Pharmacy 2U Application

The Pharmacy 2U application is intended for those people with a cold, flu or other minor illness that go through a video visit with Deaconess LIVE. It allows them to have their prescription and over-the-counter medications as well as an assortment of food and drink items, delivered to their home for a nominal fee.

Right now all deliveries come from a single pharmacy and the delivery area is all of Vanderburgh, Warrick and Posey counties in Indiana. The database design allows for multiple pharmacies using multiple delivery companies. Moreover, long term, there could be different delivery pricing based on zip code or distance from the pharmacy. However, right now it is a flat $10 fee.

**Existing Application:**

The existing application has two web-based parts.

1. **Delivery Initialization process**: This is a web form on the Deaconess Intranet site used by the providers to initialize the process. The provider enters the patient’s first name, last name, email address and phone number, then submits the form. This triggers an email to be sent to the patient containing a link to the second part of the process.
2. **Pharmacy 2U Order Form**: The email link opens the Order Form. The patient enters the delivery address and any special delivery instructions. They can also order from a selection of Over-the-counter medications, as well as a few food and drink items.

Submitting the order generates an email to a special address, which causes the order to be printed on a printer in the pharmacy. The pharmacists total the price of the ordered items, then calls the patient with the order total and takes the credit card information over the phone.

Once the order is paid, the pharmacy calls the delivery company to deliver the order.

**What is needed:**

1. An active alert system to monitor for new orders and notify the pharmacy via a popup alert on the computer monitor.
2. An administrative application to manage the orders, products, pharmacies, delivery settings.

**Active Monitoring System Requirements:**

1. Must be easily installable on any windows PC.
2. Must pop up an alert on the Monitor of the PC when a new order is received.
3. Should stay on top of other windows until it is closed.
4. Should contain a button that will open the order in the administrative application.

Administrative Application Requirements:

1. Navigation system for switching between pages
2. Search functionality to allow for searching for orders by patient name
3. Must contain a dashboard showing;
   1. The number of active orders by status.
   2. The number of inactive orders by status
   3. The average amount of time the orders stay in each status as well as the average time from Initialization to Delivered.
4. Must contain a New Orders Page showing a list of the new orders in the system, with buttons to edit and cancel the order, As well as a quick button to set the status to ‘Ready for Payment’.
5. Must contain a ‘Ready for Payment’ page showing a list of processed orders that are ready for customer payment, with links to edit and cancel the order, as well as a quick button to set the status of the order to ‘Ready for Packaging’.
6. Must contain a ‘Ready for Packaging’ page showing a list of paid orders that are ready to be packed for delivery with buttons to edit and cancel the order as well as a quick button to set the status of the order to ‘Ready for Delivery’.
7. Must contain a ‘Ready for Delivery’ page showing a list of packaged orders that are waiting for pickup by the Delivery company with buttons to edit and cancel the order as well as a quick button to set the status of the order to ‘Out for Delivery’.
8. Must contain an ‘Out for Delivery’ page showing a list of orders that are in transit to the patient with buttons to edit and cancel the order as well as a quick button to set the status of the order to ‘Delivered’.
9. Must contain a ‘Returned – Not Delivered’ page showing a list of orders returned to the pharmacy undelivered. (No one home when delivery was attempted, Unable to locate the address, Patient refused delivery, etc.)
10. Must contain an ‘Edit Order’ page that allows editing of Customer Information, Prescription Medication Pricing, Food items and OTC medication items ordered. It should also display a detailed listing of the order pricing (Delivery fee, Prescription Cost, Food cost, OTC cost, subtotal, taxes, total);
11. Must contain a ‘Completed Orders’ page that shows the list of orders that have been completed. By Default, it should list them in order from the most recent to the oldest but the list should be sortable by column headers.
12. Must contain an ‘OTC Medication Admin’ page that displays a list of all the OTC medicines that are currently available for patients to order with buttons to add, edit or delete the items.
13. Must contain a ‘Food Options Admin’ page that displays the list of all the food items that are currently available for patients to order with buttons to add, edit or delete the items.
14. Must contain a ‘Delivery Administration’ page that allows setting the Delivery Price. (There may be more to come on this page later but for now, this is all that is necessary).