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Pharmacy Management System

Prithviraj H N[1], R Sindhu[2], Roopashree T[3], Sameer S[4]
Ballari Institute of Technology & Management, India

Abstract: ***The Pharmacy Management System is a comprehensive solution to streamline the management of pharmacy operations. Built using Python Flask and SQLite3, the system provides functionalities for user and admin login, medicine inventory management, sales tracking, and billing. It also includes user-friendly features like OTP-based password recovery, dynamic cart functionality. This system aims to enhance efficiency, reduce manual errors, and improve customer satisfaction by offering a seamless and secure digital platform***

I. INTRODUCTION

Pharmacies play a crucial role in the healthcare ecosystem, providing essential medicines and healthcare products to individuals. Efficient management of pharmacy operations is paramount not only for ensuring the right medicines are available at the right time but also for maintaining customer satisfaction and ensuring compliance with regulatory standards. Traditional methods of managing pharmacy tasks such as inventory tracking, sales recording, and customer details are often manual, time-consuming, and prone to errors, which can result in stockouts, financial discrepancies, and decreased customer trust.

The Pharmacy Management System (PMS) has been designed to address these challenges by introducing a streamlined and automated solution for managing pharmacy operations. Built using Python Flask and SQLite3, this system combines robust backend technology with an intuitive and user-friendly interface. It offers core functionalities such as secure user and admin login, real-time medicine inventory updates, dynamic cart functionality, automated billing, and tracking of sales transactions.

One of the main features of the system is its ability to perform real-time updates on inventory levels as purchases are made, ensuring that the stock data remains accurate at all times. Additionally, the system supports user registration and login, with added security features like OTP-based password recovery to ensure the safety and privacy of sensitive information. The admin interface allows easy updates of inventory and prices, as well as access to detailed sales analytics, making it easier for pharmacy managers to make informed decisions.

The objective of the Pharmacy Management System is to simplify and optimize daily pharmacy operations, thereby reducing the reliance on manual processes, minimizing human errors, and improving overall operational efficiency. Moreover, by automating key aspects such as inventory management, billing, and sales tracking, this system not only saves time but also enhances customer satisfaction by providing faster and more accurate services.

Through the implementation of a secure, digital platform, this system seeks to promote a seamless experience for both pharmacy staff and customers, ensuring the highest standards of service delivery and operational excellence.

II. LITERATURE REVIEW

A. Pharmacy Management Techniques

In their work, Sharma et al. [1] discussed the application of automated inventory management techniques in pharmacy systems, where the researchers proposed the use of barcode scanning and real-time inventory tracking to streamline stock management and reduce manual errors. Their study highlights how automation improves efficiency and minimizes medication shortages and overstocking. Further, Gupta et al. [2] explored the integration of electronic prescription systems, which enable the secure and accurate transmission of prescriptions between healthcare providers and pharmacies. These systems have shown significant promise in reducing medication errors and improving prescription processing times.

B. Pharmacy Management System Integration

Singh et al. [3] focused on the integration of automated systems for managing pharmaceutical inventories, exploring factors such as real-time stock updates, product expiration tracking, and predictive analytics for demand forecasting. Their research emphasized the importance of incorporating external databases, such as drug manufacturer records, to enhance the accuracy and timeliness of stock management. However, they also pointed out some challenges, including system integration with existing healthcare management software and the potential for errors when updating external databases in real time.

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Similarly, Patel et al. [4] highlighted the need for improved patient record management in pharmacy systems. By integrating electronic health records (EHR) with pharmacy software, they aimed to reduce medication errors and ensure that patients receive the correct prescriptions. Despite the benefits, they noted that these systems face hurdles in maintaining data privacy and complying with varying regional regulations on patient information. These studies underline the critical need for more adaptive and secure pharmacy management systems capable of integrating various healthcare tools while minimizing errors and improving patient outcome.

C. User Awareness & User Behavior in Pharmacy Management

Kumar et al. [5] conducted a study on the role of user awareness and behavior in the effective use of pharmacy management systems, highlighting the importance of educating pharmacy staff on best practices for managing prescriptions, inventory, and patient data. Their research emphasized that training programs could significantly reduce errors in dispensing medications and improve overall system usage. However, their findings also revealed that even well-trained staff sometimes overlooked system warnings or neglected to update patient records due to high workload or stress, leading to compromised service quality.

Further, Verma et al. [6] explored how user behavior impacts the accuracy of pharmacy management tools. They found that, while pharmacists may be aware of the importance of following prescribed protocols, the dynamic and high-pressure environment of pharmacies often leads to decision fatigue, which can affect the effectiveness of the system. This suggests the need for pharmacy management platforms that provide simple, intuitive interfaces and real-time feedback to guide staff in making accurate and efficient decisions under stress, thus enhancing the overall reliability of the system.

