Prescription Aide

YouTube: **https://youtu.be/8riObOFVazo**

Story

A common problem in the pharmacy industry, for all parties involved, is mismatching prescription drugs and lack of information sharing between parties. This is impacting the quality of service, risk of using prescription drugs for patients and is causing extra stress on doctors prescribing the drugs.
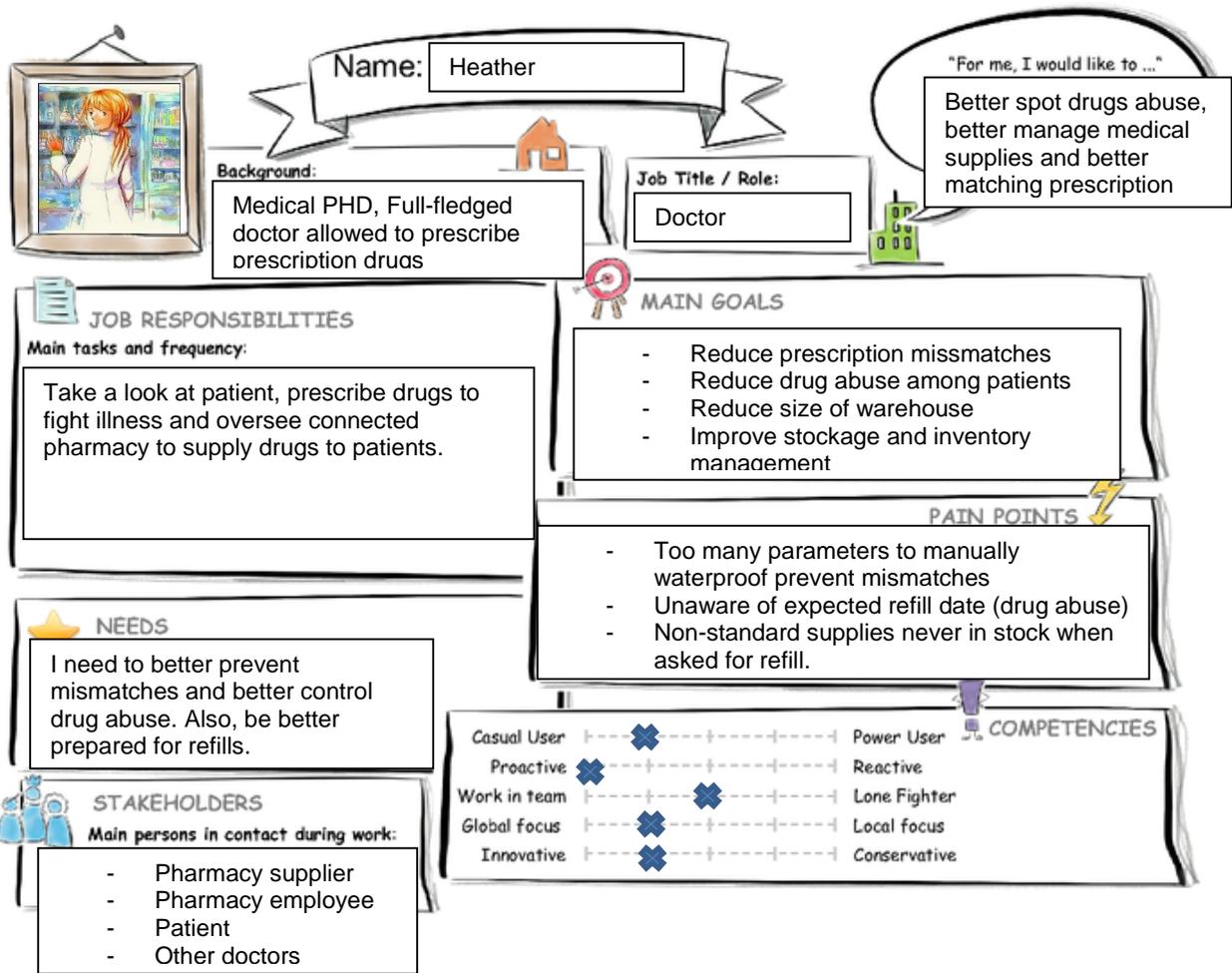
An app assisting in these tasks would greatly help in better prescribing drugs to patients by giving a way to have better understanding of the patient's chemical situation (what medication is the patient already using, what works and what doesn't) and to have an analytic service (HANA) support in deciding what drugs to prescribe.

