Functionality Required

# Mobile app

**Responsive design:** Follow UI/UX best practices for responsive design, ensuring a seamless experience across different devices and screen sizes.

**Scalable back-end**:

| **Mobile App** | | |
| --- | --- | --- |
| **Feature Name** | **Feature Description** | **Feature** |
| **Sign up** | Sign up with email & Password |  |
| Sign up with Apple & Google |  |
| **Login** | Log in with email & password  OR  Login With OTP | OR |
| Login with Apple & Google |  |
| Login with Face recognition, fingerprint, pin |  |
| **Forgot Password** | Mail password reset link on the registered mail id |  |
| **ID Verification** | ID document scan  Passport scan  3rd party verification (API) real time  OCR for easy population of fields |  |
| **Unique customer number** | The app must generate a unique customer number |  |
| **Add profiles** | The user must be allowed to add/remove/modify additional profiles for dependents (up to 9) |  |
| **Mandatory fields** | The user must complete these fields to use the app (incl. null field checker) |  |
| **Optional fields** | Optional fields / preferences enable a more streamlined and tailored user experience |  |
| **Scan and Upload Prescription** | Paper-based prescription (Handwritten or Printed)   * Upload prescription using camera to scan * Upload from phone (email, SMS, WhatsApp, camera roll or files) * Ingestion of additional file types (e.g. images, PDFs etc) |  |
| Digital prescription   * Ingest (receive and decode) digital (e-script) |  |
| AI Vision / OCR to read printed characters viz. doctors’ details | Future with solid fill |
| Future: Handwriting recognition | Future with solid fill |
| **Send to pharmacy network** | Once scanned and submitted, the prescription must be sent to the partner pharmacy network applicable (based on geographic location of the delivery/collection address) |  |
| **Choose a pharmacy** | Display list of pharmacies based on:   * Closest pharmacy (geolocation) * Saved or favourite pharmacy * Last used pharmacy * Search for pharmacy   These pharmacies displayed must be from a list of onboarded pharmacies |  |
| **Preferences to prompt for each order** | * Preference for Generic vs Branded medication   Display from profile:   * Known allergies\* * Known pre-existing medical conditions\*   \*The user must have the ability to add to the above by selecting from a pre-defined list of allergies or pre-existing medical conditions or by using free text. The list must be searchable with the list displayed being narrowed down based on the characters typed. |  |
| **Pharmacy offers (chain)** | * Prompt to display offers specific to chosen pharmacy / chain   + Products must display normal price and discounted price if applicable * Add to cart |  |
| **Request OTC medicine** | Request for non-listed medicine from Mobile – free text |  |
| **Shopping cart** | Review shopping cart |  |
| **Promotional sections** | Display Promotional Section |  |
| **My Orders** | Cancel Order |  |
| Return Products or return full order |  |
| **Refill Order** | Set Refill orders from mobile application |  |
| **Ask question** | Ask questions regarding products from mobile app   * Chat to pharmacist – in app messaging |  |
| **Medicine reminder** | Get “*Take your medication*” reminder on the mobile app. User must be presented with the options “ok” or “remind me later”. Remind me later default to be set to 15 minutes and must be configurable on Admin portal. |  |
| **Product Category** | Product Category | Future with solid fill |
| Product Subcategory | Future with solid fill |
| **Promo code** | Flat discount and percentage discount | Future with solid fill |
| Flat discount and percentage discount for Specific Customer, Product, brand and/or Category or with combination of them. | Future with solid fill |
| **In App Chat** | * Respond to pharmacist using:   + Predefined Call to action buttons   + Free text |  |
| **Receive and view quotations** | New quotations   * Notification * View * Select some or all items * Add promotional items and quantities * Dynamic sub-totals |  |
| **Notifications** | * All order updates * “Take your medication” reminders * Refill medication * Repeat script required * Submit original script * Pharmacist requests and communication   Details for each of the above will be supplied. |  |
| **Referral** |  |  |

# Super Admin / Admin / Pharmacy Admin

The admin panel is a crucial part of your mobile app development, allowing you to manage, monitor, and configure various aspects of your application. Here are some key functionalities that you should specify for the admin panel to ensure it meets your operational needs:

**1. User Management**

* **User Profiles**: View, edit, and manage user profiles.
* **Access Control**: Assign roles and permissions to users (e.g. admin, moderator, App user, pharmacy).
* **Activity Logs**: Track user activity and login history.
* **Account Activation/Deactivation**: Enable or disable user accounts as necessary.