D. Visualization and User Interaction in Pharmacy Management Systems

A study by Mehta et al. [7] analyzed the effectiveness of incorporating visualization techniques into pharmacy management systems to improve user interaction and decision-making. Their research demonstrated that the use of visual elements, such as inventory dashboards, prescription tracking graphs, and patient data indicators, significantly reduced cognitive load on pharmacy staff, making it easier for them to manage complex tasks in a fast-paced environment. The study highlighted that visualizations improved the staff's ability to quickly identify stock discrepancies, monitor prescription statuses, and manage patient information, leading to more accurate and efficient decision-making. Further, Sharma et al. [8] explored the integration of real-time visual indicators in pharmacy management systems, such as color-coded alerts for low inventory, expired medications, or upcoming refills. Their findings indicated that these visual cues, when paired with actionable notifications, empowered pharmacy staff to take immediate corrective actions, reducing the likelihood of errors in medication dispensing. They emphasized the importance of designing intuitive interfaces that not only present information clearly but also guide users through their tasks efficiently. These studies underscore the value of combining effective visualization techniques with interactive elements in pharmacy management systems to enhance user engagement and reduce errors, ultimately improving patient safety and operational efficiency.

E. Impact of the Combination of Technical and Social Knowledge in Pharmacy Management Systems

In a study by Rathi et al. [9], the authors explored the synergy between technical automation and user-driven feedback in pharmacy management systems. They demonstrated that combining real- time inventory tracking, automated prescription processing, and feedback from pharmacy staff improved the accuracy and efficiency of managing prescriptions and stock. Their research showed that integrating feedback from users, such as pharmacists and technicians, regarding issues like medication shortages, system errors, or workflow bottlenecks, could significantly enhance the system's responsiveness and performance. This collaborative approach not only refined the automated processes but also fostered a culture of continuous improvement within pharmacy teams.

Similarly, Joshi et al. [10] investigated the impact of user reviews and ratings in pharmacy management systems. They found that incorporating feedback from both patients and pharmacy staff helped refine patient care practices and improve medication dispensing accuracy. For instance, patient feedback regarding prescription fulfillment errors or medication availability could be used to fine-tune inventory management systems, while pharmacist feedback on system usability and effectiveness led to interface improvements. This integration of both technical capabilities and social knowledge supported a more holistic approach to pharmacy management, ultimately benefiting patient safety and operational efficiency.

These studies highlight the importance of combining technical solutions with user insights in pharmacy management systems. The hybrid approach ensures that the system evolves to meet the changing needs of the pharmacy environment while fostering community participation, collaboration, and continuous system improvement.

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F. Drawbacks of Current Pharmacy Management Systems

In a study by Gupta et al. [11], several limitations in current pharmacy management systems were highlighted, particularly regarding the lack of transparency and user-friendly interfaces. The research pointed out that many pharmacy management systems provide limited explanations for critical decisions, such as inventory alerts or prescription rejections, leaving pharmacists and staff uncertain about the reasons behind system actions. This lack of clarity can lead to inefficiencies, errors, and frustration, especially when pharmacists need to make quick decisions based on system suggestions. Further, Patel et al. [12] identified that many existing systems have overly complex user interfaces, which hinder usability for pharmacy staff who may not be technically proficient. They emphasized that a significant gap exists between sophisticated, high-accuracy technical features—such as predictive inventory management or drug interaction alerts—and the ability for non-expert users to navigate and fully utilize these systems effectively. Without intuitive designs and clear feedback mechanisms, the potential of these advanced tools is often underutilized, leading to reduced operational efficiency and a higher risk of errors

III. PROBLEM DEFINITION

The Pharmacy Management System aims to design and implement a digital platform to automate and streamline pharmacy operations, reducing manual effort and errors while improving overall efficiency and customer satisfaction. Additionally, it seeks to enhance data security through features like OTP-based password recovery and provide real-time inventory tracking to prevent stockouts and financial discrepancies. The system also aims to facilitate seamless billing and sales tracking, ensuring accuracy in financial records, and provide an intuitive user interface to enhance usability for both admin and customers.

IV. METHODOLOGY

The proposed Pharmacy Management System is developed using a modular approach to ensure scalability, efficiency, and ease of maintenance. The system is built using Python Flask for the backend and SQLite3 for database management. The key modules of the system include:

1) User Management Module:
- Facilitates secure user and admin registration and login.
- Implements OTP-based password recovery for enhanced security.
- Manages role-based access control for users and admins.

2) Prescription Management Module:
- Allows the admin to review prescriptions submitted by users.
- Admin can accept, reject, or delay a prescription based on validity.
- If a prescription is rejected, the medicines will not be added to the cart.

3) Inventory Management Module:
- Tracks medicine stock levels in real time.
- Allows admins to update inventory details such as quantity, expiry date, and pricing.
- Sends alerts for low-stock or expired medicines.

4) Sales and Billing Module:
- Automates the billing process with dynamic cart functionality.
- Ensures that only approved prescriptions proceed to billing.
- Provides detailed sales tracking and generates invoices.

