

# Visit Clinic Pharmacy User Guide



The Pulse of Medical Management

**MODERN SYSTEM FOR SOFTWARE  
DEVELOPMENT**

## Table of Contents

|                                                         |           |
|---------------------------------------------------------|-----------|
| <b>.1 MODERN SYSTEMS FOR SOFTWARE DEVELOPMENT .....</b> | <b>3</b>  |
| <b>2. PHARMACY .....</b>                                | <b>12</b> |
| <b>3. INDEX .....</b>                                   | <b>64</b> |
| <b>4. REFERENCES .....</b>                              | <b>66</b> |
| <b>5. CONTACT US .....</b>                              | <b>67</b> |

## 1. Modern Systems for Software Development

### 1.1 Introduction

Modern Systems for Software Development is a dedicated software firm with a core focus on delivering software development, analysis, and implementation services that adhere to global standards. Our mission is to craft cutting-edge software solutions that meet the complex needs of our clients, ensuring quality and excellence in every project we undertake. By integrating international best practices into our processes, we strive to set a benchmark in the software industry.

Modern Systems for Software Development has innovated a healthcare software solution designed to streamline online services for medical professionals and pharmacies. This platform also serves as a vital tool for medical sales representatives. Crucially, it is engineered with the general public in mind, allowing them to engage with the system for their healthcare needs. Medical practitioners and pharmacists utilize this system to efficiently locate and serve patients, ensuring accurate and timely distribution of medications and services.

The platform is designed to provide a comprehensive suite of features, encompassing various medical fields such as internal medicine among others. Additionally, it will offer an extensive directory of over 189,000 commonly used medications, meticulously categorized by country for universal accessibility.

Visit Clinic provides a suite of general modules, including an accounting module with a comprehensive general ledger to track income and expenses for clinics and pharmacies. Additional modules are available within the system. To access detailed information, please proceed with registration.

Modern Systems for Software Development provides comprehensive software analysis services adhering to the highest standards for both private and public entities. Utilizing frameworks like the Information Technology Infrastructure Library (ITIL), which is renowned globally and tailored for IT services, they offer a suite of about twenty-six business processes. Additionally, ITIL offers a range of professional certifications catering to various expertise levels, from beginners to experts.

Modern Systems for Software Development provide comprehensive business analysis, aiding organizations in adopting processes aligned with global standards. Additionally, they offer specialized software solutions for processes like incident and knowledge management, enhancing operational efficiency and information governance.

The founder of Modern Systems for Software Development previously established a successful track record with notable entities such as Microsoft, Horvath, and Link Dot Net within a governmental framework.

The Capability Maturity Model Integration (CMMI) is a globally recognized standard that aims to enhance business processes, enabling organizations to conduct their operations more systematically. It encompasses approximately twenty-two distinct business processes. The proprietor of a company has been involved in a significant CMMI transformation initiative within governmental entities. To disseminate practical insights on CMMI application, this individual has authored and freely distributed an e-book, drawing from authentic implementation experiences, for the benefit of software engineers seeking to apply these principles in practical scenarios.

The founder of Modern Systems for Software Development holds a strong belief in the development of human resources, particularly in nurturing young talent. This commitment extends to providing expertise in software business process development and analysis, which contributes to the national economy in the IT sector. Their dedication led to the collaboration with a U.S. consultant in authoring a comprehensive book on CMMI, which they generously offer free of charge to the global community.

Custom software development, including portal creation, is tailored to meet the specific needs and objectives of clients, as guided by their recommendations and directives. Modern Systems for Software Development specializes in crafting bespoke software solutions that cater to the unique requirements of customers, ensuring accessibility through online platforms or internal networks.

Modern Systems for Software Development is committed to embracing diversity in IT specialization, ensuring that customer demands are met with professional services and products that adhere to international standards, all offered at competitive prices.

## 1.2 Why Modern Systems

Organization leaders strive to offer outstanding products and services that meet the needs and expectations of a global clientele. IT departments bear a crucial role in providing high-quality e-services that align with the organization's financial agreements and management expectations. It is essential to seek cost-effective solutions that support the organization's objectives and ensure sustainable operations.

Modern Systems for Software Development, based in Egypt, is dedicated to meeting the diverse software requirements of all users. With a strategic approach, Modern Systems for Software

Development offers vital support to various private and public entities, delivering high-quality, cost-effective in-house software solutions. Additionally, the company specializes in tailoring renowned global software to align with the unique needs and objectives of its clients.

Modern Systems for Software Development boast extensive expertise in business processes and the implementation of software solutions. They strategically utilize a selection of technologies in synergy to fulfill the specific needs of organizations. This approach ensures that each technology is leveraged effectively to enhance the organization's operational efficiency and achieve its strategic objectives.

Modern Systems for Software Development are committed to fostering human welfare, particularly for the youth, to accomplish strategic objectives aimed at ensuring a high quality of life for all. This commitment is mirrored in the services offered to both local and global markets, reflecting a dedication to excellence and a better future through technological advancement.

Modern Systems for Software Development specializes in delivering bespoke software solutions, including proprietary platforms such as VisitClinic.org. We cater to the unique requirements and expectations of our clients, whether it involves developing custom software from scratch or tailoring existing products like Microsoft SharePoint to meet specific business needs. Our commitment is to ensure that our software aligns perfectly with the client's vision and operational demands.

Modern Systems for Software Development are equipped to deliver solutions that adhere to a variety of global standards, including the Information Technology Infrastructure Library (ITIL), Customer Relationship Management (CRM), and the Capability Maturity Model Integration (CMMI). These systems are designed with the flexibility to be customized and configured to meet the specific needs of different international standards.

Modern Systems for Software Development is committed to delivering comprehensive support through our team of expert consultants. We specialize in analyzing and developing software solutions that are tailored to meet our customers' expectations and align with their strategic organizational goals. Our approach ensures that the software we configure is not only functional but also a strategic asset to our clients' operations.

### 1.3 Modern Systems Services

Modern Systems for Software Development, a dedicated entity within the IT sector, is committed to refining business processes and bolstering visibility for both internal staff and external clientele, aligning with the company's strategic goals. Our proficiency lies in ongoing process enhancement, a key aspect of our services designed to foster organizational growth.

Modern Systems for Software Development are designed to enhance service delivery, both online and offline, by tackling the challenges faced by internal and external customers. These systems strive to foster innovation, providing tailored solutions that assist all stakeholders in reaching their objectives efficiently. By leveraging modern methodologies and technologies, they offer a robust framework for businesses to improve customer satisfaction and operational excellence.

Modern Systems for Software Development boasts a wealth of experience across various software domains. Recognized globally, the following frameworks are among the most widely adopted by organizations, and Modern Systems for Software Development is well-equipped to assist any organization by offering comprehensive software solutions and thorough process analysis. Their expertise ensures that clients receive tailored, cutting-edge software strategies that align with industry best practices.

## 1.4 Visit Clinic 1# Medical Society

Visit Clinic offers an integrated platform designed for healthcare professionals, including doctors, pharmacists, and laboratory technicians, medical factories, computer stores, medical factories, schools, educational institutions; faculties; and universities, as well as sales representatives and individual clients. This comprehensive system facilitates seamless collaboration across various medical services, ensuring a more cohesive healthcare experience. By uniting diverse roles within a single interface, Visit Clinic streamlines the delivery of medical care and support.

Visit Clinic offers a user-friendly platform with a vast array of features suitable for various needs. It is equipped with numerous functionalities that cater to diverse preferences, ensuring that you can easily find what you're searching for. The dedicated team of consultants continuously updates the website, striving to meet and exceed user expectations with every enhancement.



## 1.5 Visit Clinic dashboard

Explore visit clinic's portal to discover the outstanding services we offer. The accompanying graph illustrates the success story of our portal, showcasing the effectiveness and reach of our services through compelling numerical data. This visual representation serves as a testament to our commitment to excellence and the measurable impact we have on our community's health outcomes.

|                                      |                                          |                             |                              |                               |
|--------------------------------------|------------------------------------------|-----------------------------|------------------------------|-------------------------------|
| 189K Medicine Product                | 30K Active Pharmaceutica<br>l Ingredient | 228K Hotel                  | 1.3K Job                     | 7K Food Sheet                 |
| 3.3K Car Model                       | 394 Car Factories                        | 4 ITIL Processes            | 31 Factory Product Services  | 17 Medical Equipment Services |
| Pharmacy (Standalone and Online)     | 18 Pharmacy Online Services              | 45 Doctor & Clinic Services | 29 Event Management Services | 8 Project Management Services |
| 19 HR Services                       | 5 Laboratory Management Services         | 12 Computer Store Services  | Affiliate Sales              | 44 Public Services            |
| English, Arabic and French Languages |                                          |                             |                              |                               |

## 1.6 Visit Clinic Youtube Video

Modern Systems for Software Development's Visit Clinic would like to draw your attention to our video content. Please be aware that due to ongoing updates to our portal, this content may no longer be current. We encourage you to log in to the system or download the most recent documentation directly from the portal to ensure you have access to the latest information. Thank you for staying updated with us.

## 1.7 Microsoft Copilot

Microsoft Copilot is an AI-powered assistant designed to enhance your productivity and simplify various tasks. Integrated within Microsoft 365 applications like Word, Excel, Outlook, and PowerPoint, Copilot helps users by:

- **Generating Content:** It can create text, generate summaries, and offer suggestions to improve writing.
- **Answering Questions:** It provides accurate and relevant information, helping you find answers quickly.
- **Performing Tasks:** It can automate repetitive tasks, freeing up your time for more important activities.
- **Providing Insights:** It analyzes data and provides insights, making it easier to understand and utilize information effectively.
- **Creative Projects:** It assists in brainstorming ideas and generating creative content.

With Copilot, you have a powerful tool at your disposal to enhance productivity and streamline your workflow.

Microsoft Copilot offers several plans to cater to different needs:

1. **Standard Copilot:** This is the free version that provides access to basic AI features, such as generating and editing AI images, and using GPT-4 during non-peak hours. It's available on the web, Windows, macOS, iPadOS, and mobile apps<sup>1</sup>.
2. **Copilot Pro:** For \$20 per month, this plan offers priority access to GPT-4 and GPT-4 Turbo during peak usage times, 100 boosts per day for creating AI images, and access to Copilot in the free web versions of Word, Excel, OneNote, and Outlook.
3. **Copilot for Microsoft 365:** Priced at \$30 per month, this plan integrates seamlessly with Microsoft 365 apps (Teams, Word, Outlook, PowerPoint, Excel, etc.) and includes enterprise-grade security, privacy, and compliance.

4. **Copilot Studio:** This is a low-code, end-to-end conversational AI platform that allows you to build and customize your own Copilots.

Each plan offers different features and benefits, so you can choose the one that best fits your needs. Would you like more details on any specific plan?

How to register and activate your Hotmail account for Microsoft Copilot for free, follow these steps:

1. **Create a Microsoft Account:** If you don't already have a Microsoft account, sign up using your Hotmail email address. Visit the Microsoft account creation page and follow the instructions to create your account<sup>1</sup>.
2. **Access Free Microsoft 365 Apps:** Once your account is created, you can access the free online versions of Microsoft 365 apps like Word, Excel, Outlook, and PowerPoint. These apps are available for free with a Microsoft account<sup>1</sup>.
3. **Enable Copilot:** To enable Copilot in the free version, you may need to check for updates in the Microsoft 365 apps and ensure that Copilot features are turned on. You can usually find this in the settings or options menu of each app.
4. **Check for Updates:** Make sure your Microsoft 365 apps are up to date, as Copilot features may be included in recent updates.
5. **Use Copilot:** Once enabled, you can start using Copilot to assist you with various tasks in the Microsoft 365 apps.

Microsoft Official Copilot Website <https://copilot.microsoft.com/>

## 1.8 Portal Response Challenge

The Visit Clinic portal offers user-friendly functionalities and straightforward development strategies to address potential issues arising from ambiguous software development challenges, ensuring a consistently fast response. However, low portal response times could be attributed to one of the following reasons:

- 1- Check your internet connection speed using well-known portals such as Speedtest <https://www.speedtest.net/>
- 2- Ensure your internet bundle is active. If necessary, restart the internet router or contact your internet provider for technical support.
- 3- Open the portal and allow it to fully load. This helps your browser download cache files, ensuring it is ready and faster for future visits.
- 4- You can download widely-used internet browsers:
  - a. Microsoft Edge <https://www.microsoft.com/en-us/edge/?form=MA13FJ>
  - b. Google Chrome <https://www.google.com/chrome/>
- 5- If you encounter any new issues, please don't hesitate to contact us by email, including a screenshot for reference.

