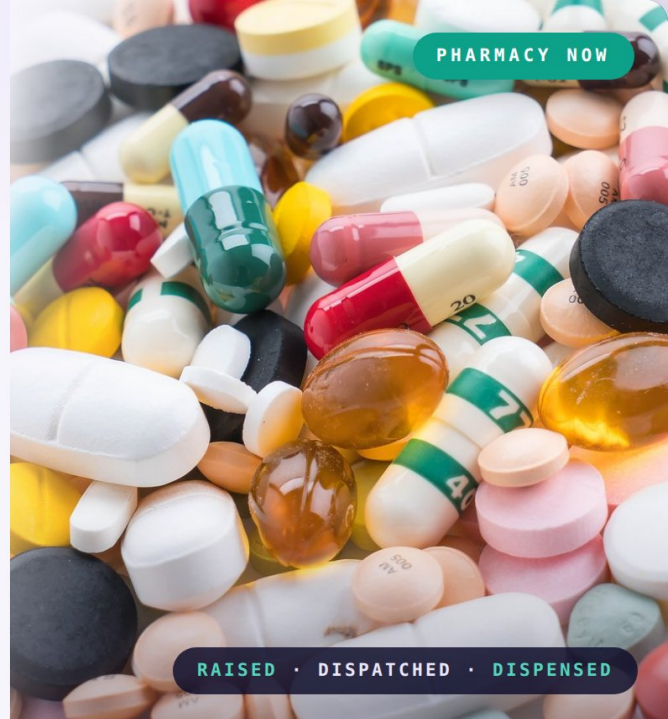


Order to hand, every minute on the clock.

Pharmacy NOW runs the medication journey against one number: **order raised to medication in the patient's hand**. Every step timestamped, every queue visible, every report automatic — so the average **Time-to-Home** shrinks by design, not by luck.

RAISE → CLEAR → DISPATCH → DISPENSE **FASTER**



CLOCKED
DISPATCH & DISPENSE, TO THE SECOND
Measured live, not at month-end

LIVE
EVERY ORDER, QUEUE & WARD
Command centre · boards · zones

AUTO
DAILY & MONTHLY REPORTS
By email, raw data on demand

HOW IT SHORTENS TIME-TO-HOME



See every order on one screen

The **Command Centre** puts every pharmacy order in the hospital on one live screen — surfacing the slow step before it becomes a wait.



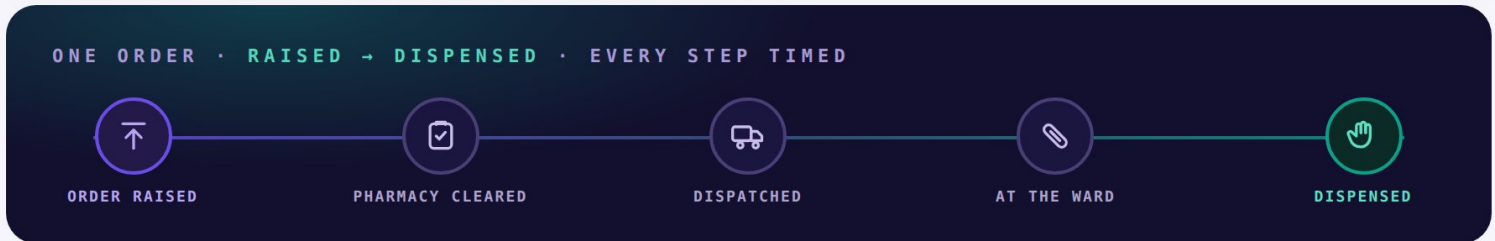
Stamp dispatch and dispense

Pharmacy Execute records the **exact moment** medication leaves the pharmacy and the exact moment it reaches the patient.



