|  | **Patient App** | **Scrypt-O (backend)** | **Artifacts (created and submitted)** | **Pharmacy Portal** | **Pharmacy** |
| --- | --- | --- | --- | --- | --- |
| **Patient to Pharmacy (paper prescription)**  **Read Left to Right** | Scan prescription and submit | **Digitisation of prescription:** Generates a unique identifier for the prescription image/PDF and attaches to patient profile | Image/PDF of prescription | Prepopulated details of:   * Patient details * Digitised prescription (Attachment) * Digitalised prescription   + Medical prescriber’s details   + Main member’s details   + Patient details   + Prescription details | Receive notification of new order for quotation:   * App notification * SMS * Email |
|  | **Digitalisation of prescription:** Use AI Vision (or similar technologies) to read the script and populate the prescription details for submission to the pharmacy. | Digitalised prescription |  |  |
|  | **Identify Geolocated pharmacies:** Sends artifacts to pharmacies in the network based on either delivery address or collection location | Patient MVR |  |  |
| **Pharmacy quotation process with patient interaction**  **Read Right to Left** |  | Change is annotated on the PDF | Digitalised prescription is modified and overrides the AI generated one. This becomes the official digitalised record. | **Pharmacist Review:**  Pharmacist assesses digitalised prescription against the digitized prescription.  Overrides where necessary.   * Mistakes * Generic override original * Incomplete data |  |
| Notification received |  | Message trail | Contact the patient where necessary |  |
| Notification response |  | Message trail | Notification response received | Pharmacy notified |
|  |  | Patient record updated accordingly | Pharmacist makes the necessary changes |  |
|  | Future use: propensity modelling  AI recommendations | Special offers | Pharmacist adds cross sell products for the patient to review |  |
| Notification: New quotation | Quotation stored and patient is notified | Quotation | Quotation is prepared and sent |  |
| **Patient order finalisation**  **Read Left to Right** | Patient reviews quotations and selects one |  | All other quotations become inactive |  |  |
| Patient updates cart with special offers |  | Basket updated |  |  |
| Patient reviews final invoice |  | Invoice generated based on selection |  |  |
| Patient makes final payment |  | Payment confirmation | Order finalised and medication is dispensed | Pharmacy notified of payment |
| Patient notified of order being dispatched |  | ETA and delivery notifications | Order dispatched |  |
|  | Order/transaction barcode/QR code label is printed – this is to be affixed to the original script upon delivery |  | Driver delivers order |
| Patient submits original prescription |  | Original prescription | Original script received indicator updated |  |
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