## 1.9 Portal Migration

The Visit Clinic portal has been migrated from [www.visitclinic.org](http://www.visitclinic.org) to the current portal [www.visitclinic.net](http://www.visitclinic.net), following the strategic directions and recommendations of Modern Systems for Software Development. The portal's Facebook and LinkedIn pages remain unchanged.

If you need any assistance or guidance, please feel free to contact the company through the approved communication channels listed at the end of this document

## 2. Pharmacy

### 2.1 Offered Services



A pharmacy serves as a commercial establishment where one can obtain prescription drugs, over-the-counter medications, health-related products, and more. The pharmacist, a trained healthcare professional, is responsible for the accurate dispensing of medications as per physicians' orders. They are also accessible for consultation regarding medication usage. In addition to fulfilling prescriptions, pharmacists provide a variety of non-prescription medications and health aids. They are equipped to offer guidance on a wide array of health supplements, including vitamins, and the proper application of supportive devices, such as bandages, inhalers, and herbal remedies. Pharmacists play a crucial role in healthcare by ensuring patients receive the correct medications and understand their use.

#### Customer Purchase Requests



#### Home-based medical care services



Organizations  
Service Directory



Home-based  
inbox

#### Pharmaceutical Requests



New order to  
medical sales



Order inbox and  
list

### Pharmaceutical Remittance

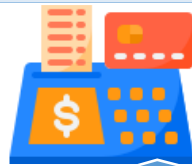


Orders to GL



Online orders to  
GL

### Point of Sale 'POS'



POS Report



Most Sold  
Products



Low Stock

### Pharmacy Configurations

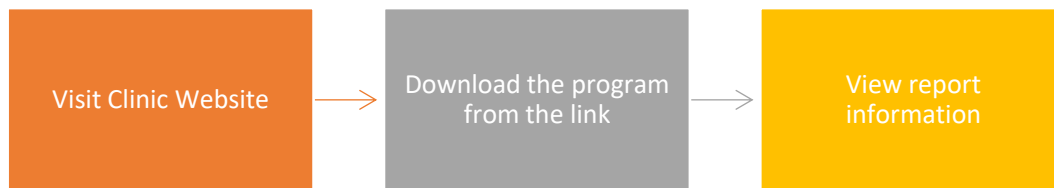


Payment  
configurations

### 2.1.1 Download pharmacy monthly subscription software



The Visit Clinic website offers a streamlined process for pharmacists to download a specialized pharmacy management program. To access the full suite of features, pharmacists are required to activate their accounts through the company. This activation process transitions their status from a standard user to a verified pharmacist user. Once activated, the program enables seamless connectivity to the website for downloading the most recent updates, including newly added medications. Additionally, pharmacists have the flexibility to alter drug information within the program, like barcodes. Any changes made are synchronized with their online account, ensuring that all data remains current and accurate. This system is designed to facilitate efficient pharmacy operations and maintain up-to-date pharmaceutical services.

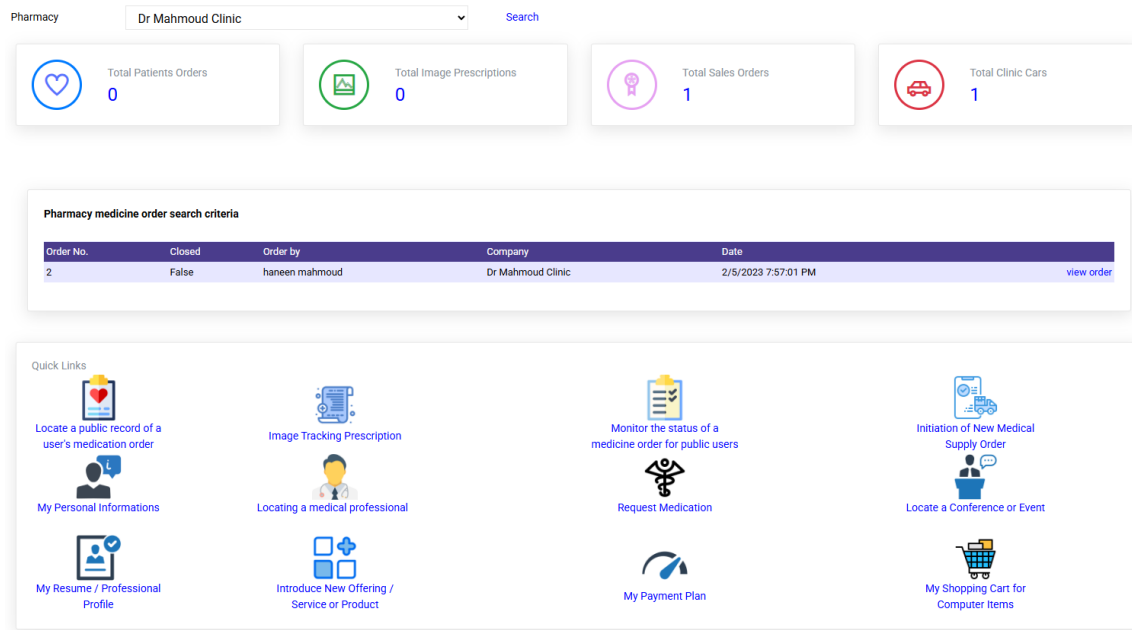


#### External links

|          |                                                                                                       |
|----------|-------------------------------------------------------------------------------------------------------|
| Language |                                                                                                       |
| Youtube  | <a href="https://www.youtube.com/watch?v=ByVJI4KbuVA">https://www.youtube.com/watch?v=ByVJI4KbuVA</a> |
| Download | <a href="https://visitclinic.org/download.aspx">https://visitclinic.org/download.aspx</a>             |

### 2.1.2 Dashboard

The portal includes a dedicated pharmacy dashboard designed for pharmacists and their employees.



### 2.1.3 Locate public records of user's medication order

The online medicine ordering and tracking service revolutionizes the way users interact with pharmacies by providing a digital platform for the submission and monitoring of pharmaceutical orders. This innovative service streamlines the process of obtaining medications, offering a multitude of benefits that cater to the modern consumer's needs. The primary advantage is the unparalleled convenience it affords; individuals can effortlessly request medications from any location, eliminating the need to physically visit a pharmacy. Furthermore, the service guarantees expeditious delivery, with some orders fulfilled in as little as an hour, underscoring the system's efficiency. Additionally, it ensures the availability of products, allowing users to verify stock levels at the pharmacy in real-time prior to placing an order. Privacy is also a cornerstone of this service, as it enables discreet and secure transactions for sensitive health-related purchases. The Visit Clinic website enhances this experience by providing seamless follow-up on medicine requests, ensuring users remain informed about the status of their orders from initiation to completion.



### User

- Add Medication Application
- Follow-up request

### Pharmacist

- Review requests
- Preparing applications and sending them to the service applicant through the pharmacy delivery service

#### Locate pharmacy purchase

Order Number

| Order ID | Medicine                  | Qty | New Qty | Item Price | Accept                              | Comment              |
|----------|---------------------------|-----|---------|------------|-------------------------------------|----------------------|
| 1        | Panadol 500 mg 24 tablets | 1   | 1       | 9.00       | <input checked="" type="checkbox"/> | <input type="text"/> |
| 1        | Vitamax 30 capsules       | 1   | 1       | 28.80      | <input checked="" type="checkbox"/> | <input type="text"/> |
| 1        | Ator 40mg 10 f.c. tab.    | 1   | 1       | 45.00      | <input checked="" type="checkbox"/> | <input type="text"/> |

Cost

Total Cost

#### External links form youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| Arabic   | <a href="https://www.youtube.com/watch?v=fONNYEuVX6U">https://www.youtube.com/watch?v=fONNYEuVX6U</a> |

## 2.1.4 Monitor the status of a medicine order for public users

Visit Clinic offer an online medicine ordering service, streamlining the process of obtaining medications and health-related products. The Visit Clinic website enhances this convenience by allowing users to submit pharmacy requests directly. This is accomplished by selecting the necessary medications, choosing a preferred pharmacy, and dispatching the request. Pharmacists are then able to monitor these requests, assemble the requested items, generate an invoice, and dispatch the order to the user's address via the pharmacy's delivery system.



## User

- Add Medication Application
- Follow-up request

## Pharmacist

- Review requests
- Preparing applications and sending them to the service applicant through the pharmacy delivery service

## Order Tracking

Pharmacy

Dr Haneen Mahmoud

[search and add pharmacy](#)

| Online User Name | Online User Mobile | Cost  | Status | Date       |                      |
|------------------|--------------------|-------|--------|------------|----------------------|
| Mahmoud Zaki     | 01208911848        | 40.80 | Open   | 06/02/2023 | <a href="#">view</a> |
| Mahmoud Zaki     | 01208911848        | 20.75 | Closed | 07/02/2023 | <a href="#">view</a> |

## External links form youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=1c57i2Y_xSk">https://www.youtube.com/watch?v=1c57i2Y_xSk</a> |

### 2.1.5 Locate Patient Clinic Prescription

Accessing the visit clinic portal will provide the "Locate Patient Clinic Prescription" form. This form is designed to facilitate the provision of a specific patient's prescription, enabling the pharmacy to view and prepare the necessary medication. It streamlines the process of prescription management, ensuring that patients receive their prescribed medicines accurately and efficiently. By utilizing this form, healthcare providers can enhance the coordination between the clinic and the pharmacy, improving the overall patient care experience.



#### Locate Patient Clinic Prescription

Clinic Visit Number

Doctor   [Find](#)  
[Mahmoud Zaki](#)

Patient   [Find](#)  
[Mahmoud Zaki](#)

| Pharmaceutical Designation | Duration | Repeat | Route             | Frequency | Dosage A        | Dosage B   |
|----------------------------|----------|--------|-------------------|-----------|-----------------|------------|
| 123 120ml syrup            | 1 Day(S) | No     | By Mouth (orally) | Daily     | After breakfast | With water |

### 2.1.6 Locate Patient Monthly Prescription

Accessing the clinic portal will provide the 'Locate Patient Monthly Prescription' form, which is designed to facilitate the provision of a specific patient's monthly medicine. This enables the viewing of the necessary medications from the pharmacy's inventory. It's a streamlined process that ensures patients receive their required prescriptions efficiently and accurately.



#### Locate Patient Monthly Prescription

Patient   [Find](#)  
[New User](#) [Mahmoud Zaki](#)

| Pharmaceutical Designation | Quantity |                                                                      |
|----------------------------|----------|----------------------------------------------------------------------|
| Panadol 500 mg 24 tablets  | 1        | <a href="#">Wiki</a>   <a href="#">Google</a>   <a href="#">Bing</a> |
| Ator 40mg 10 f.c. tab.     | 1        | <a href="#">Wiki</a>   <a href="#">Google</a>   <a href="#">Bing</a> |
| Capoten 25mg 20 tab.       | 1        | <a href="#">Wiki</a>   <a href="#">Google</a>   <a href="#">Bing</a> |
| Rivo 75mg 30 chewable tab. | 1        | <a href="#">Wiki</a>   <a href="#">Google</a>   <a href="#">Bing</a> |
| Abimol extra 20tab.        | 1        | <a href="#">Wiki</a>   <a href="#">Google</a>   <a href="#">Bing</a> |

### 2.1.7 Place an order at an online pharmacy



The Visit Clinic Portal is designed to offer a fundamental feature that enables pharmacies to sell medical products directly to customers through an online platform. This service simplifies the purchasing process, as it provides a seamless connection between the available medical products and the customers seeking them. With user-friendly navigation and secure transaction capabilities, the portal ensures that customers can easily find and purchase the medical supplies they need with convenience and confidence. The integration of this feature into the pharmacy's operations aims to enhance customer satisfaction by providing a straightforward and efficient online shopping experience.