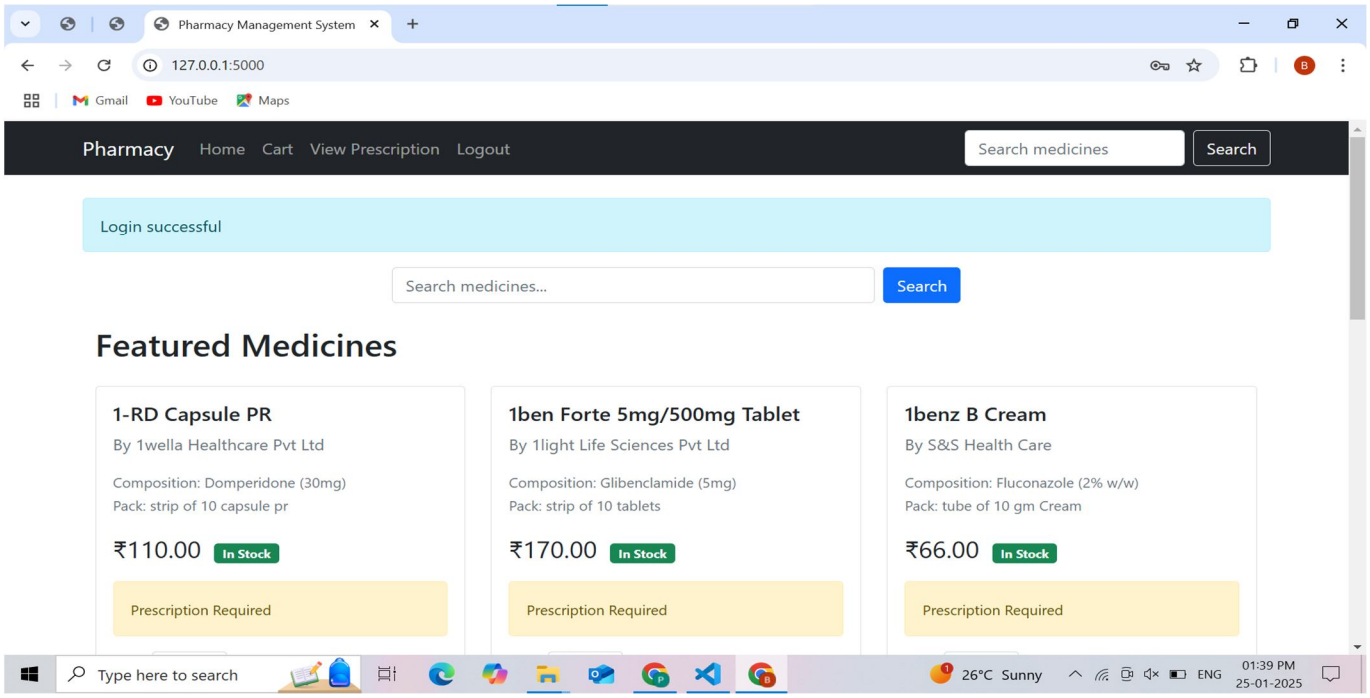
5) Reporting and Analytics Module:
- Generates sales reports and insights to support decision-making.
- Provides real-time dashboards for monitoring business performance.
- Tracks trends in sales, inventory levels, and prescription approvals.

6) Security and Authentication Module:
- Implements secure login features with password hashing.
- Ensures data protection using encryption and secure database access.
- Logs system activities for audit purposes.

7) User Interface Module:
- Provides an intuitive and user-friendly interface optimized for desktop use.
- Ensures seamless interaction with all system functionalities.
- Designed for ease of navigation for both users and admins.

V. RESULTS AND EVALUATION

The Pharmacy Management System (PMS) has been successfully developed and implemented to automate and streamline pharmacy operations, enhancing efficiency and accuracy. The system provides essential features such as secure user and admin login, inventory management, sales tracking, and prescription handling.



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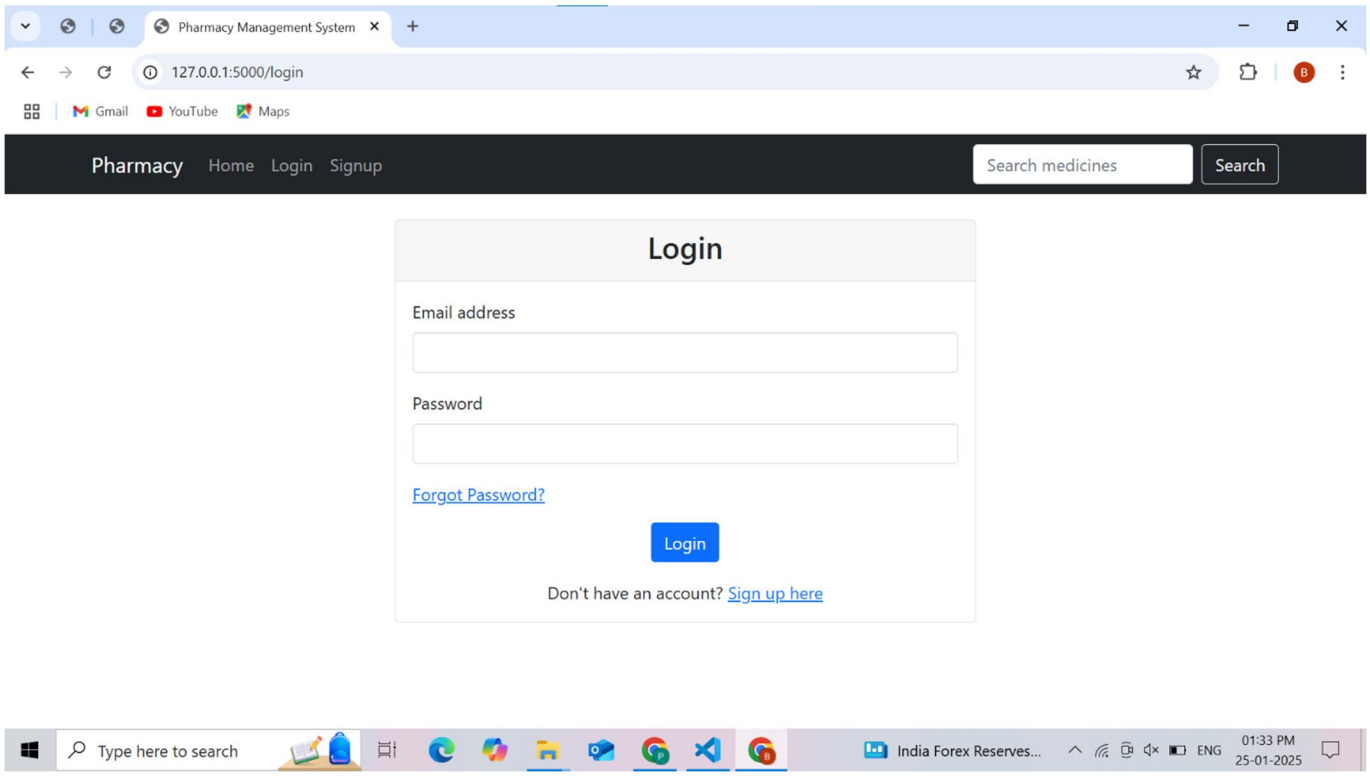