This all would lower the stress on the doctors, improve prescription medication effectiveness rate and lower risks for patients while also crowd sourcing medicine effectiveness analysis data supply for suppliers if they also use this information for analysis.

This app would be directly supporting in prescribing medicines and use data from other applications as a base (for example, managing general information of patients would be a different app but the prescription aide app uses these records to match medicines to patients). Scope of this app will be exactly that, supporting in prescribing medications, and should be considered part of a package of medical apps. Having such defined singular purpose for the App is according to Fiori guidelines and is nice to work with.
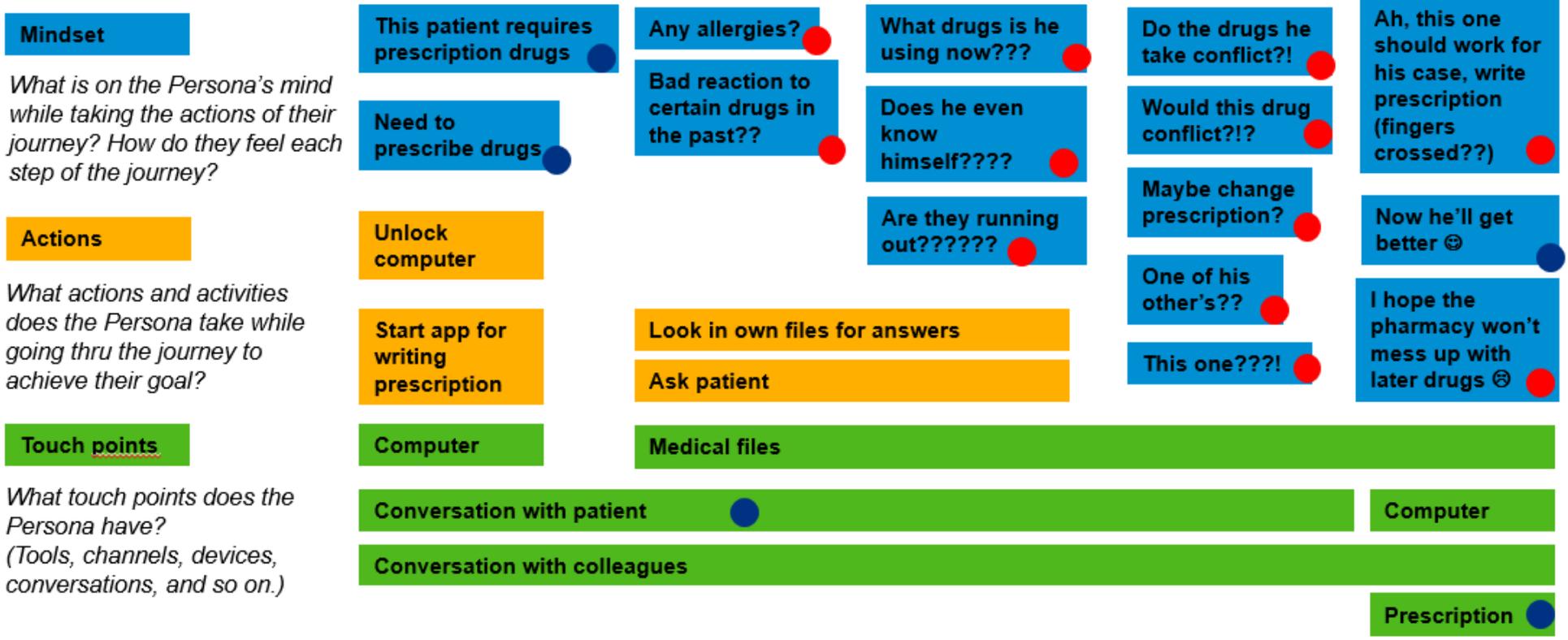
PERSONA

Name: Heather

"For me, I would like to ..."