#### Place an order at an online pharmacy

Pharmacy:

Customer Name:   [Find](#)

[New User](#) [Mahmoud Zaki](#)

Medicine Name:

Medicine:

Medicine Price:

Quantity:

| Pharmaceutical Designation | Price  | Qty | Alpha | Number | Special Code | Barcode  |                        |
|----------------------------|--------|-----|-------|--------|--------------|----------|------------------------|
| PANADOL SOLUBLE 500MG TAB  | 33.000 | 1   | None  | None   | 22           | 22       | <a href="#">Delete</a> |
| PANADOL                    | 11.000 | 1   | None  | None   |              |          | <a href="#">Delete</a> |
| No-uric 100mg 50 tab.      | 11.000 | 1   | None  | None   | 33           | 33       | <a href="#">Delete</a> |
| Humalog                    | 13.500 | 1   | A     | 1      | 11           | 01234557 | <a href="#">Delete</a> |

### 2.1.8 Online Pharmacy Order Directory



The Visit Clinic Portal is set to offer a fundamental feature that allows pharmacies to peruse through the records of sold Online Pharmacy Orders. This feature will be equipped with a search function, enabling users to effortlessly access and review detailed information pertaining to each order. It's designed to streamline the process of managing pharmacy sales and enhance the efficiency of order retrieval and customer service.

Pharmacy online POS

[Place an order at an online pharmacy](#)

Company

Customer Name   [Find](#)

[New User](#) [search for user first.](#)

| Order No | Customer Name | Customer Mobile | Quantity | Price   | Date                 |                               |
|----------|---------------|-----------------|----------|---------|----------------------|-------------------------------|
| 12       | Mahmoud Zaki  | 01208911848     | 1        | 11.000  | 3/15/2025 3:56:38 PM | <a href="#">Order Details</a> |
| 11       | Mahmoud Zaki  | 01208911848     | 1        | 11.000  | 3/15/2025 3:12:11 PM | <a href="#">Order Details</a> |
| 10       | Mahmoud Zaki  | 01208911848     | 1        | 11.000  | 3/15/2025 3:10:54 PM | <a href="#">Order Details</a> |
| 7        | Mahmoud Zaki  | 01208911848     | 3        | 88.000  | 8/5/2024 2:24:49 PM  | <a href="#">Order Details</a> |
| 6        | Mahmoud Zaki  | 01208911848     | 6        | 297.000 | 8/5/2024 2:18:55 PM  | <a href="#">Order Details</a> |
| 5        | Mahmoud Zaki  | 01208911848     | 24       | 802.000 | 8/5/2024 2:15:02 PM  | <a href="#">Order Details</a> |
| 4        | Mahmoud Zaki  | 01208911848     | 2        | 0.000   | 8/5/2024 2:10:01 PM  | <a href="#">Order Details</a> |
| 3        | Mahmoud Zaki  | 01208911848     | 2        | 0.000   | 8/5/2024 2:08:12 PM  | <a href="#">Order Details</a> |
| 2        | Mahmoud Zaki  | 01208911848     | 3        | 0.000   |                      | <a href="#">Order Details</a> |
| 1        | Mahmoud Zaki  | 01208911848     | 5        | 0.000   |                      | <a href="#">Order Details</a> |

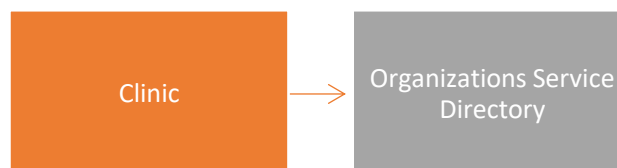
[Place an order at an online pharmacy](#)

Pharmacy **Dr Mahmoud Clinic**  
 Customer Name **Mahmoud Zaki**  
 Customer Name **01208911848**  
 Order Date **3/15/2025 3:56:38 PM**

| Pharmaceutical Designation | Price  | Quantity |
|----------------------------|--------|----------|
| PANADOL                    | 11.000 | 1        |

### 2.1.9 Organizations Service Directory

The Organization Service Directory is a cutting-edge platform designed to assist medical institutions in offering their services to the public. Its primary function is to streamline the process by which healthcare providers can list their services, enabling patients to easily access and request the medical assistance they need. This directory serves as a bridge between medical organizations and the community, ensuring that essential healthcare services are readily available and conveniently accessible to those who require them. By simplifying the interaction between providers and users, the Organization Service Directory enhances the efficiency of healthcare delivery and supports the overall well-being of the public.



## Organizations Service Directory

[New Service](#)

Company

| Published                           | Service Name | Classification | Occurrence     | Service Fees | Responsible Employee | Date                  |                      |
|-------------------------------------|--------------|----------------|----------------|--------------|----------------------|-----------------------|----------------------|
| <input checked="" type="checkbox"/> | زيارة منزلية | Clinic         | A single visit | 500.000      | Mahmoud Zaki         | 8/25/2024 10:43:11 AM | <a href="#">Edit</a> |

## Incorporate a New Organizations Service

Clinic / Pharmacy / Laboratory

Published ☒ Confirm the publication status of the specified service.

Service Name

Service Description

Classification

Service Fees   [Today Exchange](#)

Importance of Service

Responsible Employee   [Find](#)

[New User](#) [Mahmoud Zaki](#)

Time To Provide The Service

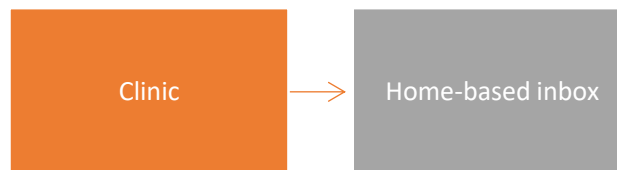
Service Occurrence

Employee Qualification

Expected Time to Arrive Description

### 2.1.10 Home-based inbox

The home-based inbox serves as a dedicated platform for users to manage and monitor services that have been transferred to them. This personalized inbox allows for efficient tracking and follow-up of the services rendered, ensuring that each user can stay updated on the status and progression of their specific services. It's designed to streamline the process of service delivery, providing a user-centric approach to service management and follow-up.



Organization Home Services: Home Medical Consultation Service Inbox

Home Medical Consultation Service - Inbox

Clinic / Pharmacy / Laboratory: Dr Mahmoud Clinic

Status: New

Search

The Visit Clinic portal is designed to furnish the most recent top 30 records, ensuring that users have access to the latest and most relevant data.

| Order No | Active                              | Status | From         | To           | Date                  |                         |
|----------|-------------------------------------|--------|--------------|--------------|-----------------------|-------------------------|
| 2        | <input checked="" type="checkbox"/> | New    | Mahmoud Zaki | Mahmoud Zaki | 8/27/2024 11:52:49 AM | <a href="#">Details</a> |
| 1        | <input checked="" type="checkbox"/> | New    | Mahmoud Zaki | Mahmoud Zaki | 8/26/2024 4:52:35 PM  | <a href="#">Details</a> |

Edit Home Medical Consultation Service

|                                |                                                               |
|--------------------------------|---------------------------------------------------------------|
| Clinic / Pharmacy / Laboratory | Dr Mahmoud Clinic                                             |
| Visit Date                     | 08/27/2024                                                    |
| Next Visit Date                | 09/03/2024                                                    |
| Employee Description           | Description?                                                  |
| Status                         | New                                                           |
| Follow-up                      | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Active                         | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Last Appointment               | -- None --                                                    |
| Last Clinic Visit              | -- None --                                                    |
| Last Laboratory Visit          | -- None --                                                    |
| Modified Date                  | None                                                          |
| Modified By                    | None                                                          |
| <button>Save Changes</button>  |                                                               |

Medical Consultation Services

|                                   |                                                                                                                    |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Offered Services                  | زيارة منزلية                                                                                                       |
| Symptoms                          | <input type="checkbox"/> High Temperature <input type="checkbox"/> Feeling Dizzy <input type="checkbox"/> Vomiting |
| Duration of Symptoms Display Days | 1                                                                                                                  |
| Patient Description               | Patient Description?                                                                                               |
| Employee Description              | Employee Description?                                                                                              |
| Patient Mobile Number             | 01208911848                                                                                                        |
| <button>Add Service</button>      |                                                                                                                    |

This service order currently has no services linked to it. If you wish to add services, please visit the 'Add Services' section in your account settings or contact customer support for assistance.

Transfer the service request to an alternative representative for further assistance.

User: Mobile  Search Text?  Find

New User [search for user first.](#)

Reply Message?

Reply Message

Status: New

Request for Service Transfer History

| Status | From         | To           | Reply                | Date                  |
|--------|--------------|--------------|----------------------|-----------------------|
| New    | Mahmoud Zaki | Mahmoud Zaki | <input type="text"/> | 8/27/2024 11:52:49 AM |

### 2.1.11 Organize the inbox and compile the list



The online medicine ordering and tracking service transforms the way users interact with pharmacies by enabling them to send prescriptions through a dedicated website. This innovative platform ensures that individuals can conveniently order their required pharmaceuticals and stay informed about the progress of their delivery. The benefits of this service are manifold. It offers unparalleled convenience, allowing users to place orders from their homes or any location, eliminating the need to visit the pharmacy in person. The service is designed for speed, with a commitment to delivering orders within a predetermined timeframe, and in some instances, delivery may occur within just one hour. Additionally, it provides real-time availability checks, giving users the ability to verify the stock of medications before placing an order. Privacy is also a cornerstone of this service, as it affords users the discretion to purchase medications confidentially and securely. The Visit Clinic website enhances this service by providing a seamless follow-up system for users to monitor the medicines dispatched to the pharmacy, ensuring a transparent and efficient process from prescription to delivery.

#### User

- Add Medication Application
- Follow-up request

#### Pharmacist

- Review requests
- Preparing applications and sending them to the service applicant through the pharmacy delivery service

### Pharmacy medicine order search criteria

Order Number

Type ☒ Owner ☐ Receiver

Status

The system is designed to exhibit the most recent fifty records that have been successfully retrieved.

| Order No. | Closed | Order by       | Company           | Date                |                            |
|-----------|--------|----------------|-------------------|---------------------|----------------------------|
| 2         | False  | haneen mahmoud | Dr Mahmoud Clinic | 05/02/2023 07:57:01 | <a href="#">view order</a> |

### Order Information

Order ID

Number of Items

Total cost

Order owner  [view account information](#)

Severity

Accept

To determine the correct updated price, it is essential to accept all the medicines and then input the new quantities and prices accordingly.

| Medicine               | Price | Qty | Row Cost | Accept                                                        | New Qty                        | New Price                      | Comment                                    |
|------------------------|-------|-----|----------|---------------------------------------------------------------|--------------------------------|--------------------------------|--------------------------------------------|
| Aspicid 300mg 200 tab. | 7.00  | 5   | 35.00    | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="text" value="?"/> | <input type="text" value="?"/> | <input type="text" value="Enter Comment"/> |

Status

### 2.1.12 Sales Transaction Summary

The Pharmacy Order Reporting Service offers a comprehensive solution for pharmacies to efficiently track and manage their online orders. This innovative service streamlines the order management process by enabling pharmacies to oversee and confirm the current status of each order with ease. Additionally, it facilitates the creation of in-depth reports that cover various aspects of the ordering process, including the volume of orders, the specific medications requested, and the analysis of high-demand periods. These insights empower pharmacies to enhance their customer service by tailoring their operations to meet consumer needs more effectively. Furthermore, Visit Clinic complements this service by providing pharmacies with the functionality to print out ordered medications and synchronize these details with the website, ensuring a seamless integration of online and in-store services.



## Pharmacy Program

- Selling medicines from the pharmacy program

## Website

- Print the report

### POS Orders Report

Company / Clinic / Pharmacy

Date from  to

| Pharmacist   | Patient Name | Total Price | Total Items | Order Date            | Date                  |                         |
|--------------|--------------|-------------|-------------|-----------------------|-----------------------|-------------------------|
| Mahmoud Zaki | Mahmoud Zaki | 20.00       | 2           | 07/08/2022 06:10:22 م | 07/08/2022 06:10:22 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 80.00       | 3           | 07/08/2022 06:11:00 م | 07/08/2022 06:11:00 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 68.00       | 5           | 07/02/2023 10:51:26 م | 07/02/2023 10:51:26 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 413.00      | 5           | 07/02/2023 10:51:40 م | 07/02/2023 10:51:40 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 100.00      | 6           | 07/02/2023 11:31:10 م | 07/02/2023 11:31:10 م | <a href="#">details</a> |

### 2.1.13 Medications Running Low

The Pharmacy Medication Tracking Service is a valuable tool that enables pharmacies to monitor their inventory for any medications that may be out of stock or unavailable. This service boasts several benefits, such as:



- **Inventory Checks:** Pharmacists have the capability to verify the stock levels of medications before placing orders, ensuring efficient management of supplies.
- **Online Ordering:** In the event that certain medications are not in stock, this service facilitates the online ordering process for users, streamlining the procurement of necessary drugs.
- **Stock Notifications:** This service is instrumental for pharmacies to notify users about the availability of medications, enhancing customer service and communication.