**2. Data Management**

* **Data Viewing**: Access and view data stored in the app, such as user information, prescription records, and transaction histories.
* **Data Editing**: Edit and update records, if necessary, with audit trails for changes.
* **Data Import/Export**: Import data from external sources or export data for reporting and analysis.

**3. Content Management**

* **Content Creation and Editing**: Create, edit, and publish content, such as news, updates, or educational material.
* **Media Management**: Upload and manage images, videos, and documents.
* **Notification Management**: Create and schedule notifications to be sent to users.

**4. Prescription and Medical Records Management**

* **Record Access**: Securely access and manage patient medical records.

**5. Payment and Transactions Management**

* **Transaction Monitoring**: View and manage all financial transactions, including payments, refunds, and billing history.
* **Payment Gateway Integration**: Manage and configure payment gateways (e.g., Stripe, PayPal).
* **Financial Reports**: Generate reports on financial activities and trends.

**6. Analytics and Reporting (out of the box)**

* **Dashboard**: Provide an overview of key metrics such as user growth, active users, revenue, and usage statistics.
* **Custom Reports**: Generate detailed reports based on various parameters (e.g., time period, user demographics).
* **Data Visualization**: Use charts and graphs to visualize important data trends.

**7. System Configuration and Settings**

* **App Settings**: Manage global settings for the app, such as notification preferences, feature toggles, and API keys.
* **Security Settings**: Configure security options like password policies, two-factor authentication, and data encryption settings.
* **Integration Management**: Manage integrations with third-party services (e.g., analytics, CRM, email services).

**8. Support and Feedback**

* **User Support Tickets**: Manage user support tickets and inquiries.
* **Feedback Collection**: Collect and review user feedback and suggestions.
* **Issue Tracking**: Track and manage reported issues and bugs.

**9. Audit and Compliance**

* **Audit Logs**: Maintain logs of all actions taken in the admin panel for compliance and security audits.
* **Compliance Reports**: Generate reports to ensure compliance with relevant regulations (e.g., GDPR, HIPAA).

**10. Notification Management**

* **Broadcast Messages**: Send broadcast messages or announcements to all users or specific user segments.
* **Automated Notifications**: Set up automated notifications based on user actions or predefined criteria (e.g., reminders for prescription refills).

**11. Marketing Tools**

* **Campaign Management**: Create and manage marketing campaigns within the app.
* **User Segmentation**: Segment users based on behaviour, demographics, or other criteria for targeted marketing efforts.

By specifying these functionalities, you ensure that the admin panel will provide comprehensive control over your app, support operational needs, and help maintain a high level of service quality and user satisfaction. Make sure to tailor these suggestions to your specific requirements and workflow to maximize efficiency and effectiveness.