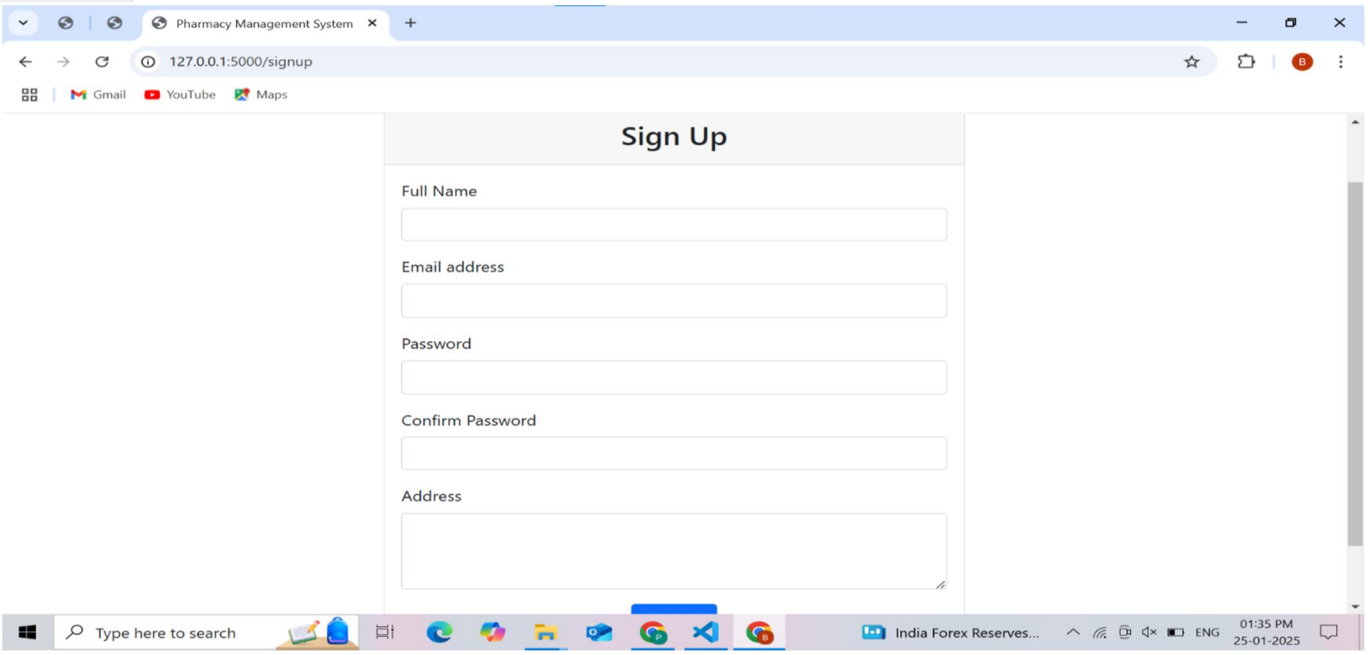
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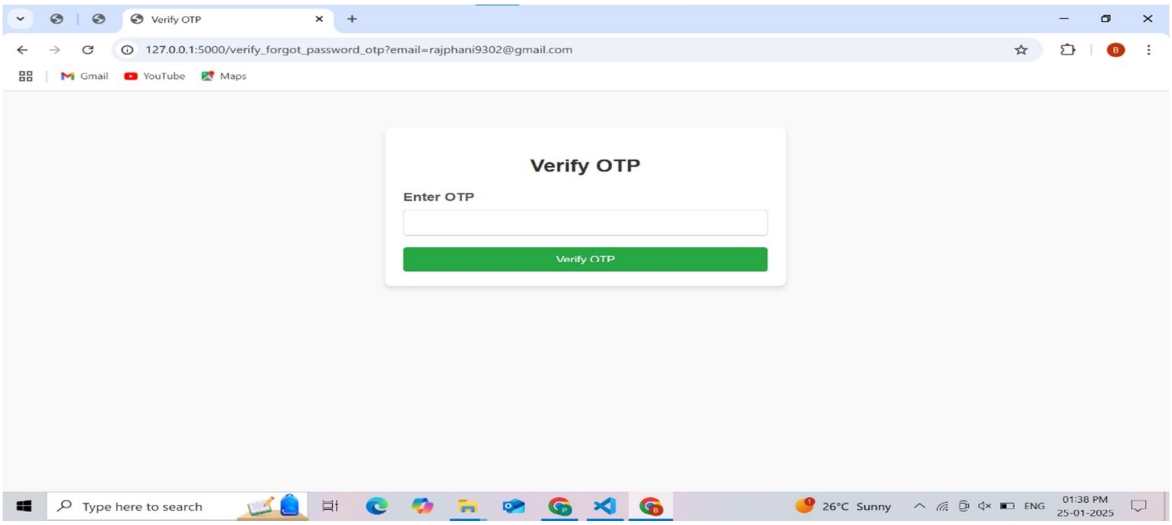