Keep every queue moving

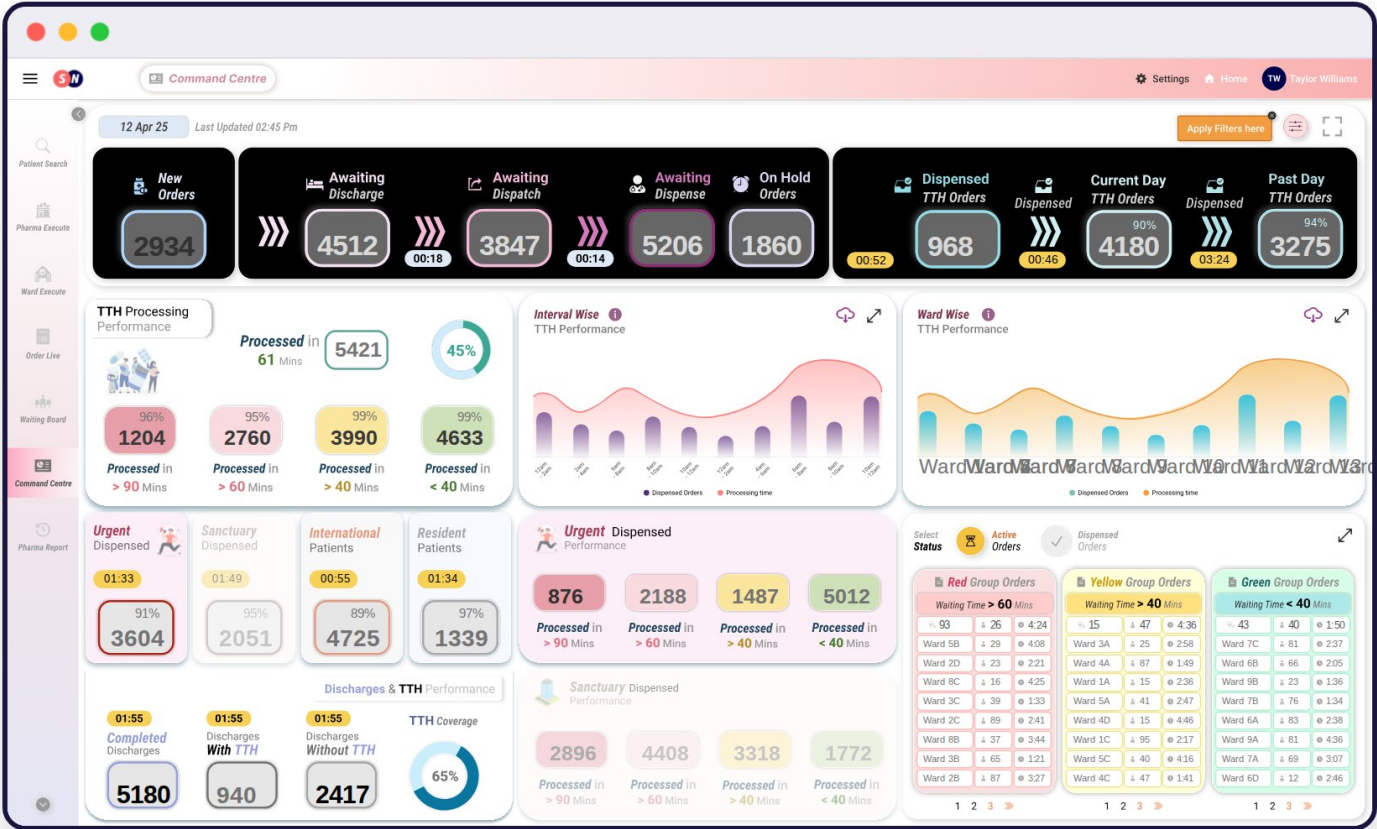
Waiting boards and the command centre are **colour-coded by waiting time**, so the slow order is the one everyone sees first.



Every pharmacy order in the hospital, on one screen.

The central command centre turns the whole hospital's medication flow into one live picture — counts at every stage, and Time-to-Home performance broken down by ward and time of day.