Better spot drugs abuse, better manage medical supplies and better matching prescription

Background:
Medical PHD, Full-fledged doctor allowed to prescribe prescription drugs

Job Title / Role:
Doctor

JOB RESPONSIBILITIES

Main tasks and frequency:

Take a look at patient, prescribe drugs to fight illness and oversee connected pharmacy to supply drugs to patients.

MAIN GOALS

- Reduce prescription missmatches
- Reduce drug abuse among patients
- Reduce size of warehouse
- Improve stockage and inventory management

PAIN POINTS

- Too many parameters to manually waterproof prevent mismatches
- Unaware of expected refill date (drug abuse)
- Non-standard supplies never in stock when asked for refill.

NEEDS

I need to better prevent mismatches and better control drug abuse. Also, be better prepared for refills.

COMPETENCIES

Casual User	✖	Power User
Proactive	✖	Reactive
Work in team	✖	Lone Fighter
Global focus	✖	Local focus
Innovative	✖	Conservative

STAKEHOLDERS

Main persons in contact during work:

- Pharmacy supplier
- Pharmacy employee
- Patient
- Other doctors

POINT OF VIEW

Heather, the doctor, needs a way to prescribe drugs with lower risk of mismatching drugs and a lower risk of her pharmacy mismatching drugs so she will have less stress from making the decisions on drugs prescriptions, less stress from not knowing what drugs are supplied by pharmacy outside of prescriptions and to be able to deliver better service to patient so they have a better chance of getting better.

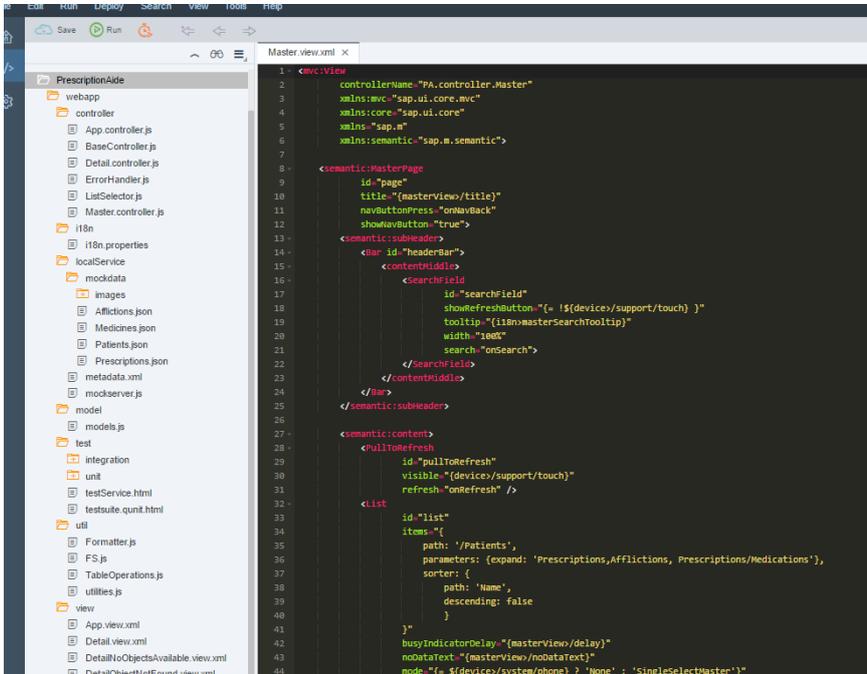# Current User Experience Journey

Duration of the Journey: 5 minutes

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

This patient requires prescription drugs ●

Need to prescribe drugs ●

Any allergies? ●

Bad reaction to certain drugs in the past?? ●

What drugs is he using now??? ●

Does he even know himself???? ●

Are they running out?????? ●

Do the drugs he take conflict?! ●

Would this drug conflict?!? ●

Maybe change prescription? ●

One of his other's?? ●

This one???! ●

Ah, this one should work for his case, write prescription (fingers crossed??) ●

Now he'll get better ☺ ●

I hope the pharmacy won't mess up with later drugs ☹ ●

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

Unlock computer

Start app for writing prescription

Look in own files for answers

Ask patient

Touch points

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)