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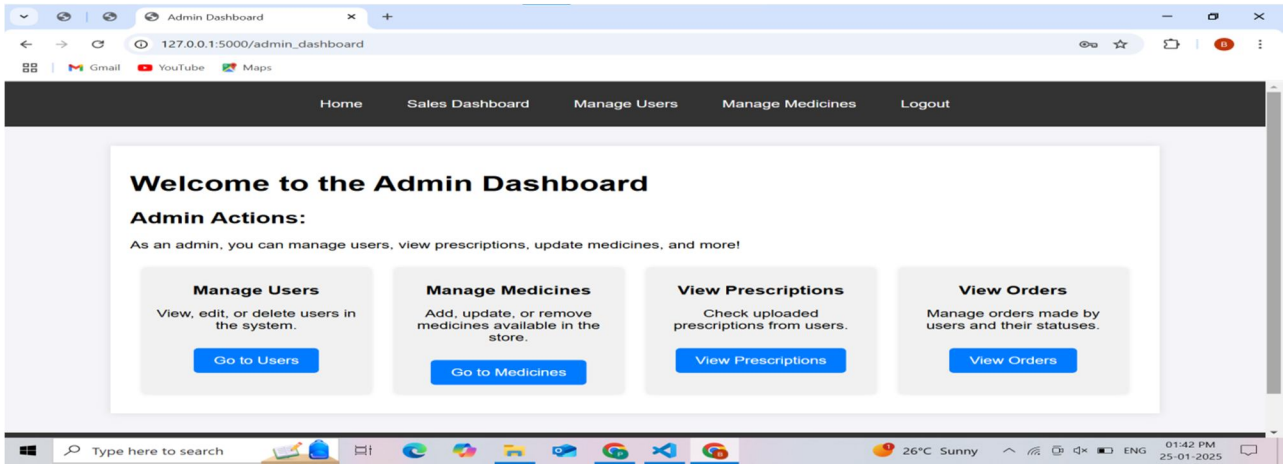
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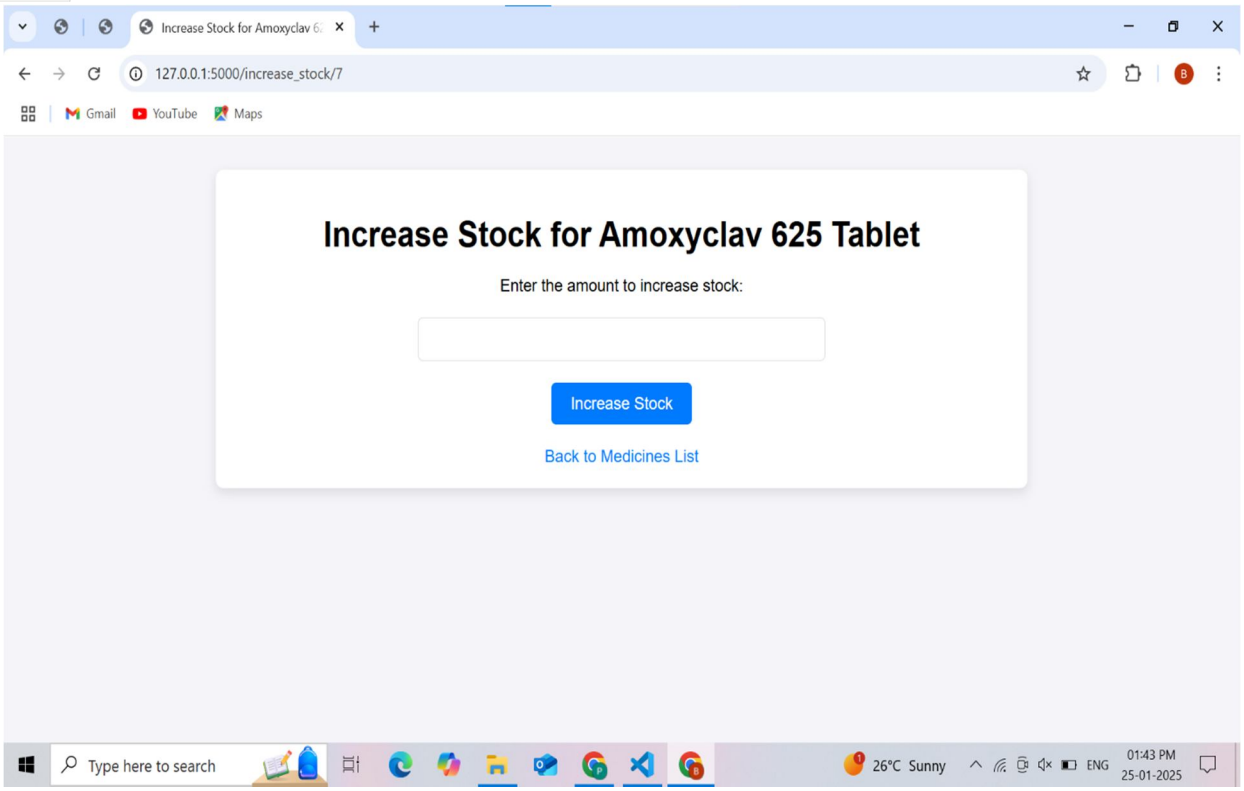