CENTRAL COMMAND CENTRE · REALTIME OPERATIONS



ONE SCREEN · NEW → AWAITING → DISPATCHED → DISPENSED · TTH PERFORMANCE BY WARD & INTERVAL

FROM OVERVIEW TO BOTTLENECK

Surface the slow step before it becomes a wait.

Live counters show exactly where orders are piling up — discharge, dispatch or dispense — while ward- and interval-level analytics reveal **which units** and **which hours** drag the average up. The fix becomes obvious.

STAGE-BY-STAGE COUNTS

NEW · AWAITING · ON-HOLD · DISPENSED

TTH PROCESSING PERFORMANCE

SHARE PROCESSED UNDER 40 MIN

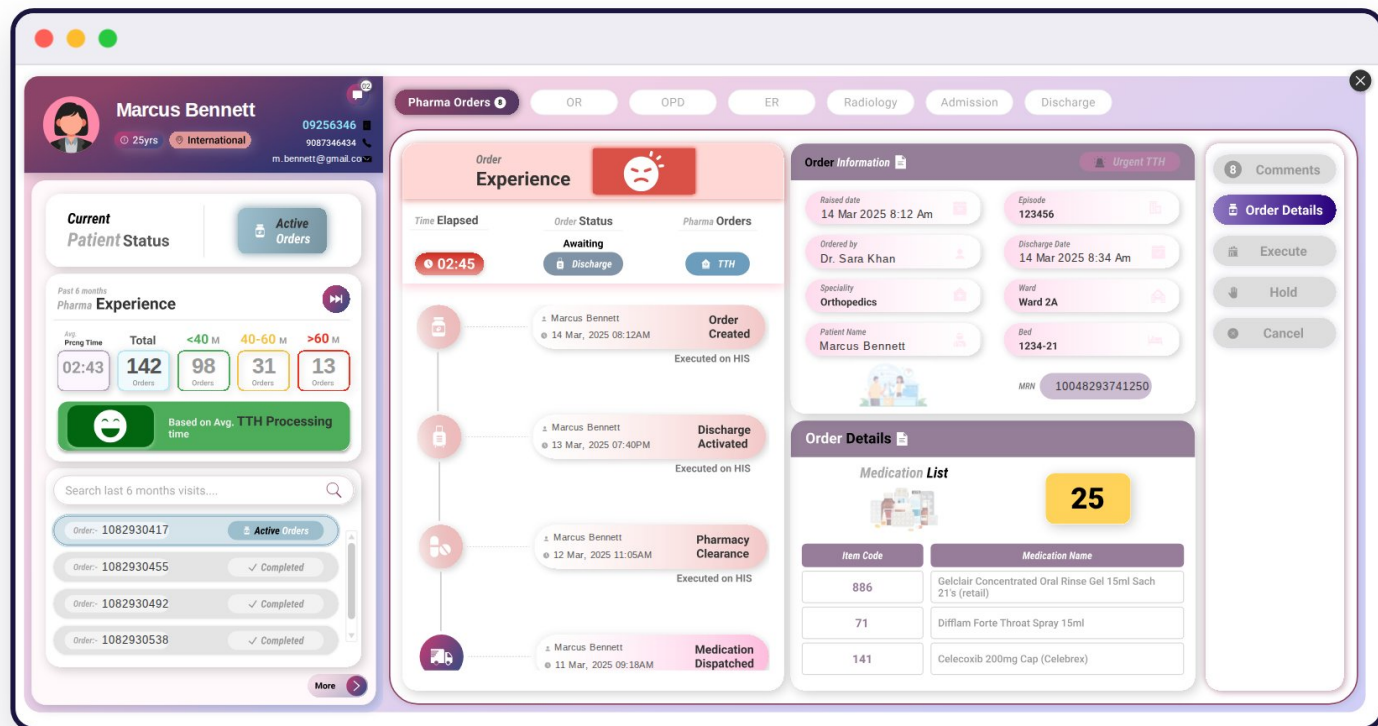
WARD & INTERVAL ANALYTICS

SPOT THE HOURS THAT SLOW DOWN

One patient. Every order. The whole journey.

