

A woman with curly blonde hair, wearing a white lab coat, is smiling and looking at a tablet computer in a pharmacy. She is standing in an aisle with shelves of various medications. The background is slightly blurred, focusing on the pharmacist.

**A UNIQUE TECHNOLOGY SOLUTION IN COLLAB WITH
PHARMACIES TO PROACTIVELY DEAL WITH COVID-19 THREATS**

CASE STUDY

PROBLEM STATEMENT



With their unique technology, our client is involved in enabling a network of pharmacies to improve care for customers and enhance support for pharmacists in the US. They're at the forefront of providing community pharmacies with real-time data needed to mitigate unauthorized prescription drug issuance.

During the Covid-19 pandemic, the US faced a huge problem wherein the customers started taking over-the-counter medicines by themselves without proper prescriptions. This was happening to such an extent that the healthcare members were not able to keep a tab or interfere in all the places. This is when our client wanted to build an application that would monitor the sale and distribution of over-the-counter medications.

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PROBLEM STATEMENT

Thus, they decided to partner with Zuci, to create a Covid-19, OTC (over-the-counter) Medication Transaction Monitor. Moreover, they wanted to enable the pharmacy storefronts to provide advance warning of potential Covid-19 cases within underserved urban communities, via real-time, location-specific monitoring of select over the counter (OTC) cold & flu product purchases.

BUSINESS GOALS:

1. Connect with the pharmacies for timely COVID-19 counseling, education, and testing of incoming patients/customers
2. Provide on-the-spot COVID-19 test to patients, or alternatively refer them to local, less expensive testing centers
3. With acute monitoring through the app, identify COVID-19 hotspots for timely intervention and resolution
4. Collect community-wide transaction data for the purpose of syndromic surveillance reporting

WHAT WENT BEHIND MAKING THIS SOLUTION A REALITY?



The team at Zuci built RESTful API services, which carries all the features of the REST architecture with unique additional features. This service was used by the client to be shared with all the pharmacies



Integrated POS VAR (the software and hardware package for an effective POS system) with storefront API



Developed a scoring engine that would calculate a score on the basis of each customer's OTC medication purchase



The system also validated the quantity of medicine that is being purchased by the said customer

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WHAT WENT BEHIND MAKING THIS SOLUTION A REALITY?



A rating then appears for the pharmacists to see whether the consolidated purchase score is less than 10 (green indicator) or more than 10 (yellow indicator)



Based on this score the pharmacy will be alerted if the patient makes a purchase beyond a certain threshold (score of more than 10) and they can advise the customer to go in for a Covid-19 test at the hospital



A flow was created in the backend to accurately communicate these data points

WHAT DID WE ACHIEVE FOR THE CLIENT?



This service enabled proactive mitigation of unauthorized controlled prescription drug purchases



Timely detection and warning for potential Covid-19 cases



It also provided support both at the “Back” and “Front” of the Pharmacy Counters (i.e. service benefits for both the pharmacist and their customer/patient)



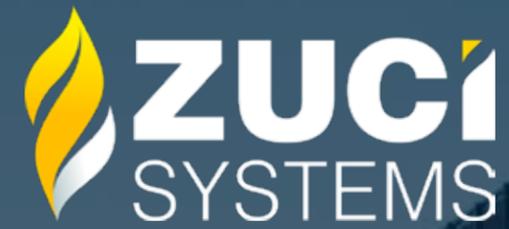
The developed API is compatible with many types of platforms or operating systems, enabling integration with a wide network of pharmacies



All data is secured with customer identity being concealed at all times

TECH STACK





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