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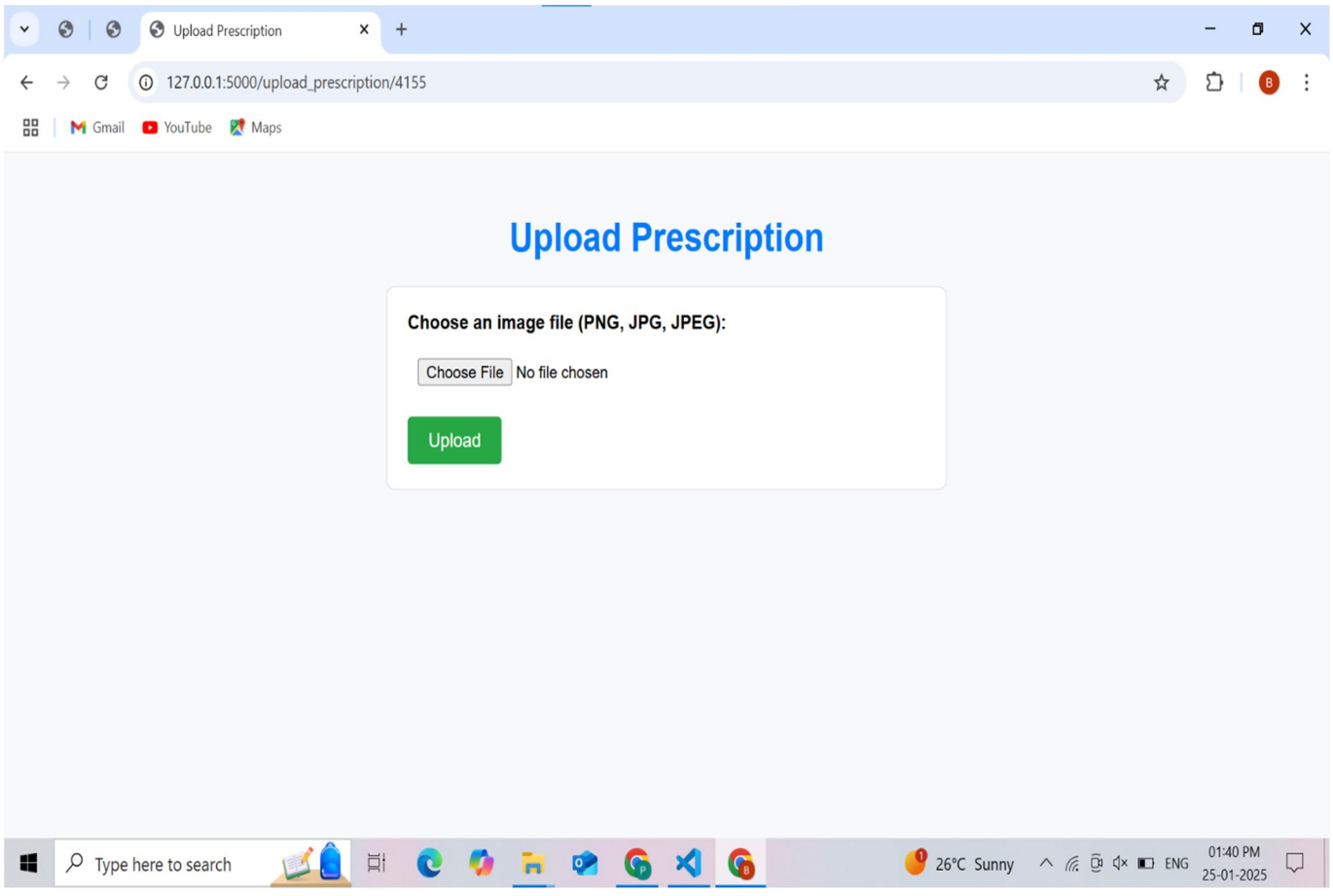
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