Patient Central pulls a patient's entire medication picture onto one screen — every order, its live status, and a timestamped journey from the moment it was raised to the moment it was dispensed.

PATIENT CENTRAL · ORDER JOURNEY



PATIENT CENTRAL · ALL ORDERS · AVG PROCESSING TIME · LIVE STEP-BY-STEP JOURNEY



PARTITIONED VIEW · CONFIGURE VISIBILITY

Home, inpatient or ED — see only what's yours.

Switch the workspace to the order stream that matters to the role in front of it. **Home, inpatient and emergency** queues stay cleanly separated, so nobody scrolls past other people's work to find their own.

Execute the order. Stamp the moment.

Pharmacy Execute is the worklist that turns a queue into action — and captures the exact dispatch and dispense times that make Time-to-Home measurable.

PHARMACY EXECUTE · THE DISPATCH & DISPENSE ENGINE

SW

Pharma Extend

SettingsHomeTW Taylor Williams

TTH InProgress

Awaiting Dispatch

Awaiting Dispense

Dispensed

On Hold

Cancelled

12 Apr 25

Last Updated 02:45 Pm

Order Status

Order Tower

Ward Bed

Waiting Time

Time Bucket

Order Raised

TTH Dispatched

TTH Dispensed

Total Hold Time

☐	Awaiting Dispatch	Hold	Tower A	Bed Number 5321 - 2	Ward Name Ward 5B	Dispatch	2 Hrs 58 Mins	> 60 M	9 Mins	12 Mins	17 Mins	3 Hrs 20 Mins
☐	Awaiting Dispense	Hold	Tower B	Bed Number 3118 - 1	Ward Name Ward 3A	Dispense	45 Mins	> 40 M	9 Mins	14 Mins	22 Mins	2 Hrs 45 Mins
☐	Awaiting Dispatch	Hold	Tower C	Bed Number 7204 - 3	Ward Name Ward 7C	Dispatch	14 Mins	< 40 M	6 Mins	19 Mins	25 Mins	4 Hrs 05 Mins
☐	Awaiting Dispatch	Hold	Tower A	Bed Number 2335 - 4	Ward Name Ward 2D	Dispense	14 Mins	< 40 M	11 Mins	8 Mins	16 Mins	1 Hr 50 Mins
☐	Awaiting Dispense	Hold	Tower B	Bed Number 4042 - 1	Ward Name Ward 4A	Dispense	14 Mins	< 40 M	21 Mins	13 Mins	28 Mins	3 Hrs 12 Mins
☐	Awaiting Dispatch	Hold	Tower C	Bed Number 6519 - 2	Ward Name Ward 6B	Dispatch	14 Mins	< 40 M	7 Mins	24 Mins	18 Mins	2 Hrs 30 Mins
☐	Awaiting Dispense	Hold	Tower A	Bed Number 8127 - 3	Ward Name Ward 8C	Dispense	14 Mins	< 40 M	15 Mins	31 Mins	12 Mins	5 Hrs 15 Mins
☐	Awaiting Dispatch	Hold	Tower B	Bed Number 1206 - 1	Ward Name Ward 1A	Dispense	14 Mins	< 40 M	5 Mins	17 Mins	9 Mins	1 Hr 25 Mins
☐	Awaiting Dispense	Hold	Tower C	Bed Number 9043 - 2	Ward Name Ward 9B	Dispense	14 Mins	< 40 M	19 Mins	20 Mins	33 Mins	3 Hrs 48 Mins
☐	Awaiting Dispatch	Hold	Tower A	Bed Number 3318 - 4	Ward Name Ward 3C	Dispatch	--:--	--:--	13 Mins	10 Mins	21 Mins	2 Hrs 05 Mins
☐	Awaiting Dispense	Hold	Tower B	Bed Number 5277 - 3	Ward Name Ward 5A	Dispense	--:--	--:--	8 Mins	23 Mins	14 Mins	4 Hrs 30 Mins

ONE WORKLIST · STATUS · WARD / BED · WAITING TIME · TIME BUCKET

DISPATCH & DISPENSE · ONE TAP EACH

Two actions, both timed to the second.