Furthermore, Visit Clinic offers an integration feature that allows the pharmacy's system to be synchronized with the VisitClinic website. This integration is designed to report any shortages of medications at the pharmacy and subsequently communicate these shortages to the drug store officer for replenishment. This ensures a seamless flow of information and maintains a

consistent supply of medications, thereby improving the overall healthcare experience for patients.

### Pharmacy Program

- Synchronization of pharmacy software with Visit Clinic website

### Website

- Verification of deficiencies through the report
- Make a request for medicines to the drug store official

#### POS Required Medicine Report

Company / Clinic / Pharmacy

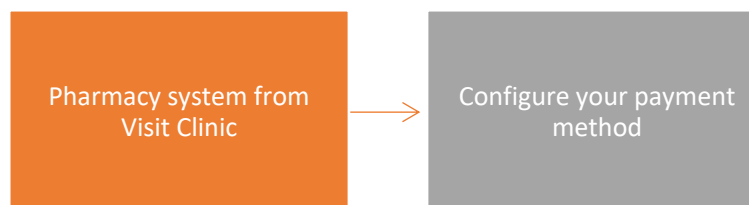
Date from  to

[Pharmacy New Medicine Order](#)

Please note that no low stock records have been found. It is recommended to verify this information through your desktop application initially.

### 2.1.14 Adjusting payment setting

The Payment Method Configuration Service is a versatile tool designed to assist pharmacists in managing the financial transaction mechanisms of their pharmacy. This service provides a user-friendly interface for pharmacists to seamlessly integrate and update essential financial details, including the pharmacy's accounting structure, preferred payment methods, and bank account information. By streamlining these processes, the service ensures that pharmacists can focus on patient care while maintaining accurate and efficient financial operations.



## POS Orders Report

Company / Clinic / Pharmacy

Date from  to

| Pharmacist   | Patient Name | Total Price | Total Items | Order Date            | Date                  |                         |
|--------------|--------------|-------------|-------------|-----------------------|-----------------------|-------------------------|
| Mahmoud Zaki | Mahmoud Zaki | 20.00       | 2           | 07/08/2022 06:10:22 م | 07/08/2022 06:10:22 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 80.00       | 3           | 07/08/2022 06:11:00 م | 07/08/2022 06:11:00 م | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 68.00       | 5           | 07/02/2023 10:51:26 ص | 07/02/2023 10:51:26 ص | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 413.00      | 5           | 07/02/2023 10:51:40 ص | 07/02/2023 10:51:40 ص | <a href="#">details</a> |
| Mahmoud Zaki | Mahmoud Zaki | 100.00      | 6           | 07/02/2023 11:31:10 ص | 07/02/2023 11:31:10 ص | <a href="#">details</a> |

## 2.1.15 Prescription Tracking Image

Visit Clinic online platform offers a convenient service that allows customers to order medications and health products online. The Visit Clinic website enhances this convenience by enabling registered users to submit medication requests directly to the pharmacy via the website. Users can upload a photograph of their prescription, which allows them to attach and send a copy of their prescription to the pharmacy electronically. Upon receiving the request, the pharmacist reviews and processes the order from within the pharmacy and dispatches the necessary medications to the customer using the pharmacy's delivery service.



### User

- Add a request for medicines in the form of a picture
- Follow-up request

### Pharmacist

- Review requests
- Preparing applications and sending them to the service applicant through the pharmacy delivery service

## Image Prescription

Org. / pharmacy name

| From Patient | Patient Mobile | File name       | Closed | Date       |                      |
|--------------|----------------|-----------------|--------|------------|----------------------|
| Mahmoud Zaki | 01208911848    | crypto_scam.JPG | No     | 06/04/2025 | <a href="#">view</a> |

Image prescription information's

Pharmacy name **Dr Haneen Mahmoud**  
 File Name **crypto\_scam.JPG**  
[download](#)  
 Patient Name **Mahmoud Zaki**  
 Patient Mobile **01208911848**  
 Patient Address **Egypt - Cairo - New Capital || العاصمة الإدارية الجديدة - cairo**  
 Date **06/04/2025**  
 Status **Open**

E-Mail Reply

Enter eMail Reply

**Send Reply**

| From           | E-Mail Content                           | Date                |
|----------------|------------------------------------------|---------------------|
| haneen mahmoud | The medicine is currently being prepared | 06/04/2025 12:00:00 |

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| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=iIRf-Dc51Zg">https://www.youtube.com/watch?v=iIRf-Dc51Zg</a> |

## 2.1.16 Initiation of New Medical Supply Order



The online drug store ordering service streamlines the process for pharmacists to procure medications and pharmaceutical supplies. Through Visit Clinic's platform, pharmacists can place orders directly to drug stores or pharmaceutical sales representatives. This system allows for the selection of needed medications, the choice of supplier, and the dispatch of orders. Upon receipt, orders can be reviewed and adjusted by the recipient in terms of quantity and pricing before confirmation and delivery. Additionally, the platform facilitates the printing of orders, showcasing both original and updated prices and quantities. Finally, the pharmaceutical company's representative completes the process by delivering the ordered medicines to the pharmacy, accompanied by the invoice for payment.

## Pharmacist

- Add a request for medicines, choose medicines and view their information through Google and Wikipedia
- Follow-up request

## Drug Store, Pharmaceutical Company Sales Representative, Medical Supplies Store

- Order review, quantity adjustment, price adjustment
- Print the order, prepare the application and send it to the service applicant through the delivery service at the pharmacy

**Order Information**

Company: Dr Haneen Mahmoud Refresh Add New Company

Employee: Sales Agent - mahmoud zaki Refresh Add New Contact

The system will present the following user categories:  
Pharmacist, Pharmacy Employee, Pharmaceutical Sales Agent, and Medical Organization.

Medicine:  ... Add New Medicine to my library

Barcode Number:  ...

Medicine Special Code:  ...

Medicine Price: 82.59

Quantity: 1

Logged User: ...

Order for:  ... No user selected.

Kindly note that the system will show the first match from your search results.

Add New Print

| Medicine Name                 | Price | Quantity | Row Price | Ordered To   |      |        |        |
|-------------------------------|-------|----------|-----------|--------------|------|--------|--------|
| Vitamax soft gelatin capsules | 82.59 | 1        | 82.59     | Mahmoud Zaki | wiki | google | Delete |
| Total Price                   |       |          |           |              |      |        | 82.59  |

Send

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| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=UO_SE3sVfoQ">https://www.youtube.com/watch?v=UO_SE3sVfoQ</a> |

## 2.1.17 Transfer prescription transactions to the main financial records

The process of transforming daily invoices into ledger entries encompasses a series of methodical steps. Initially, financial transactions are meticulously documented as accounting entries within the journal via the website interface. Subsequently, an automated analysis discerns the debtor and creditor for each transaction. Following this, the recorded transactions are systematically transferred to their respective ledger accounts.



Specifically, debit amounts noted in the journal are allocated to the ledger account's debit side, while credit amounts are correspondingly placed on the credit side. The Visit Clinic platform empowers pharmacists to streamline this conversion by enabling a date-based search, showcasing the invoices, and facilitating their reformatting into the accounting system's ledger format. This integration allows for the subsequent retrieval and review of invoices that have transitioned from the pharmacy's records to the accounting ledger system.

## Pharmacist

- Service configuration
- View one-day sales reports only
- View sales information
- Transfer invoices to the professor's account

## Human Resources

- View company incoming reports

## Transitioning Pharmacy Payments to the General Ledger System

Company / Clinic / Pharmacy

Dr Haneen Mahmoud

Department

Managers

Type

Pharmacy

Status

Opened

Date

04/06/2025

Accept Status

☐

Search

[Payment Configurations](#)  
[New Department](#)

| Order No. | Type     | Status | Cost \$ | New Cost \$ | No. Items | Date                | Accept                   |                         |
|-----------|----------|--------|---------|-------------|-----------|---------------------|--------------------------|-------------------------|
| 4         | Pharmacy | Opened | 14.00   |             | 1         | 06/04/2025 03:33:40 | <input type="checkbox"/> | <a href="#">Details</a> |

Save

External links form youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=XIL1opRtJnE">https://www.youtube.com/watch?v=XIL1opRtJnE</a> |

#### 2.1.18 Transfer the online pharmacy transactions into the main financial records

The process of integrating daily invoices into the ledger account is a multi-step procedure that ensures meticulous financial tracking. Initially, financial activities are meticulously documented in the journal as accounting entries, establishing a chronological record of transactions. Subsequently, each transaction undergoes a thorough analysis to ascertain the parties involved, identifying the debtor and creditor in the financial exchange. Following this, the recorded transactions are systematically transferred from the journal to their respective accounts within the ledger, a process known as posting.



The Visit Clinic website enhances this procedure by offering pharmacists a streamlined digital solution. It enables the conversion of daily invoices generated from online requests into formal ledger entries. This is facilitated through a user-friendly interface that allows pharmacists to search for invoices by date, review them, and seamlessly integrate them into the accounting system in the form of ledger invoices. Furthermore, the system provides the functionality to review invoices that have been processed and incorporated into the ledger, ensuring a transparent and efficient financial management system.

## Pharmacist

- View one-day sales reports only
- View sales information
- Transfer invoices to the professor's account

## Human Resources

- View company incoming reports

### Transition of Pharmacy Online Order Payments to General Ledger System

Company / Clinic / Pharmacy: Dr Haneen Mahmoud

Department: Managers

Status: ☒ Open ☐ Closed

Date: 04/06/2025

Accept Status: ☐

[Payment Configurations](#)

[New Department](#)

| Order By       | Cost \$ | Quantity | Date                | Accept                   |                        |
|----------------|---------|----------|---------------------|--------------------------|------------------------|
| haneen mahmoud | 16.80   | 1        | 06/04/2025 12:00:00 | <input type="checkbox"/> | <a href="#">Detail</a> |

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| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=_ujct5kruBc">https://www.youtube.com/watch?v=_ujct5kruBc</a> |

## 2.1.19 Add medicines to your pharmacy or clinic and synchronize the site with the pharmacy program

Visit Clinic enhances the pharmacist's workflow by offering a feature to incorporate medications from the Visitclinic website directly into the pharmacy's inventory system. This integration allows for seamless updating of drug information within the pharmacy's sales software. Upon finalizing transactions, the system facilitates an automatic synchronization with the website, enabling the generation of comprehensive sales reports that detail each transaction. This streamlined



process not only improves efficiency but also ensures accuracy in the management of pharmacy sales data.

#### Pharmacist

- Add a new drug to the pharmacy through the encyclopedia of medical drugs available on the site

#### Pharmacy Program "Monthly Subscription"

- Download the latest updates on the site for the pharmacy account
- Selling a medicine bill to a customer
- Updating the website through the pharmacy sales application

#### Pharmacist

- View the daily sales report through Visit Clinic

External links form youtube website

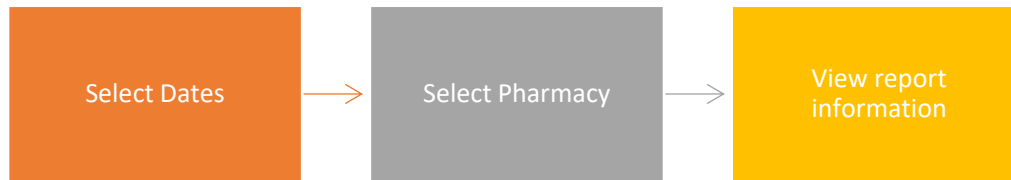
This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=FTyVd2WAaF4">https://www.youtube.com/watch?v=FTyVd2WAaF4</a> |

#### 2.1.20 Selling Medical Supplies

Visit Clinic enhances the pharmacist's workflow by offering a feature that allows the printing of a list of the most frequently requested medications. This function is accessible through the VisitClinic website and is designed to integrate seamlessly with the pharmacy's existing sales software. By synchronizing data between the two platforms, pharmacists can ensure they are up-to-date with patient needs and preferences, streamlining the process of inventory management and enabling better service to their community.