Computer

Medical files

Conversation with patient ●

Computer

Conversation with colleagues

Prescription ●

SAP openSAP

WEB IDE AND YOUTUBE

As shown in below screenshot; App was eventually built fully functioning in WEB IDE.
To view the app's demo on youtube, please follow this link and watch the app functioning on both PC, tablet and phone:

https://youtu.be/8riObOFVazo

BUILD / SPLASH

As shown in below screenshot, app was first designed in the Build / Splash application:
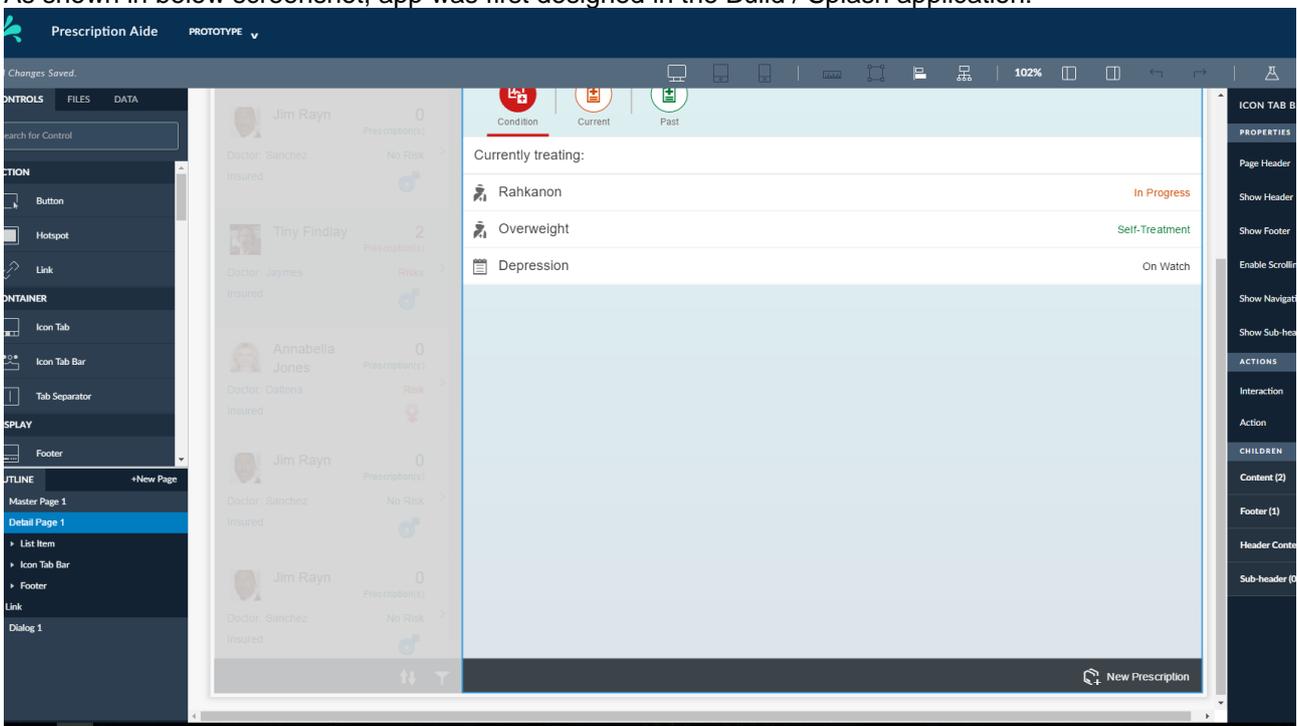
WALKTHROUGH OF APP