Dispatch marks medication leaving the pharmacy; dispense records it reaching the patient and stops the clock. Act on a whole patient's orders at once, or just the ones you select.

Dispatch Order ?

You can choose one of the following options

☐ Dispatch All Orders for the selected patient

☒ Dispatch Selected order only

Dispatching marks medication as leaving the pharmacy and time-stamps the hand-off to the ward. Dispatch all pending orders for this patient together, or only the orders you have selected.

Confirm

Cancel

Dispense Order ?

You can choose one of the following options

☐ Dispense All Orders for the selected patient

☒ Dispense Selected order only

Dispensing records the exact moment medication reaches the patient and stops the Time-to-Home clock. Choose to dispense all pending orders for this patient, or only the orders you selected.

Confirm

Cancel

EXACT DISPATCH TIME
CAPTURED ON EVERY ORDER

EXACT DISPENSE TIME
STOPS THE TTH CLOCK

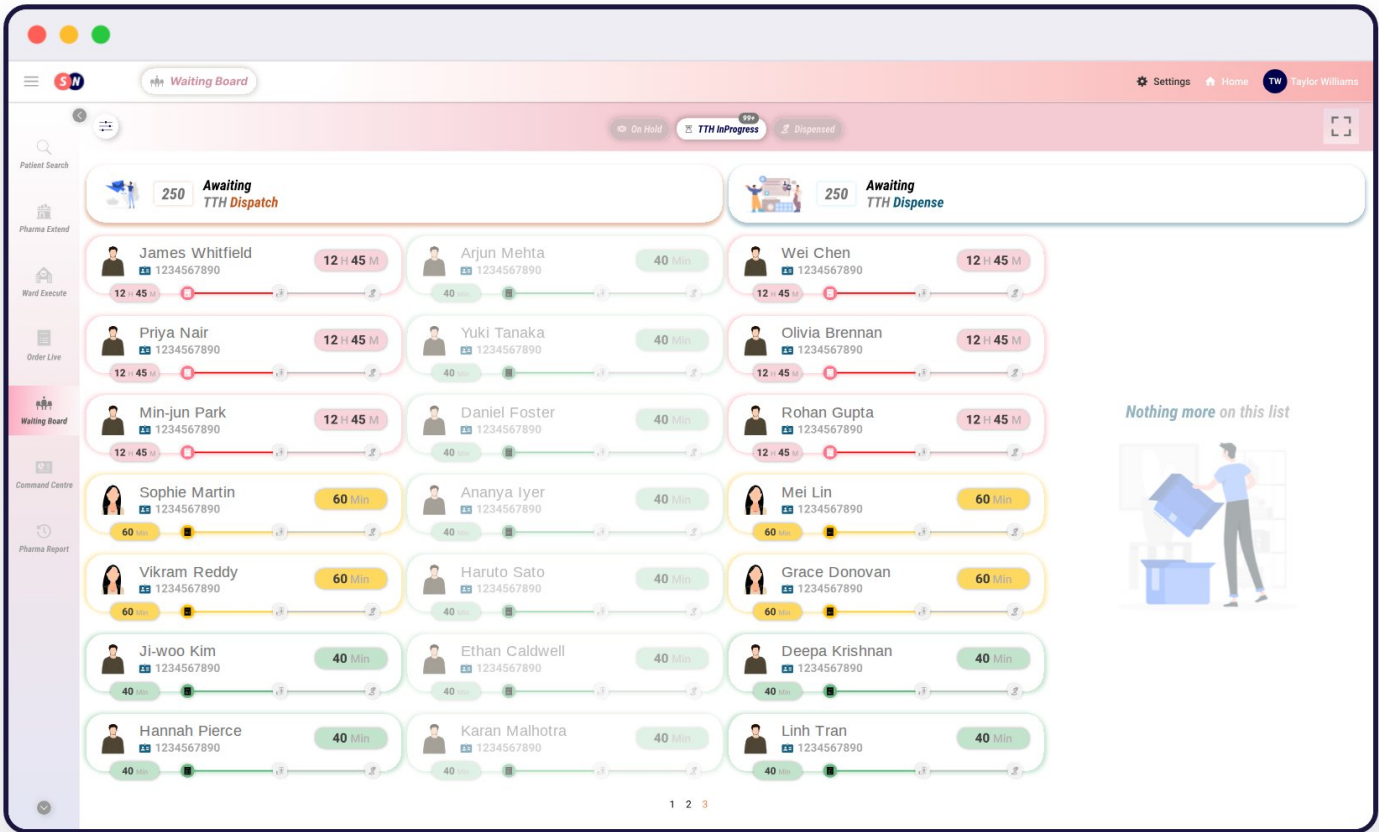
AUTO TIME-BUCKETING
<40 / <60 / >60 MINUTES