POS The top-selling medical products

Company / Clinic / Pharmacy:

Date: from  to

| Medicine Name                 | Occurrence |
|-------------------------------|------------|
| Humalog                       | 1          |
| Vitamex soft gelatin capsules | 1          |
| Ator 10mg 7 tab.              | 1          |
| Aspidol 300mg 200 tab.        | 1          |
| 123 one two three 20 f.c.tab. | 0          |
| Vitamex 30 capsules           | 0          |
| PANADOL SOLUBLE 500MG TAB     | 0          |
| No-uric 100mg 50 tab.         | 0          |
| Humulin N                     | 0          |
| HALOG                         | 0          |
| PANADOL                       | 0          |

External links form youtube website

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| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=bpu63YaN8hE">https://www.youtube.com/watch?v=bpu63YaN8hE</a> |

### 2.1.21 Incorporate new pharmaceuticals into the pharmacy's inventory through the website and ensure the pharmacy's sales software is updated online

The Visit Clinic portal offers pharmacists a streamlined process to augment their inventory by adding medications directly through the website. Once the pharmacist integrates their pharmacy's database with the online platform and selects the 'Update' option, the system synchronizes the latest data via an internet connection. This update ensures that the pharmacy management software reflects the current stock levels, enabling pharmacists to dispense medications efficiently.



In instances where the pharmacy's inventory is depleted of certain medications, the pharmacy management software facilitates the replenishment process. By connecting to the internet and initiating a 'Request for Missing Medicines,' the software conducts a comprehensive audit of the stock, identifies the shortages, and generates a detailed report on the Visit Clinic portal. Pharmacists can then review and adjust the quantities of the required medications. Subsequently, the system allows for the transformation of this inventory shortfall into a formal purchase order, which can be directed to a partnered drug supplier, thereby optimizing the restocking workflow.

#### Pharmacist

- Adding medicine to the drug store

#### Pharmacy Program "Monthly Subscription"

- Download the latest updates on the site for the pharmacy account
- The amount of medicine increases after adding the new amount
- Selling a medicine bill to a customer
- Updating the website through the pharmacy sales application
- Update of missing medicines in the pharmacy

#### Pharmacist

- View the missing medicines in the pharmacy
- Choosing medicines and adding the required quantities
- Transferring the missing medicines to the request to the drug store
- Complete an application with the drug store

#### Locate Product

Company / Clinic / Pharmacy

Dr Mahmoud Clinic

Search By

☒ Company

☐ My User

Product Information

Barcode

Find

[Add Medicine](#)

#### Locate Product

Company / Clinic / Pharmacy

Search By ☒ Company ☐ Only User

Product Information Barcode  [Add Medicine](#)  
[Product Name](#) Vitamax soft gelatin capsules

#### Product Information

Location Alphabet Number  
 Unit Type   
 Quantity   
 Price   
 Total Price   
 Expire Date   
 Sales Order Number   
 Sales Order Date   
 Medical Sales Agent Mobile Number   
 Medical Sales Company Mobile Number

Calculate Total Price

Find

Find

Save

#### External links form youtube website

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

| Language | Youtube Link                                                                                          |
|----------|-------------------------------------------------------------------------------------------------------|
| English  | <a href="https://www.youtube.com/watch?v=lyMYZciTQ5E">https://www.youtube.com/watch?v=lyMYZciTQ5E</a> |

#### 2.1.22 Pharmaceutical In-Store Sales System

Pharmacy programs are equipped with a multitude of fundamental benefits. They are engineered to enhance the management and operational aspects of a pharmacy, making the entire process more efficient. Such programs are pivotal in optimizing the workflow, thereby assisting pharmacists, owners, and staff in enhancing their daily tasks. Compliance with legal and regulatory requirements is another critical advantage, as these programs are updated to adhere to the latest standards. Patient care is significantly improved through the use of pharmacy software, which not only helps in fostering loyalty among existing customers but also in attracting new ones, ultimately boosting the pharmacy's revenue and profitability. The automation and streamlining capabilities of these programs lead to heightened efficiency and productivity,



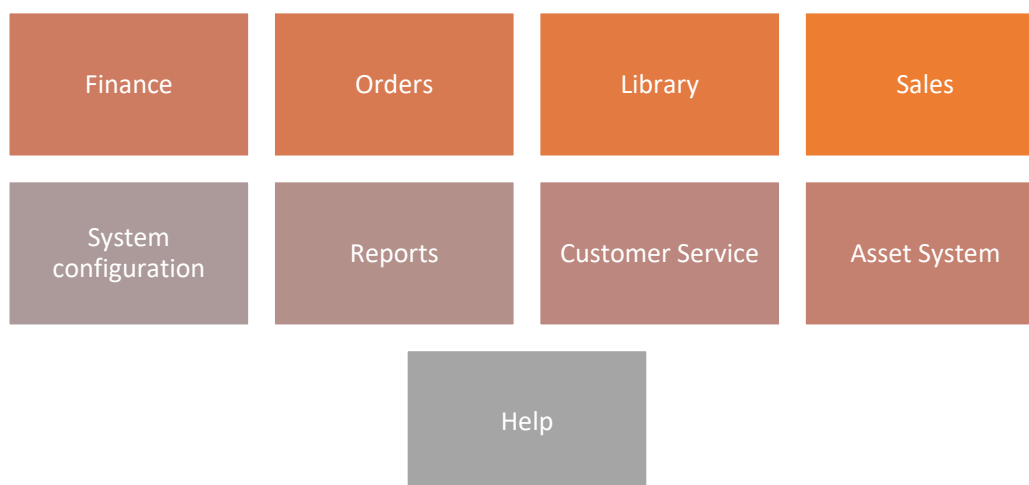
which translate into considerable cost savings. Moreover, the reduction of errors in prescription processing and billing is a key feature, minimizing the occurrence of claim rejections and enhancing reimbursement rates. Lastly, effective inventory management is facilitated by pharmacy software, which aids in preventing stock shortages and enhances the management of cash flow.

Visit Clinic enhances the capabilities of brick-and-mortar pharmacies through a comprehensive program designed to empower pharmacists to deliver superior service. This program includes an extensive database of over 13,000 medications available in Egypt, providing a valuable resource



for pharmaceutical professionals. Additionally, it features a directory of pharmaceutical companies across the Arab world, complete with contact methods, facilitating industry connections and communication. Catering to the foundational requirements of pharmacies, Visit Clinic offers a robust system that supports the daily operational needs of customers, pharmacists, and

pharmacy staff. Notably, this system operates independently of an internet connection, ensuring uninterrupted service and accessibility. The services provided are tailored to meet the day-to-day demands of a thriving pharmacy, ensuring that all stakeholders have the tools they need for success.



| Unit  | Information      |                                                                                                                                                                                                                                                                                                         |
|-------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sales | Pharmacy Sales   | The pharmacy's daily sales are efficiently tracked through the program, which includes the addition of new customers and the generation of invoices for both sales and product returns, all in strict adherence to the pharmacy's established policies. This systematic approach ensures accurate sales |
|       | Pharmacy Returns |                                                                                                                                                                                                                                                                                                         |

|                |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |                          | records and customer management, contributing to the pharmacy's operational excellence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Library</b> | <b>Medical products</b>  | The healthcare industry utilizes an extensive array of medical products, encompassing various tools, devices, and equipment essential for patient care. This program provides access to an expansive selection of over 13,000 product types currently available within the local marketplace. Additionally, pharmacists have the flexibility to introduce new medications into the program's database or update the details of the existing offerings as needed.                                                                                                                                                                |
|                | <b>Store</b>             | In a pharmacy, the storage area serves as a critical hub for the preservation and organization of medications and healthcare supplies. Effective management of this space is crucial to the operational workflow within the pharmaceutical sector. Pharmacists are tasked with the responsibility of updating inventory levels for various medicines, a practice that is integral to the sales cycle and instrumental in generating reports on medication shortages. This meticulous approach to inventory management ensures that the pharmacy operates efficiently and meets the healthcare needs of the community it serves. |
|                | <b>Customer</b>          | Patrons of a pharmacy are individuals who engage with the pharmacy's offerings and procure items from its inventory. It is within the pharmacist's purview to enroll new patrons into the customer management system or to refresh the existing details of a patron as needed. This ensures that the pharmacy maintains an up-to-date and efficient service for all who rely on its provisions.                                                                                                                                                                                                                                 |
|                | <b>Medical Companies</b> | Medical enterprises specialize in delivering healthcare products and services, encompassing a broad range of well-established firms within the industry. This program furnishes a directory of fifty local medical enterprises, complete with their email addresses, physical locations, and contact information. Additionally, pharmacists have the capability to enrich this database by incorporating                                                                                                                                                                                                                        |

|               |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |                              | new company profiles or refining existing company details. This dynamic feature ensures that the program remains an up-to-date resource for healthcare professionals seeking connections with medical suppliers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|               | <b>Sales Representatives</b> | <p>Pharmaceutical sales representatives serve as vital links between pharmaceutical companies and the healthcare community. Tasked with the promotion of medical products, these professionals engage with doctors, pharmacists, and other healthcare providers.</p> <p>Their key responsibilities encompass the dissemination of information regarding the latest pharmaceutical offerings, including innovative treatments and medications. Additionally, they play a crucial role in the promotion of these products, ensuring that healthcare practitioners are well-informed about the benefits and uses of various pharmaceuticals. Furthermore, they are instrumental in educating both healthcare institutions and the general public on critical medicinal knowledge.</p> <p>Complementing these functions, there exists a specialized software program designed to streamline the process of onboarding new sales representatives and maintaining up-to-date records of their professional information. This program is an essential tool for pharmacists, facilitating the efficient management of sales representative data.</p> |
| <b>Orders</b> | <b>New pharmacy order</b>    | <p>A new pharmacy order for medications refers to the request initiated by a pharmacy to procure pharmaceuticals and medical supplies from medical companies or wholesalers to replenish their inventory.</p> <p>This requisition is influenced by various determinants such as the rate of medicine sales, inventory levels, and the proximity of product expiration dates. Specifically, a surge in the sale of certain drugs necessitates an increased order of those items.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | <p>Similarly, a dip below the threshold level of stock for particular medications triggers a need for restocking. Additionally, products nearing their expiration require replacement to maintain the pharmacy's supply of effective medications.</p> <p>The system in place facilitates the creation of new medication orders, enabling the printing and forwarding of these requests to pharmaceutical representatives or suppliers, thereby streamlining the restocking process.</p>                                                                                                                                                                                                          |
| <b>Search for an order</b>                                            | <p>In a pharmacy, locating an order typically involves identifying and retrieving medications or medical supplies that have been previously requested by the establishment.</p> <p>This process ensures that the necessary items are readily available within the store. It encompasses the verification of pre-ordered pharmaceuticals and the assessment of their current stock levels to guarantee their provision to customers.</p>                                                                                                                                                                                                                                                          |
| <b>Transfer an order to the warehouse</b>                             | <p>In the context of a pharmacy program, the act of transferring an order to the store refers to the movement of medications or medical supplies from the pharmacy's ordered list into the physical inventory of the store. This critical step ensures that the stock levels reflect the most recent additions of pharmaceuticals or health-related items.</p> <p>It is a systematic process that updates the inventory records to account for the new stock, thereby maintaining an accurate and up-to-date catalog of available products. This procedure is essential for the efficient management of pharmacy resources and helps in providing timely and effective service to customers.</p> |
| <b>Converting the missing products in the pharmacy to a new order</b> | <p>When a pharmacy identifies a shortage of certain items in its inventory, it initiates a restocking process by compiling a list of depleted medicines and medical supplies. This inventory list is then forwarded to pharmaceutical suppliers or manufacturers to place an order for these essential products.</p>                                                                                                                                                                                                                                                                                                                                                                             |

|         |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|         |                              | The process ensures that the pharmacy maintains a continuous supply of medications and healthcare items to meet the needs of its customers without interruption.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Finance | Accounting tree              | In pharmacy management systems, the 'accounting tree' serves as a hierarchical framework that presents all the financial accounts integrated within the software. This structured layout aids in the systematic arrangement of accounts and offers a comprehensive snapshot of the financial health as depicted by various statements. It's a crucial feature that streamlines financial tracking and enhances the clarity of fiscal assessments in the pharmaceutical context.                                                                                                                    |
|         | Transfer sales to LUC system | Incorporating sales data into the pharmacy software's ledger account system involves meticulously documenting every financial transaction associated with sales within the software's accounting framework. This meticulous process is crucial for monitoring income and expenditures, thereby ensuring the generation of precise financial statements. It serves as a foundational practice for maintaining financial integrity and transparency in the pharmacy's operations.                                                                                                                    |
|         | New Invoice                  | <p>An invoice serves as a formal record of the sale transaction for pharmaceuticals and medical supplies. Typically, it includes essential details like the purchasing pharmacist's name, the transaction date, the types and quantities of medicines sold, and the total cost.</p> <p>This document is crucial for both the seller and buyer as it provides a clear and itemized list of the transaction, ensuring transparency and accuracy in the business exchange. It also plays a vital role in inventory management, financial accounting, and tax reporting for the entities involved.</p> |
|         | Find an invoice              | To locate an invoice within the pharmacy management system, one must pinpoint precise details pertaining to a particular invoice. This method is crucial for monitoring financial activities and ensuring the precision of financial statements. It streamlines the management of fiscal data, thereby facilitating a more efficient and reliable accounting process within the pharmaceutical setting.                                                                                                                                                                                            |

