 6: Complete the Delivery

- Driver presses **Mark as Delivered**.
- The order is closed successfully.
- Patient receives notification that the delivery is completed.

Task 7: Become Available for the Next Order

- After finishing, the app returns the driver to **Available** mode.
- He can immediately receive another delivery request.

Task Analysis – Pharmacy Vendor

Task 1: Log In to the Dashboard

- Pharmacy enters email/phone and password.
- Dashboard home appears.

Task 2: Manage Medicine Inventory

- Goes to Products / Medicines section.
- Adds new medicine (name, price, stock, image).
- Edits existing medicine details.
- Updates stock availability (In Stock / Out of Stock).

Task 3: Manage Orders

- Opens Orders section.
- Views details of each new order:
  - Medicine list
  - Quantity
  - Payment type
  - Patient address
- Accepts the order.

Task 4: Prepare the Order

- Collects the required medicines.
- Confirms availability.
- Marks the order as Ready for Pickup.

Task 5: Hand the Order to the Driver

- Driver arrives at the pharmacy.
- Vendor confirms the pickup.
- Marks Order Picked by Driver.

Task 6: View Reports

- Checks sales reports.
- Views top selling medicines.
- Reviews weekly/monthly revenue.