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Nobody waits unseen.

The waiting board puts every pending order on the wall, split into the two queues that matter — awaiting dispatch and awaiting dispense — with the elapsed clock running on every card.

WAITING BOARD · AWAITING DISPATCH & DISPENSE



TWO QUEUES · AWAITING TTH DISPATCH · AWAITING TTH DISPENSE · ELAPSED TIME ON EVERY CARD

COLOUR-CODED BY WAIT

The slow order is the one everyone sees.

Cards shift from green to amber to red as they wait, so a glance at the board answers “where’s that medication?” before anyone has to ask. The longest-waiting orders rise to the top of each queue automatically.

< 40 MIN · ON TRACK
GREEN · MOVING NORMALLY

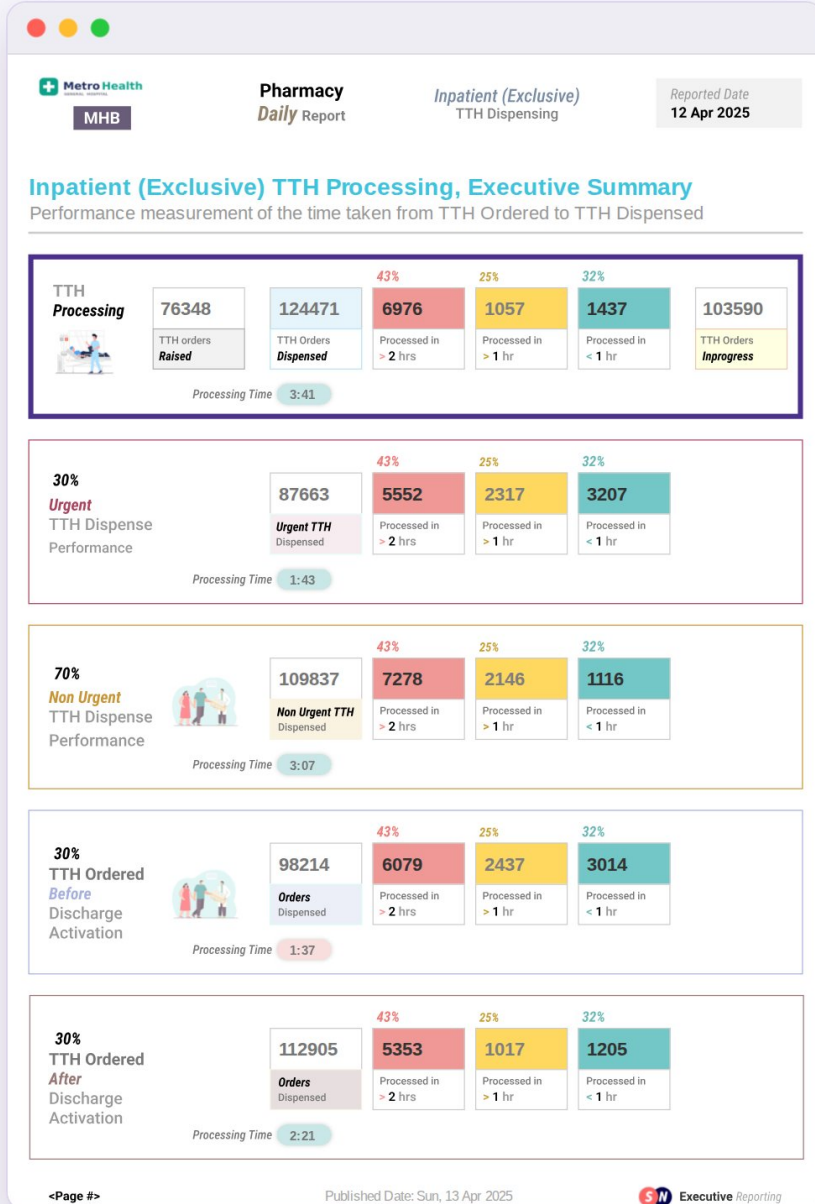
40-60 MIN · WATCH
AMBER · NUDGING THE LIMIT