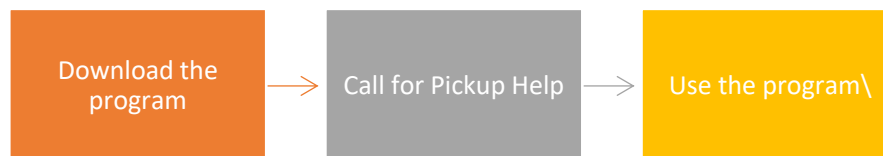
|                         |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Asset System</b>     | <b>Add a new asset type</b>                           | Create a new label designation for asset categorization.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                         | <b>Modify an asset type</b>                           | Revise the initial text data to reflect the most current information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                         | <b>Adding an asset to the pharmacy</b>                | <p>Introducing a new category of fixed asset into the pharmacy's accounting system involves incorporating an additional class of long-term operational assets. These fixed assets, typically encompassing real estate, machinery, and office fixtures, are integral to the sustained functionality of the business.</p> <p>They are not quickly converted into cash but are utilized over multiple years, providing value through their enduring presence in the company's daily operations. This expansion of asset types within the program reflects a strategic investment in the pharmacy's infrastructure, ensuring that the assets are accurately tracked and managed over their useful life.</p> |
|                         | <b>Search and modify asset data</b>                   | <p>The pharmacy program's asset type modification feature provides the flexibility to update the particulars of a designated fixed asset category within the system. Fixed assets, which are long-term resources employed in the operational activities of a business, encompass items like buildings, machinery, and furnishings.</p> <p>This service is essential for maintaining the accuracy of asset records, ensuring that the details reflect current status and values, which is crucial for financial reporting, tax calculations, and business valuation. It also aids in asset management, allowing for efficient tracking and utilization of these substantial investments.</p>             |
| <b>Customer Service</b> | <b>Add a customer service request to the pharmacy</b> | When a customer initiates a service request at a pharmacy, they are essentially placing an order to acquire products or services offered by the pharmacy. This process may involve the procurement of medications and healthcare supplies, among other items. It's a systematic way for customers to express their needs and for the pharmacy to efficiently manage and fulfill those requests.                                                                                                                                                                                                                                                                                                         |

|                 |                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Human Resources | <b>Search for customer orders</b>           | <p>In the context of a pharmacy program, locating customer orders involves a detailed examination of the specific attributes associated with orders previously entered into the system. This meticulous process is instrumental in monitoring the status and progression of orders, thereby enhancing the overall service provided to customers.</p> <p>By ensuring that each order can be efficiently retrieved and reviewed, pharmacies are better equipped to meet the needs of their clientele, respond to inquiries with accuracy, and manage inventory more effectively. This proactive approach to order management is a cornerstone of exemplary customer care in the pharmaceutical industry.</p> |
|                 | <b>Contracts</b>                            | <p>An employee contract is a formal document that establishes the working relationship between an employer and an employee. This binding agreement outlines the conditions under which the employee will work, encompassing aspects like compensation, work schedule, specific duties to be performed, entitlement to vacation time, the duration of the probationary phase, and various other stipulations.</p> <p>Such contracts serve to clarify expectations from both parties, ensuring a mutual understanding of job expectations and benefits. They are essential tools for defining the professional obligations and rights of the involved individuals.</p>                                       |
|                 | <b>Salary</b>                               | <p>Employees are compensated for their work with monetary remuneration, commonly referred to as salaries. The system facilitates the process of allocating a monthly salary for each employee, ensuring consistent and organized financial distribution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                 | <b>Attendance, permission and departure</b> | <p>In the realm of human resource management, three key terms—attendance, permission, and departure—play a crucial role in monitoring the work schedules of employees. 'Attendance' is the term designated for the moment an employee commences their workday, marking the beginning of their professional duties. 'Permission,' on the other hand, is the term used when an employee needs to temporarily exit the workplace for personal matters or unforeseen emergencies during the span of</p>                                                                                                                                                                                                        |

|                                   |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |       |          |       |                                   |                   |          |
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|                                   |                   | <p>the workday. Lastly, 'Departure' signifies the conclusion of an employee's workday.</p> <p>It is the point at which their official work responsibilities for the day cease. These terms collectively contribute to a structured framework within which the working hours of employees are meticulously tracked and recorded. Specifically, in the context of a pharmacy, the pharmacist is entrusted with the responsibility of documenting the attendance, permissions, and departure times for each staff member, ensuring a comprehensive record of their work hours is maintained.</p> <p>This systematic recording not only facilitates the efficient management of work schedules but also supports the accurate calculation of wages and the assessment of work performance. Moreover, it aids in maintaining compliance with labor laws and regulations, which mandate precise tracking of employees' working hours. Thus, these terms serve as the pillars of effective human resource management, underpinning the orderly operation of the workplace.</p> |       |          |       |                                   |                   |          |
| <b>Reports</b>                    | <b>Reports</b>    | <p>Pharmacy software reports compile various data sets and insights, offering a comprehensive snapshot of a pharmacy's efficiency and business activities. These analytical documents encompass a range of metrics, from sales figures and procurement details to stock levels, fiscal gains, and losses, as well as broader financial and operational statistics.</p> <p>Such reports are instrumental in assessing the health of the pharmacy's business, guiding decision-making, and strategizing for future growth. By meticulously tracking and examining these parameters, pharmacies can optimize their workflows, enhance customer satisfaction, and ultimately, bolster their bottom line.</p> <p>The program provides the following reports:</p> <table border="1"> <tr> <td>Store</td><td>Products</td><td>Sales</td></tr> <tr> <td>Medical Companies Representatives</td><td>Medical Companies</td><td>Customer</td></tr> </table>                                                                                                                         | Store | Products | Sales | Medical Companies Representatives | Medical Companies | Customer |
| Store                             | Products          | Sales                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |       |          |       |                                   |                   |          |
| Medical Companies Representatives | Medical Companies | Customer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |       |          |       |                                   |                   |          |

|                             |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |                  |
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|                             |                          | Asstes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Bills     | Orders           |
|                             |                          | Attendance and departure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Contracts | Customer Service |
|                             |                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           | Salary           |
|                             | <b>Configure reports</b> | <p>In the context of pharmacy software, report preparation involves tailoring and refining the reports to meet the specific requirements of the pharmacy. This process includes the ability to alter the language interface between Arabic and English, ensuring accessibility and ease of use for a diverse user base.</p> <p>The customization feature is designed to provide pharmacists with the flexibility to generate reports that are most relevant to their operations and patient care objectives. By accommodating language preferences, the software enhances its usability, making it a versatile tool for pharmacies operating in multilingual environments.</p> |           |                  |
|                             | <b>Dashboard</b>         | <p>The pharmacy program's dashboard serves as a centralized interface, offering a comprehensive snapshot of the pharmacy's performance metrics and operational status. This intuitive platform is designed to streamline the monitoring process, allowing for quick access to key performance indicators and operational data, which are crucial for informed decision-making and strategic planning in the pharmacy's daily activities. It's an essential tool for maintaining an efficient, effective, and patient-centered pharmacy service.</p>                                                                                                                            |           |                  |
| <b>System configuration</b> | <b>Pharmacy Data</b>     | Pharmacy details typically encompass basic information such as the establishment's name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |                  |
|                             | <b>Backups</b>           | <p>Creating backups within a pharmacy program involves duplicating all the data and information contained within the system. This critical procedure serves as a safeguard, ensuring that in the event of any unforeseen data loss or damage, the integrity and continuity of the pharmacy's operations are maintained. It's a proactive measure to mitigate risks associated with data corruption, system failures, or other disruptive incidents that could compromise patient care and service delivery.</p>                                                                                                                                                                |           |                  |

|  |                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Language</b>                                                                                 | This software offers interfaces in both Arabic and English to accommodate a diverse user base.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|  | <b>User settings in the program such as adding an employee, adding or modifying permissions</b> | <p>In pharmacy management systems, the access rights and capabilities of users are defined by their specific permissions within the software. These permissions are typically aligned with the individual's responsibilities and position within the pharmacy's operational hierarchy.</p> <p>This structured approach ensures that each user has the appropriate level of access to perform their duties effectively while maintaining the integrity and security of the system. By tailoring access in this manner, pharmacies can optimize workflow, safeguard sensitive information, and uphold compliance with regulatory standards.</p> |



#### External links

This video offers a basic understanding of our services. For the most up-to-date information and features, please log in to your account. You can download the complete English and Arabic service catalog and user guides directly from the portal.

|                     |                                                                                                         |
|---------------------|---------------------------------------------------------------------------------------------------------|
| <b>Language</b>     |                                                                                                         |
| <b>Youtube Link</b> | <a href="https://www.youtube.com/watch?v=G3vMggewXxc">https://www.youtube.com/watch?v=G3vMggewXxc</a>   |
| <b>User Guide</b>   | <a href="https://visitclinic.org/User_Manual/help.pdf">https://visitclinic.org/User_Manual/help.pdf</a> |

### 2.1.23 Inventory

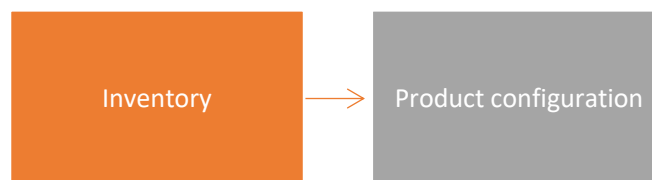


Inventory management systems are essential tools that assist in monitoring and orchestrating the movement of goods across the entire supply chain. These sophisticated platforms enable companies to streamline their inventory operations, fostering operational efficiency and bolstering profitability. Among the suite of functionalities, they provide are the regulation of stock quantities, classification of inventory items, and the meticulous tracking of sales and purchase orders. Additionally, they facilitate the integration of barcode technology for expedited processing and implement automated purchasing at predetermined reorder thresholds. Such comprehensive features ensure that businesses can maintain optimal stock levels, minimize overstock, and avoid stockouts, thereby ensuring a smooth and responsive supply chain.

### 2.1.24 Item configuration's



Product configuration refers to the tailored customization of a product to align with the unique preferences or requirements of a customer. This customization process can be directly undertaken by customers via visit clinic platforms, which offer a selection of customizable product features, or it can be executed by a sales or product engineer who configures the product in accordance with the customer's specified needs. The Visit Clinic portal offers an outstanding resource for pharmacists, facilitating the addition and management of medical product configurations, thereby enhancing the service provided to the end-users.



