

MEDSHOP: AN ONLINE PHARMACY APPLICATION USING SALESFORCE

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Abstract: This study proposes an online pharmacy application called MEDSHOP, that uses Salesforce CRM for its implementation. The online Industry is a fast-gaining ground as has accepted and used business paradigms. It is reasonable to say that online application is very commonplace for all your shopping needs. The use of online systems reduces time consumption, offers articles with reduced cost, handling is easy, marketing is possible, and reduced paperwork. This cloud-based application provides consumers with all pharmaceutical needs.

Index Terms - Salesforce, CRM(Customer Relationship Management), Pharmacy, Healthcare, Prescription.

I. INTRODUCTION

The online business sector is one that is expanding quickly. In many respects, it has altered people's lives. Online shopping for various goods, money transfers, online renting, booking, and many other tasks have become simpler. The pharmaceutical and healthcare departments have also succeeded in reaching this level, making life easier for traditional pharmacies. It has cut down on time and offers inexpensive goods that are delivered to your doorsteps with no interaction, increasing privacy and making marketing simple and dependable. However, enabling the moral sale of medications that call for a prescription and verification should be the top priority for Internet pharmacies. Unprescribed use of various medications can result in a variety of serious health problems.

The basic concept of this application is to allow you to order medicines online, book an appointment with a doctor, book a lab test, also to buy the medicines that require the doctor's prescription by implementing a verification method. It also allows you to subscribe to the monthly refills features for repeated medicines.

There are many medicines that require a prescription to buy them. For such kinds of medicines, a verification process of three levels is implemented that includes: Uploading the prescription., verification by the doctor registered on-site, and approving the prescription.

Online appointment with doctors makes it convenient and reliable for patients, especially for the elders who face a hard time to travel distances to meet a doctor or even for people who are much busier in their work life.

The user data is stored in the database, for future use. Such as information like – order history and monthly refills for the consumers.

II. PROPOSED SYSTEM

This proposed system is a cloud-based web application that uses Salesforce. Salesforce is a cloud computing-based technology and is a famous Platform as a Service key. It is considered the most powerful solution for creating applications with the available resources. The best part of cloud-based CRM is that you do not have to bother about the maintenance of the servers and hardware. Everything here is provided virtually. The admin has to pay for only the used services.

Salesforce has a web-based framework for creating lightning components. Lightening web component that utilizes the techniques like CSS, HTML, and JavaScript.

This application's main goal is to meet different healthcare and pharmacy needs while also protecting user privacy and data. Drugs including tranquilizers, sleeping medications, narcotics, and painkillers require a prescription from a doctor. Self-medication with these medications carries significant health risks.

By using an authentication strategy, this program has placed a strong emphasis on the moral sale of prescription drugs.

The user will first upload the prescription for the necessary medication. Second, the doctor will confirm the prescription. Third, the order is only handled after the prescription has been approved. Eliminating illegal drug sales will shield the user from the negative effects of self-medication.

IJNRD2305746

Additionally, it provides a facility for scheduling appointments with on-site registered doctors. As a result, it is dependable, practical, and time-saving for patients, particularly older patients who have trouble traveling.

The option to schedule a lab test is also included. Through the attendant, the lab test can be conveniently performed at your location. There is also a section on the health blog with healthcare advice.

In addition to user convenience, data security is a consideration. The ideal solution for this problem is to store the data on a cloud architecture that allows for dynamic scaling. This program features a data storage facility and makes it simple and interactive to retrieve data, such as prescription order history, for use in the future. In some circumstances, a consumer needs a prescription refill every month.

III. METHODOLOGY

3.1 Workflow Diagram



3.3 User Interface:

3.2 Admin:

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- The user can register and log in to the application.
- They can buy medicines and healthcare equipment. •
- They can book appointments with doctors and also lab tests. •
- Users can also request their monthly refills.

3.4 Database

- The database here used is SOQL.
- It ensures data security.

IV. RESULTS AND EXECUTION

The users can be registered and log in to use the application. After registration, one can use the features such as – lab test booking, an appointment with a doctor, and order medicines and other pharmaceutical equipment.



Fig. 4.5 HEALTH BLOG

Fig. 4.6 REGISTRATION PAGE

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IV. CONCLUSION

The proposed system is a cloud-based web application, thus, is platform-independent. The user does not need any particular type of system and thus there is no need to install any application on the device. The proposed system is implemented using Salesforce, which is a very popular cloud-based CRM. Thus, the security of the application and the sensitive user data is something not to be stressed about. The user data is always safe and stored in a very secure environment. The overall user experience is improved. This increases the reliability and convenience of consumers. Utilizing an online system has lowered time requirements, provided the goods at a lower cost, making handling simple, and decreased paperwork.

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