> 60 MIN · ESCALATE
RED · NEEDS ATTENTION NOW

Yesterday's pharmacy in your inbox, before today's first order.

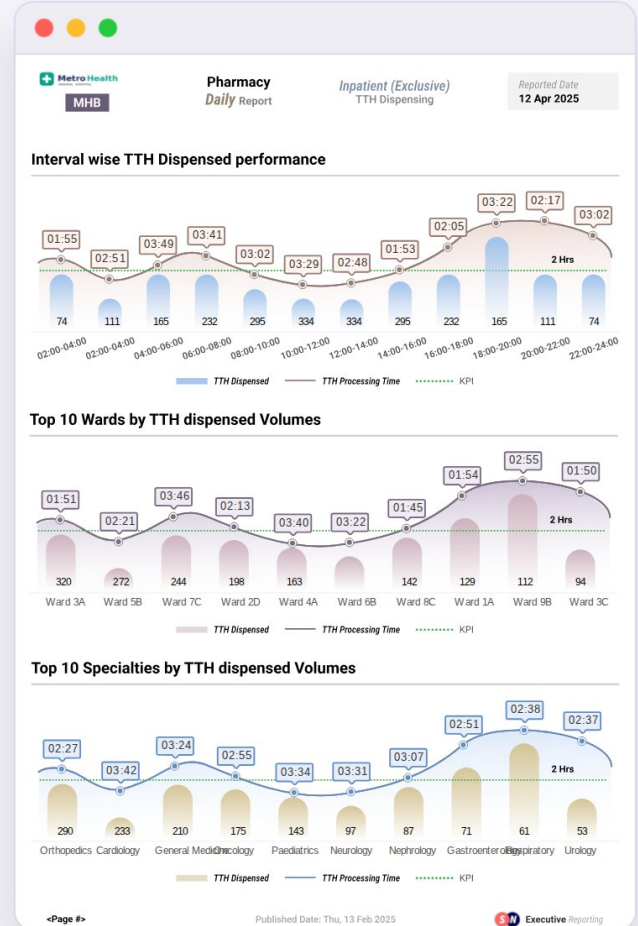
Performance reporting runs itself. Every stakeholder gets the prior day's — and prior month's — Time-to-Home performance by email, with the raw data a click away.

DAILY REPORT · EXECUTIVE SUMMARY



RAISED · DISPENSED · IN-PROGRESS · PROCESSING-TIME DISTRIBUTION · BY URGENCY & DISCHARGE TIMING

+ BREAKDOWNS



BY INTERVAL, WARD & SPECIALITY · DELIVERED TO EMAIL · RAW DATA ON DEMAND

One objective: get medication to the patient sooner.

See the journey, stamp every dispatch and dispense, keep the queues moving, watch the whole hospital, and prove the gains — every Pharmacy NOW feature pulls the average Time-to-Home in the same direction.

[BOOK A WALKTHROUGH →](#)
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