#### Locate Product

Company / Clinic / Pharmacy

Search By ☒ Company ☐ My User ☐ Visit Clinic

Product Information Barcode

Product Name Vitamax soft gelatin capsules

[Add Medicine](#)

#### Information on Product Configuration

Location Alphabet Number

General Classification Auto & Transportation

Specific Classification Transportation

Categories Aircraft

Unit Type BX - Box

Height 10

Weight 20

Size 30

External website 1

External website 2

Medical Sales Agent Mobile Number 01208911848

Mobile Number Name

Medical Sales Company Mobile Number 01208911848

Number Name

Product Image  No file chosen

[Read privacy policy first](#)

Find

[Mahmoud Zaki](#)

Find

[Dr Mahmoud Clinic](#)

[download](#)

Save

### 2.1.25 Add new product

In inventory management, the addition of a new product involves integrating a fresh item into your current stock or inventory framework. The Visit Clinic portal provides a feature that allows for the inclusion of products into the inventory system, streamlining the process for efficient stock management.



#### Locate Product

Company / Clinic / Pharmacy

Search By ☒ Company ☐ My User

#### Product Information

Barcode



[Add Medicine](#)

Product Name

Vitamax soft gelatin capsules

#### Product Information

Location

Alphabet

Number

Unit Type

BND - Bundle

Quantity

12

Price

Total Price

Calculate Total Price

Expire Date

04/07/2026

Sales Order Number

Sales Order Date

04/07/2025

Medical Sales Agent

Mobile Number 01208911848

Mobile Number

Name Mahmoud Zaki

Find

Medical Sales

Mobile Number 01208911848

Company Mobile

Name Dr Mahmoud Clinic

Find

Number

Save

## 2.1.26 Medications Running Low

The Pharmacy Medication Tracking Service is a valuable tool that enables pharmacies to monitor their inventory for any medications that may be out of stock or unavailable. This service boasts several benefits.



#### POS Required Medicine Report

Company / Clinic / Pharmacy

Dr Haneen Mahmoud

[Pharmacy New Medicine Order](#)

Date

from

04/06/2018

to

04/08/2025

Find

| Remove                   | Medicine Name | Price | Quantity | Date                |
|--------------------------|---------------|-------|----------|---------------------|
| <input type="checkbox"/> | ATEN 25mg     |       | 1        | 07/04/2025 10:39:58 |

Select All

Unselect All

Print Required Medicine Report

Delete Selected Product(s)

Save

Generate Order

## 2.2 Additional Subscription

### 2.2.1 IT Service Management

ITIL, or the Information Technology Infrastructure Library, is a comprehensive set of practices for IT service management (ITSM) that aims to align IT services with the needs of businesses. It provides a detailed framework for managing and delivering IT services, including processes, procedures, tasks, and checklists that are not specific to any one organization or technology. Originating from a UK government initiative in the 1980s, ITIL has evolved through several versions, with ITIL 4 being the most recent, reflecting a shift towards a more holistic approach to service management that integrates methodologies like Agile, DevOps, and Lean.



The Visit Clinic portal is equipped with four core ITIL processes, designed to cater to organizations of any scale. These processes encompass Incident Management, Knowledge Management, Service Catalog Management, and Service Request Fulfillment. By integrating these processes, the portal ensures a comprehensive management system that can streamline and enhance organizational operations. Additionally, to access these four processes, an extra monthly subscription is required, which is a small investment for the significant value and efficiency they bring to an organization's service management capabilities.

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Catalog Management | Service Catalog Management is a critical component of IT Service Management (ITSM) that involves creating and maintaining a comprehensive list of services that an organization provides to its customers. It serves as a single source of consistent information on all operational services and those being prepared to run operationally. The catalog aids in managing service requests efficiently by guiding customers to the appropriate service, thereby streamlining the process and improving the overall service delivery.      |
| Knowledge Management       | Knowledge Management (KM) is a systematic process that involves identifying, organizing, storing, and sharing information within an organization. It encompasses a multidisciplinary approach to achieve organizational objectives by making the best use of knowledge. This includes managing different types of knowledge, such as tacit, implicit, and explicit, and utilizing various tools and processes to facilitate knowledge creation, dissemination, and application. Effective KM strategies can lead to improved performance, |

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                        | innovation, and competitive advantage by fostering an environment of continuous learning and knowledge sharing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Incident Management                    | ITIL Incident Management is a critical component of the ITIL framework, which stands for Information Technology Infrastructure Library. It is a structured process used by organizations to manage and resolve incidents that significantly disrupt or degrade the normal functioning of IT services. The primary goal of this process is to restore normal service operation as swiftly as possible, minimizing the impact on business operations and maintaining high levels of service quality and availability.                                                                                                                                      |
| Service Request Fulfillment Management | ITIL Service Request Fulfillment Management is a critical component of the ITIL framework, focusing on the efficient and effective handling of service requests. This process ensures that requests from users for information or access to services are managed from initiation through to successful completion. It distinguishes between service requests and incidents, providing a structured approach to managing routine IT service actions such as password resets or access permissions. The goal is to deliver a high level of service support quality, enhancing user satisfaction and optimizing resource allocation within an organization. |

The provided scope is

|                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>New Incident</b><br>         | The visit clinic's portal offers a feature that allows users to register a new incident within the factory product catalog. This functionality is designed to streamline the process of reporting new incidents to the IT service management team. Typically, such incidents may stem from disruptions in the company's local network services. By utilizing this tool, the company can efficiently manage and resolve issues, ensuring minimal impact on operations and service delivery. |
| <b>Incident List</b><br>        | The visit clinic's portal offers a feature that allows users to access the Incident List, which is regularly updated with the latest information regarding any incidents. This ensures that users are kept informed about the most recent developments in real-time.                                                                                                                                                                                                                       |
| <b>New Service Request</b><br> | The Visit Clinic portal offers a streamlined interface for users to search for and submit new requests through the IT Service Management portal to the Service Request Fulfillment Management system. This service, which was previously designed and prepared by the management team, is now set up and ready for user submissions.                                                                                                                                                       |

### 2.2.2 Project Management



Project management is the discipline of applying knowledge, skills, tools, and techniques to guide a project from inception to completion. It involves planning, organizing, and overseeing tasks to achieve specific goals within a set timeframe and budget. Key components include defining the project scope, identifying deliverables, managing risks, and ensuring effective communication across teams. This field is essential for turning ideas into reality, whether it's launching a new product, constructing a building, or developing software.

The Visit Clinic Portal is equipped with a comprehensive project management module designed to assist medical organizations in the efficient handling of projects and operational tasks. This module encompasses a range of features including stakeholder management, activity tracking, risk assessment, time and code monitoring, as well as integrated dashboards and Gantt charts for streamlined project visualization and planning. By leveraging these tools, healthcare administrators can ensure that projects are completed on time, within budget, and with all necessary considerations accounted for.

|                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p><b>My Projects List</b></p>  | <p>The 'My Projects List' feature within the clinic portal's project management module is designed to assist medical organizations by offering a comprehensive view of previously established projects. This enables efficient project oversight and management by allowing healthcare administrators to review and interact with the existing projects in their portfolio. By streamlining the process of project tracking, the module aids in ensuring that each project aligns with the organization's objectives and progresses smoothly towards completion.</p> |
| <p><b>New Project</b></p>       | <p>The visit clinic portal's project management module is designed to streamline the creation of new projects for medical organizations. By utilizing this feature, healthcare administrators can initiate new projects with ease, allowing for the prompt addition of stakeholders and the coordination of related activities. This efficient tool simplifies the process of project initiation, ensuring that all necessary parties are involved from the outset and that the project's framework is established effectively.</p>                                  |

### 2.2.3 Human Resources Management



Human Resources Management (HRM) is a strategic approach to the effective and efficient management of people within an organization. It aims to maximize employee performance in alignment with the employer's strategic objectives. HRM encompasses a range of functions, including recruiting, hiring, training, compensating, retaining, and motivating employees. It also involves developing and enforcing policies to ensure employee safety and managing compliance with employment laws. Essentially, HRM

The Visit Clinic Portal offers a comprehensive Human Resources Management solution designed to assist organizations in streamlining their operations. From managing minor tasks to overseeing contracts and attendance activities, this system serves as an integral tool for enhancing organizational efficiency. It simplifies the complexities of human resources tasks, allowing for a more organized approach to managing the workforce and its various administrative duties. By integrating this solution, organizations can ensure a smoother workflow and improved management across all levels.

|                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>Income</p>    | <p>The income form is a specialized document crafted to generate revenue for the company, utilizing a range of proposed criteria. It features various classifications to facilitate meticulous tracking of the data captured by the form. Additionally, this form is engineered to seamlessly integrate with case management and asset management systems, enhancing operational efficiency and data coherence.</p> |
| <p>Expenses</p>  | <p>The Expense Form is a specialized tool crafted to manage and allocate company expenditures according to a range of proposed criteria. It features a comprehensive classification system that ensures meticulous tracking of financial data. Additionally, this form is integrated with case management and asset management systems, streamlining processes and enhancing operational efficiency.</p>            |

|                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <p>New Assets</p>                  | <p>The Visit Clinic portal offers a feature that allows the addition of new assets to the organization's directory, including items like televisions, computers, or various other types of equipment. This functionality enables the seamless transfer of assets from one employee to another, ensuring efficient resource management within the organization.</p>                                                                                                                                                          |
| <p>Search Assets</p>               | <p>The Visit Clinic Portal offers a valuable feature that allows users to access the Asset Directory. This enables them to browse through the assets added by the company. Users can modify the submitted information or reassign assets to new employees, ensuring that asset management is streamlined and efficient.</p>                                                                                                                                                                                                 |
| <p>New Customer Case</p>           | <p>The Visit Clinic portal offers a streamlined feature for incorporating new cases into the organization's directory, a process that is driven by customer recommendations or complaints. This user-friendly interface ensures that feedback is not only heard but acted upon, enhancing the organization's responsiveness and service quality. By integrating customer insights directly into the case management system, the portal facilitates a dynamic and client-oriented approach to healthcare administration.</p> |
| <p>Case List</p>                 | <p>The Visit Clinic portal offers a robust feature that allows users to navigate the case Directory. This enables them to review and manage company-submitted cases efficiently. Users can easily update the information provided or delegate the case to a new employee, ensuring a seamless and adaptable workflow.</p>                                                                                                                                                                                                   |
| <p>Cases Inbox</p>               | <p>The clinic's visit portal offers a robust feature for managing case inboxes, allowing users to navigate through the directory of escalated company cases. This functionality facilitates prompt responses to submitted recommendations or complaints, ensuring efficient communication and resolution of issues.</p>                                                                                                                                                                                                     |
| <p>Company HR Request Forms</p>  | <p>The Visit Clinic portal offers a streamlined interface for users to search for and submit new HR requests through the Human Resources Management portal to the HR Request Management system. This service, which was previously designed and prepared by the management team, is now set up and ready for user submissions.</p>                                                                                                                                                                                          |

## 2.2.4 Transportation Plan Management

The Visit Clinic Portal offers a comprehensive transportation plan tailored for businesses, streamlining the process of vehicle and logistics management. This plan is designed to simplify the integration of new vehicles and facilitate the seamless delivery of goods from one location to another. The portal boasts an extensive database, featuring over 3,300 car models and partnerships with more than 390 automobile manufacturers, providing a wide array of options to meet diverse transportation needs. This robust platform ensures that companies have access to a vast selection of vehicles, enabling them to find the perfect match for their specific requirements.



|                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <p>New Car</p>          | <p>The Visit Clinic portal offers a robust feature that allows companies to seamlessly integrate new vehicles into their fleet. This system is designed with a comprehensive selection criteria, accommodating various vehicle types including sedans and vans. It also incorporates a range of specifications such as the manufacturer's name, car model, color, license number, and the expiration date of the license. Additionally, it facilitates the recording of details pertaining to the rental company and the assigned driver's name, ensuring a holistic approach to fleet management.</p>                                                                                                  |
| <p>Car Directory</p>  | <p>The Visit Clinic portal offers a valuable feature for the Car Directory, allowing users to peruse the company's listed vehicles with the aim of updating the submitted information. This functionality enhances the user experience by streamlining the process of managing car listings and ensuring that all details are current and accurate. It's an essential tool for maintaining the integrity of the Car Directory's database.</p>                                                                                                                                                                                                                                                           |
| <p>New Delivery</p>   | <p>The Visit Clinic Portal introduces an innovative feature called 'New Delivery' to the company's suite of services. This feature is designed to streamline the process of transporting people and goods from one location to another along predetermined routes. It offers a systematic and efficient approach to logistics, ensuring that deliveries are conducted smoothly and with precision. By optimizing route planning, 'New Delivery' enhances the company's operational capabilities, providing a reliable solution for the movement of items and individuals as required. This addition is a testament to the company's commitment to continuous improvement and customer satisfaction.</p> |
| <p>Delivery Directory</p>                                                                                | <p>The Visit Clinic portal offers a valuable feature for car delivery services, allowing users to access the Delivery Directory. This directory enables users</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

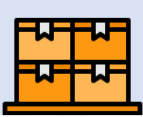


to review and manage the car delivery orders they have placed, providing an efficient means to update or alter the submitted information as needed.