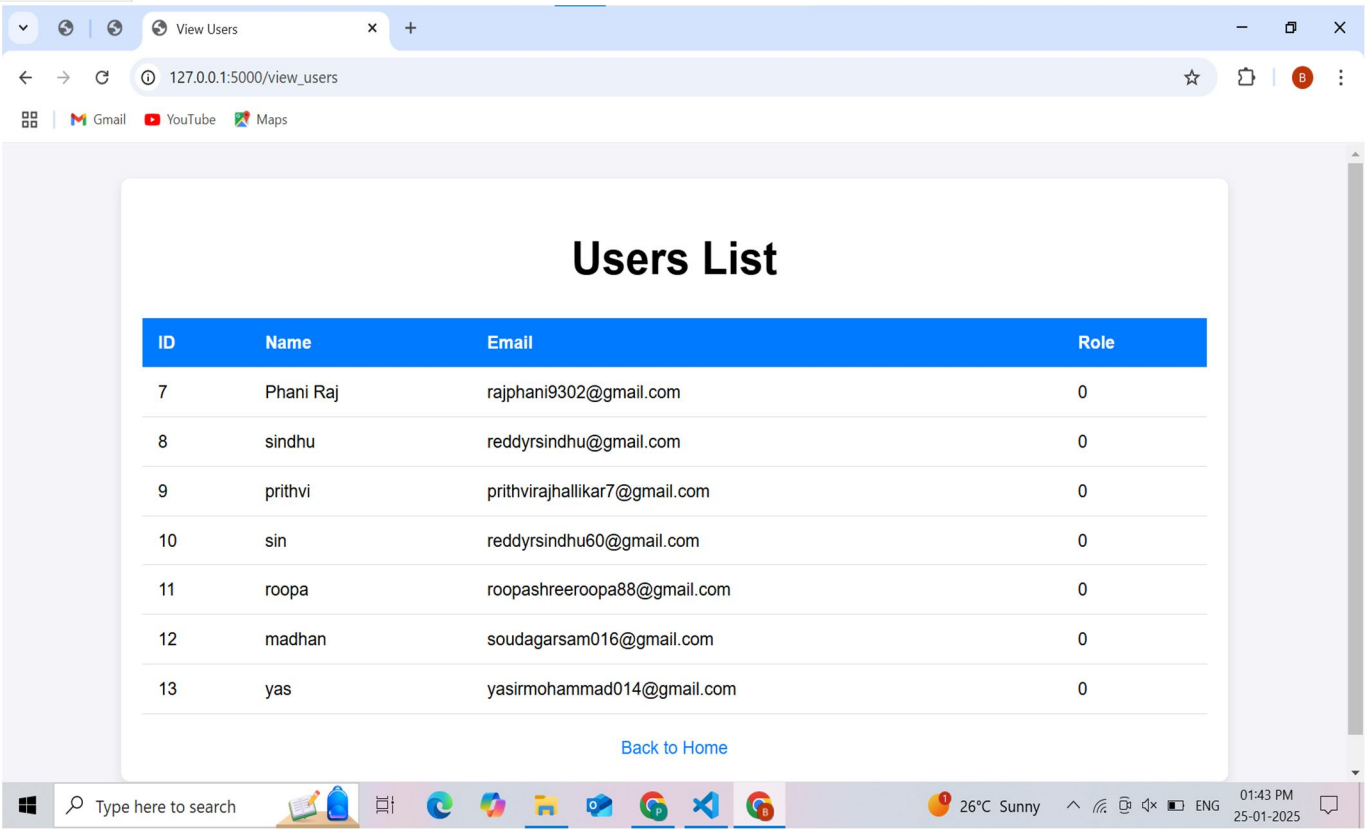
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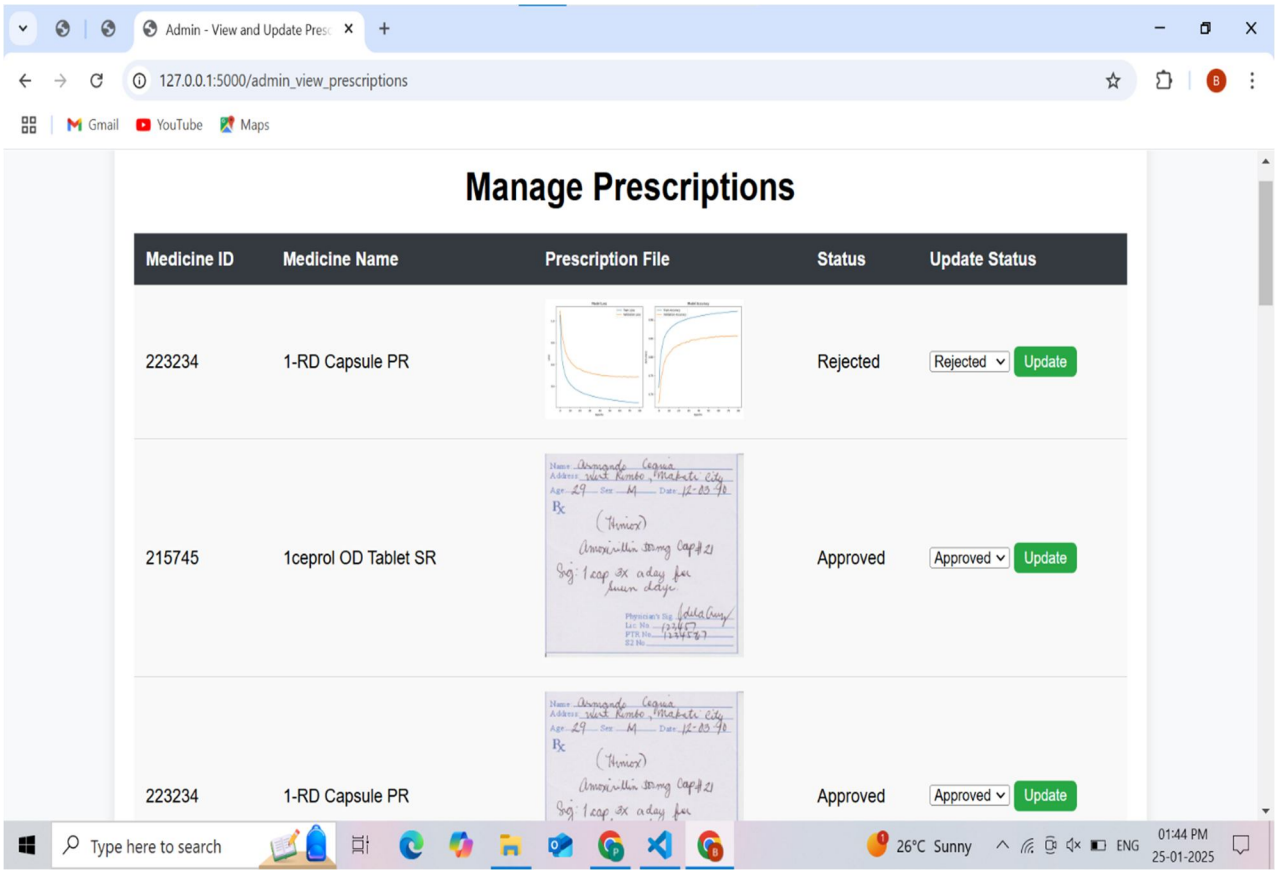