The app is in master / detail format as shown below. Clicking on patients in the list of master view will open detail view details of the selected patient. Screenshot below shows patient Tiny Findlay selected. The master view (list) holds all the patients registered in the system (data should be maintained by another app) and allows the user to select patients while also providing quick color coded (through formatter functions) KPI's and information such as total registered prescriptions, calculated risk factor, gender, insurance (yes/no), doctor (inhouse / not inhouse, in relevance to user). There's also search functionality, filter functionality and sorting functionality to quickly find patients. The detail view is also rich of the same kind of information.
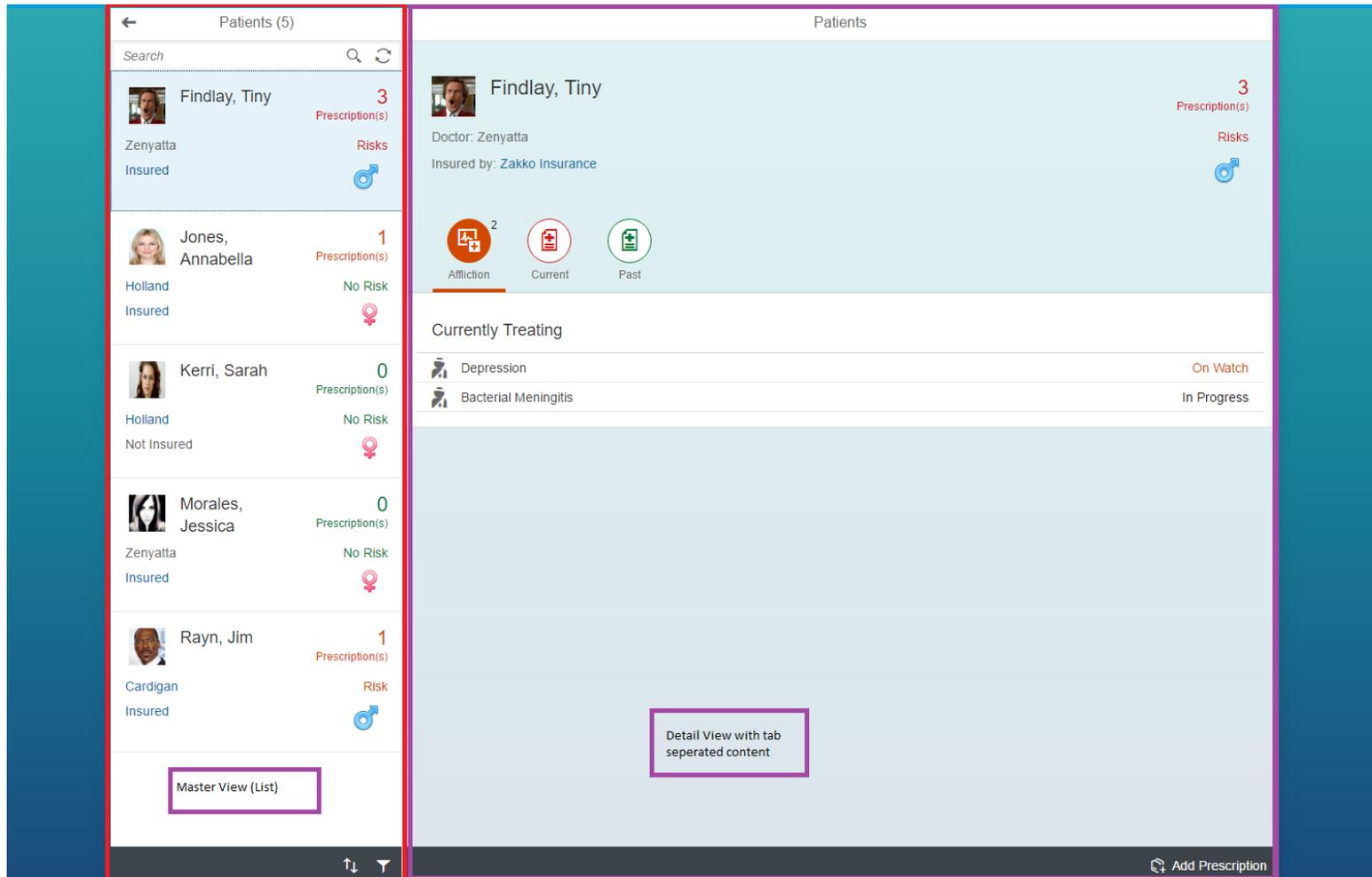