### 2.2.5 Product, Warehouse, and Inventory Management

Product, Warehouse, and Inventory Management is an integrated platform designed for businesses to streamline the addition of products and warehouses, as well as manage inventory through a user-friendly portal. This system enables management teams to enrich product listings with detailed specifications, associate products with company distributors, and provide comprehensive information about each product. The warehouse module allows for the creation of warehouse entries, tailored to specific company locations, which serve as a key reference point for product inventory levels. Inventory management is further refined by classifying products according to the warehouse they are stored in, with each warehouse possessing its own unique classification system to ensure precise tracking and control of stock. This holistic approach to product and warehouse management ensures that businesses can maintain an efficient, organized, and responsive supply chain.



|                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Product</p>        | <p>The Visit Clinic Portal is designed to streamline the process for companies to integrate their products into the system, ensuring they are readily available for subsequent use in warehouse management and inventory tracking. This innovative platform simplifies the task of cataloging products, making it an efficient tool for maintaining up-to-date records that are essential for inventory control and logistical planning. By utilizing the portal, companies can effortlessly manage their product listings, which in turn facilitates a more organized and accessible warehouse environment.</p>                                                 |
| <p>Product List</p>  | <p>The Visit Clinic Portal is designed to assist companies in navigating and editing product information within the Product List. This feature streamlines the process of updating and managing product details, ensuring that companies can easily access and modify their product data as needed. By utilizing this portal, companies are empowered to maintain accurate and current product information, which is essential for efficient business operations and customer satisfaction. The intuitive interface of the Visit Clinic Portal simplifies the task of product information management, making it a valuable tool for businesses of all sizes.</p> |

|                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Warehouse</p>         | <p>The Visit Clinic Portal is designed to assist companies in integrating a Warehouse module into their system. This feature enables the addition of products to the warehouse, streamlining inventory management. Each warehouse contains a wealth of information pertinent to the organization, including details specific to various company branches. This centralized approach ensures that all relevant data regarding warehouse operations are easily accessible and manageable within the portal, facilitating better resource planning and operational efficiency for businesses.</p>                                                                                                                |
| <p>Warehouse List</p>    | <p>The Visit Clinic Portal is designed to assist companies in navigating through the Warehouse List. This feature enables them to access the system and update the information pertaining to various warehouses. By providing a user-friendly interface, the portal simplifies the process of editing warehouse details, ensuring that companies can efficiently manage their storage facilities and maintain accurate records. This streamlined approach to warehouse information management is an invaluable tool for businesses looking to optimize their operations.</p>                                                                                                                                  |
| <p>Inventory</p>       | <p>The Visit Clinic portal is equipped with a feature that allows the addition of inventory to the company's system. This inventory module is tasked with the inclusion of products, processing orders, and assigning roles such as responsible manager, sales personnel, and warehouse manager to oversee the tracking of orders and product details. Furthermore, the inventory is seamlessly integrated with the product database, ensuring that each time a new inventory item is added, the associated product information, including pricing, is readily available and updated accordingly. This integration facilitates a streamlined process for managing inventory and product data efficiently.</p> |
| <p>Inventory List</p>  | <p>The visit clinic's portal is designed with the capability to peruse the inventory list, enabling users to update and manage inventory information effectively. This feature ensures that inventory data is current and accurate, reflecting real-time changes as they occur. It's an essential tool for maintaining the clinic's operations smoothly and ensuring that the necessary supplies are always available for patient care.</p>                                                                                                                                                                                                                                                                   |

### 2.2.6 Order Management



Order management is a crucial process that involves tracking orders from the moment they are placed until they are fulfilled. It encompasses the management of people, processes, and data throughout the order's lifecycle. An Order Management System (OMS) is often employed to automate and streamline these processes, providing visibility to businesses and customers alike, ensuring that orders are completed efficiently and accurately. To submit a new order to a designated company, please visit the clinic portal. This platform allows for the selection and listing of products you wish to purchase. Previously listed products have the capability to be made publicly available to all users subscribed to the HR system. Each order should include the buyer's information, along with a detailed list of the products required and their respective prices. This streamlined process ensures that all necessary details are captured efficiently and accurately for the transaction.

|                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>New Order</b><br>         | <p>The authorized individual has the capability to initiate a new order. This order will include the buyer's details and the specified product that is required.</p>                                                                                                                                                                                                                      |
| <b>Orders Directory</b><br> | <p>The portal is designed to offer a comprehensive directory of orders, enabling users to browse through previously submitted orders, complete with all pertinent information. Additionally, authorized users have the capability to edit existing orders or submit new ones as required. This streamlined process ensures efficient order management and a user-friendly experience.</p> |

### 2.2.7 Acquisition Management



Acquisition management refers to the overarching process of managing and overseeing the acquisition of one company by another. It involves a series of strategic activities including identifying potential acquisition targets, conducting due diligence, and negotiating terms to ensure a successful transaction. This process is crucial for companies looking to grow, diversify, or gain a competitive edge in the market. Acquisition management can also involve the integration of the acquired company's operations, assets, and resources post-purchase to maximize value and efficiency. The Visit Clinic portal is designed to facilitate the submission of new orders to another company, provided that the product statuses are listed as public. It is essential that the acquisition includes comprehensive information about the distributor company, such as details of the manager, the employee responsible for the order, and the sales contact information. Additionally, the acquisition must encompass a list of the required products to ensure a smooth transaction. This streamlined process is aimed at enhancing efficiency and accuracy in the ordering system between companies.

|                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>New Acquisition</b></p>        | <p>The Visit Clinic Portal now features an enhanced acquisition module designed to streamline the management's process of placing new orders. This innovative tool simplifies the submission of acquisition requests, ensuring a more efficient and organized approach to order management within the clinic's operational framework. By integrating this module, the portal significantly improves the procurement workflow, allowing for seamless acquisition transactions.</p>                                          |
| <p><b>Acquisition Directory</b></p>  | <p>The clinic's visitation portal features an Acquisition Directory, designed to assist management in navigating through the list of acquisition orders. This directory serves as a centralized resource, streamlining the process of reviewing and managing orders, thereby enhancing the efficiency of the clinic's operational workflow. It is an invaluable tool for ensuring that the acquisition process is handled with precision and care, contributing to the overall effectiveness of clinic administration.</p> |

**Acquisition  
Inbox**



The Visit Clinic Portal features an Acquisition Inbox, a streamlined tool designed to assist distributor companies in efficiently managing new orders. This user-friendly interface allows distributors to easily access, review, and process incoming orders, ensuring that they can prepare and dispatch the products to customers promptly and accurately. By optimizing the order fulfillment process, the Acquisition Inbox enhances the overall efficiency of the distribution chain, from order browsing to final delivery.

### 3. Index

## Table of Contents

|           |                                                                           |           |
|-----------|---------------------------------------------------------------------------|-----------|
| <b>.1</b> | <b>MODERN SYSTEMS FOR SOFTWARE DEVELOPMENT</b>                            | <b>3</b>  |
| 1.1       | INTRODUCTION                                                              | 3         |
| 1.2       | WHY MODERN SYSTEMS                                                        | 4         |
| 1.3       | MODERN SYSTEMS SERVICES                                                   | 6         |
| 1.4       | VISIT CLINIC 1# MEDICAL SOCIETY                                           | 7         |
| 1.5       | VISIT CLINIC DASHBOARD                                                    | 8         |
| 1.6       | VISIT CLINIC YOUTUBE VIDEO                                                | 9         |
| 1.7       | MICROSOFT COPILOT                                                         | 9         |
| 1.8       | PORTAL RESPONSE CHALLENGE                                                 | 11        |
| 1.9       | PORTAL MIGRATION                                                          | 11        |
| <b>2.</b> | <b>PHARMACY</b>                                                           | <b>12</b> |
| 2.1       | OFFERED SERVICES                                                          | 12        |
| 2.1.1     | Download pharmacy monthly subscription software                           | 14        |
| 2.1.2     | Dashboard                                                                 | 15        |
| 2.1.3     | Locate public records of user's medication order                          | 15        |
| 2.1.4     | Monitor the status of a medicine order for public users                   | 17        |
| 2.1.5     | Locate Patient Clinic Prescription                                        | 18        |
| 2.1.6     | Locate Patient Monthly Prescription                                       | 18        |
| 2.1.7     | Place an order at an online pharmacy                                      | 19        |
| 2.1.8     | Online Pharmacy Order Directory                                           | 19        |
| 2.1.9     | Organizations Service Directory                                           | 20        |
| 2.1.10    | Home-based inbox                                                          | 22        |
| 2.1.11    | Organize the inbox and compile the list                                   | 24        |
| 2.1.12    | Sales Transaction Summary                                                 | 25        |
| 2.1.13    | Medications Running Low                                                   | 26        |
| 2.1.14    | Adjusting payment setting                                                 | 27        |
| 2.1.15    | Prescription Tracking Image                                               | 28        |
| 2.1.16    | Initiation of New Medical Supply Order                                    | 29        |
| 2.1.17    | Transfer prescription transactions to the main financial records          | 31        |
| 2.1.18    | Transfer the online pharmacy transactions into the main financial records | 32        |

|           |                                                                                                                                                    |           |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2.1.19    | Add medicines to your pharmacy or clinic and synchronize the site with the pharmacy program .....                                                  | 33        |
| 2.1.20    | Selling Medical Supplies .....                                                                                                                     | 34        |
| 2.1.21    | Incorporate new pharmaceuticals into the pharmacy's inventory through the website and ensure the pharmacy's sales software is updated online ..... | 35        |
| 2.1.22    | Pharmaceutical In-Store Sales System .....                                                                                                         | 37        |
| 2.1.23    | Inventory .....                                                                                                                                    | 48        |
| 2.1.24    | Item configuration's.....                                                                                                                          | 48        |
| 2.1.25    | Add new product .....                                                                                                                              | 49        |
| 2.1.26    | Medications Running Low .....                                                                                                                      | 50        |
| 2.2       | ADDITIONAL SUBSCRIPTION .....                                                                                                                      | 51        |
| 2.2.1     | IT Service Management.....                                                                                                                         | 51        |
| 2.2.2     | Project Management .....                                                                                                                           | 54        |
| 2.2.3     | Human Resources Management .....                                                                                                                   | 55        |
| 2.2.4     | Transportation Plan Management .....                                                                                                               | 57        |
| 2.2.5     | Product, Warehouse, and Inventory Management.....                                                                                                  | 59        |
| 2.2.6     | Order Management.....                                                                                                                              | 61        |
| 2.2.7     | Acquisition Management .....                                                                                                                       | 62        |
| <b>3.</b> | <b>INDEX .....</b>                                                                                                                                 | <b>64</b> |
| <b>4.</b> | <b>REFERENCES .....</b>                                                                                                                            | <b>66</b> |
| <b>5.</b> | <b>CONTACT US .....</b>                                                                                                                            | <b>67</b> |

## 4. References

|               |                                      |                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Guides   | Visit Clinic General Overview        | <a href="#">Visit Clinic General Overview</a>                                                                                                                                                                                                                                                                                                                                                 |
|               | خدمات موقع فيزيك كليك                | <a href="#">خدمات موقع فيزيك كليك</a>                                                                                                                                                                                                                                                                                                                                                         |
|               | Visit Clinic Services                | <a href="#">Visit Clinic Services</a>                                                                                                                                                                                                                                                                                                                                                         |
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