| **Admin Panel** | | | | |
| --- | --- | --- | --- | --- |
| **Feature Name** | **Feature Description** | **Scrypt-o Admin** | **Pharmacy Manager** | **Pharmacist** |
| **Log In** | Login with username & password | Yes | Yes | Yes |
| **Forgot Password** | Send password link on Mail  OR  OTP on registered number | Yes | Yes | Yes |
| **Partner pharmacy onboarding** | * Add and manage pharmacy details like Pharmacy name, business number, practice number, contact number, email ID, opening hours and address. * Auto-generate a unique Scrypt-o pharmacy code for each pharmacy. * Manage pharmacies:   + Add, edit, delete or suspend pharmacies   + Manual login password reset instruction | Yes | No | No |
| **Pharmacy operations** | * Opening hours * Delivery range * Delivery fee   + 0-5km   + 5-10km   + >10km | Yes | Yes | No |
| **Pharmacist onboarding** | * Create Pharmacist profile   + Generate unique pharmacist ID   + 1:many (one pharmacist can be linked to many pharmacies) * Manage Pharmacist profile   + Activate / create   + Verify   + Suspend   + Delete | Yes | Yes | No |
| **Import Products** | Import Products in bulk for specific partner e.g. CSV file  API | Yes | Yes | No |
| **Customer orders** | Manage customer orders | Yes | Yes | Yes |
| **Orders** | Admin Orders | Yes | Yes | Yes |
| **Order Return** | Manage Return product or full order return | Yes | Yes | Yes |
| **Refund** | Initiate the refund for online pre-paid orders | Yes | Yes | Yes |
| **Promotional Section** | Add & manage promotional sections by adding products into each section | Yes |  |  |
| **Admin upload**  **Invoice** | Manually upload the actual invoice for the shipped and delivered orders | Yes | Yes | Yes |
| **Category** | Add & Manage product Categories | Yes | Yes? | No |
| Add & Manage Product Sub-Categories | Yes | Yes? | No |
| Add Category Banner (Category Product Listing page) | Yes | No | No |
| **Product SEO** | Manage product meta tags and descriptions | Yes | No | No |
| **Discounts** | Add and manage percentage discount on product MRP | Yes | Yes | Yes |
| Add and manage Discounts on entire category & sub-category | Yes | Yes | No |
| **Manage users** | Manage all aspect of the user profile  Ability to suspend and terminate users | Yes | Yes | No |
| **Messaging** | * Send messages in-app * Receive messages in-app | Yes | Yes | Yes |
| **Customers** | Add and manage customer details like Customer name, contact number, email ID and address | Yes | Yes | No |
| **Reports** | Access Reports as:   * Order Report * User abandoned cart report | Yes | Yes | Yes |
| **Banners** | Add and manage header banners for:   * Web Application * Mobile Application | Yes | No | No |
| **Offer Sections** | Add and manage offer banners (Clickable) | Yes | No | No |
| **Promo code** | Add/ manage the promocodes with Flat discount and percentage discount for minimum cart value along with the start date and expiry date | Yes | Yes | No |
| Flat discount and percentage discount for  Specific Customer, Product, brand and/or Category or with combination of them along with the start date and expiry date | Yes | Yes | No |
| **Notifications/ Email marketing** | Send push notifications or emails to multiple users | Yes | No | No |
| **SEO** | Manage meta tag and meta description of the website URL | Yes | No | No |
| **Content master** | Manage return days for order products | Yes |  |  |
| Manage Contact us, receipt details, about us, return policy, FAQs and terms and conditions | Yes |  |  |
| **Refer & Earn** | Customise refer and earn conditions and the amount to be added into the wallet of users. | Yes | No | No |
| **Health Blogs** | Add and manage blogs | Yes | No? | No |
| **Search & Buy** | Search medicines by category and add same to the cart by selection from cart list.  Search based on:   * Product name * Composition * Manufacturer / Brand name | Yes | Yes | Yes |
| **Banners** | Header Banner | Yes | No | No |
| Offer Banner (Clickable) | Yes | No | No |
| Category Banner (Category Product Listing page) | Yes | No | No |

## Functionality by user type

1. Super Admin
   1. Full functionality
2. Admin
3. Pharmacy Manager / deputy responsible pharmacist
   1. Load pharmacist profiles
   2. Manage profiles and passwords
4. Pharmacist / pharmacy assistant
   1. Dispense

## Pharmacy Portal

The pharmacy portal is necessary to receive the order from the app (along with the relevant customer details), create a quotation, send and receive notifications, update the order as necessary, reflect payment and manage the order (changes, refunds etc.)

* Upload files / link to database
  + product list
  + price list
  + promotional items
* Receive the customer order
  + Includes thin file as per appendix A & B
  + PDF of script
  + Customer details and order to be visible at all times
* Create order
  + Receive notification for new order
  + Capture dispensing information Appendix C
  + Deduct medical aid / medical insurance contributions
  + Add promotional items
  + Generate an invoice
  + Send and receive messages
  + Receive notification of payment
  + Generate a unique order number
  + Update patient record for “Original script received”
* Manage order
  + Changes
  + Refunds (full and partial)
* Search by
  + Customer
  + Product
  + Order
* Reports
  + Standardised daily / weekly

# Non-API requirements

* Create a Scrypt-o virtual printer
* Print to PDF

Help and Support for all types of USERS

# Medical Disorders

|  |  |
| --- | --- |
| Disorder | Lay terms |
| Blood and lymphatic system disorders | Blood disorders |
| Immune system disorders | Immune system disorders |
| Eye disorders | Eye disorders |
| Cardiac disorders | Heart condition |
| Vascular disorders | Hypertension |
| Respiratory, thoracic, and mediastinal disorders | Respiratory disorders |
| Gastrointestinal disorders | Gastrointestinal disorders |
| Hepato-biliary disorders | Liver disorders |
| Renal and urinary disorders | Kidney disorders |
| Pregnancy | Pregnancy |
| Epilepsy | Epilepsy |
| Diabetes | Diabetes |
| Cancer | Cancer |
| Other | Other (free text) |

# Common Allergies

* Penicillin
* Sulphur
* Anti-inflammatory medicines
  + Ibuprofen
  + Diclofenac
  + Aspirin
* Other (free text)