Pressing the sort button (left button in footer of master view) will open pop over dialog to filter and button on the right, which is for filter, will open a pop over dialog for filtering as shown in below screenshots, see my youtube video of this functionality working:
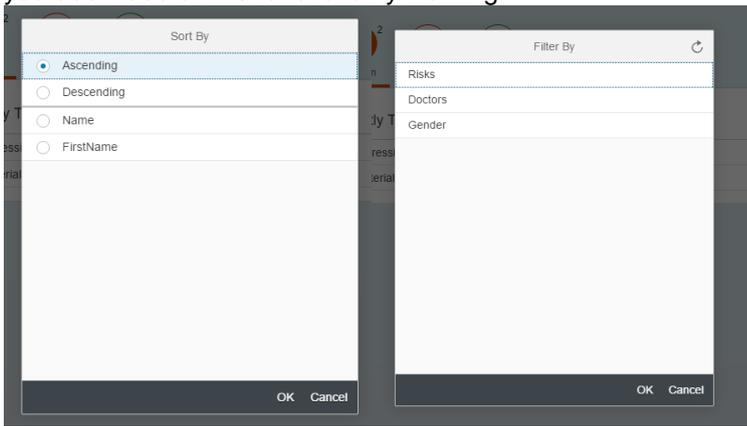
The tab separated content of the detail view shows the following per tab:
- The selected patient's afflictions/conditions (as can be seen in screenshot overviewing the whole master/detail format).
- Current running prescriptions (middle tab, shown in left screenshot below).
- Past prescriptions with effectiveness (right tab, shown in right screenshot below).
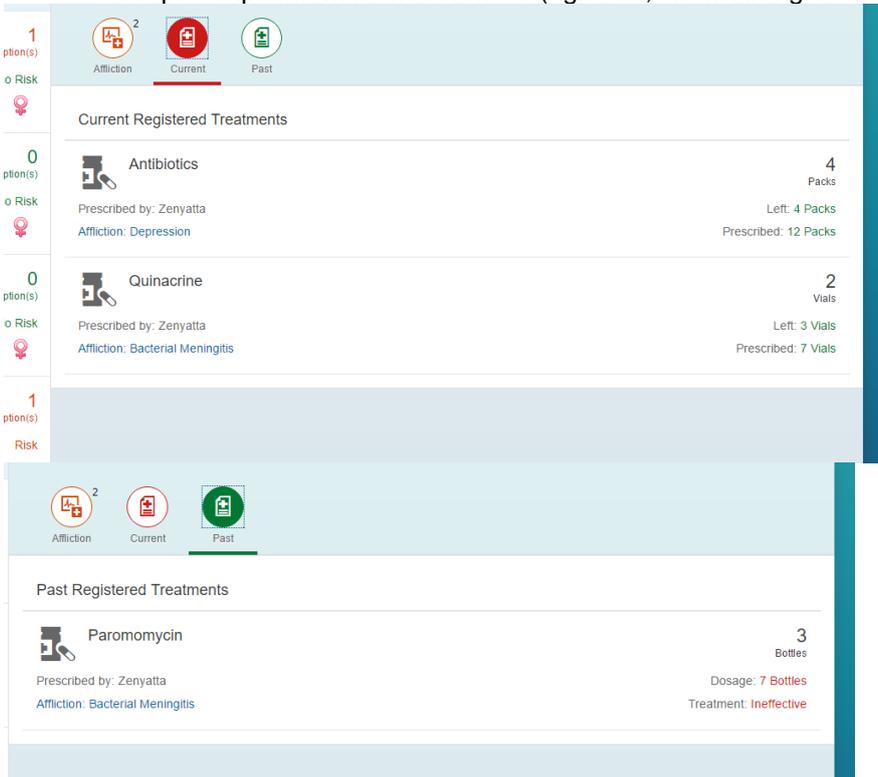
The button on the bottom right of the detail view (Add Prescription) pops the dialog popover meant for adding prescriptions to patients:

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