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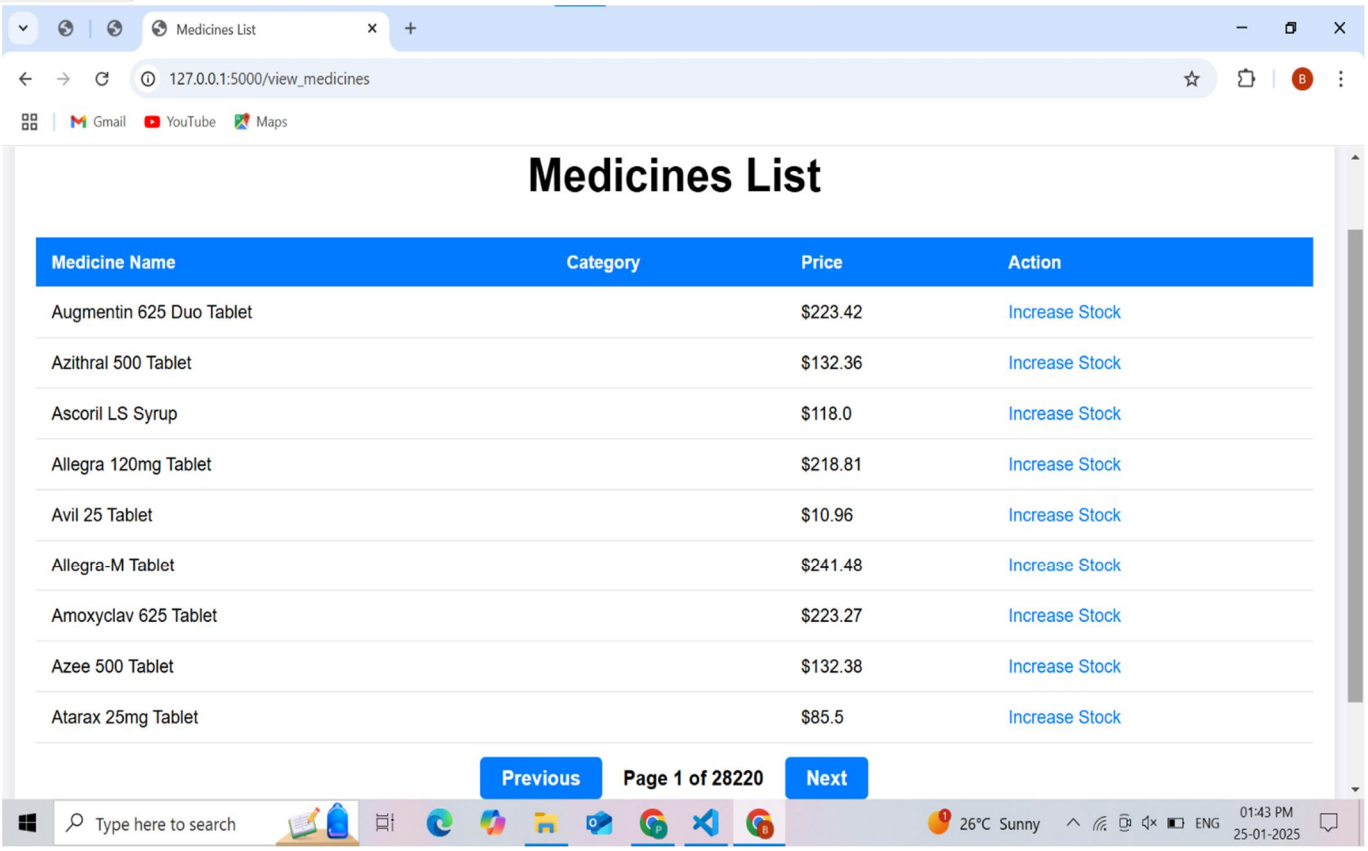
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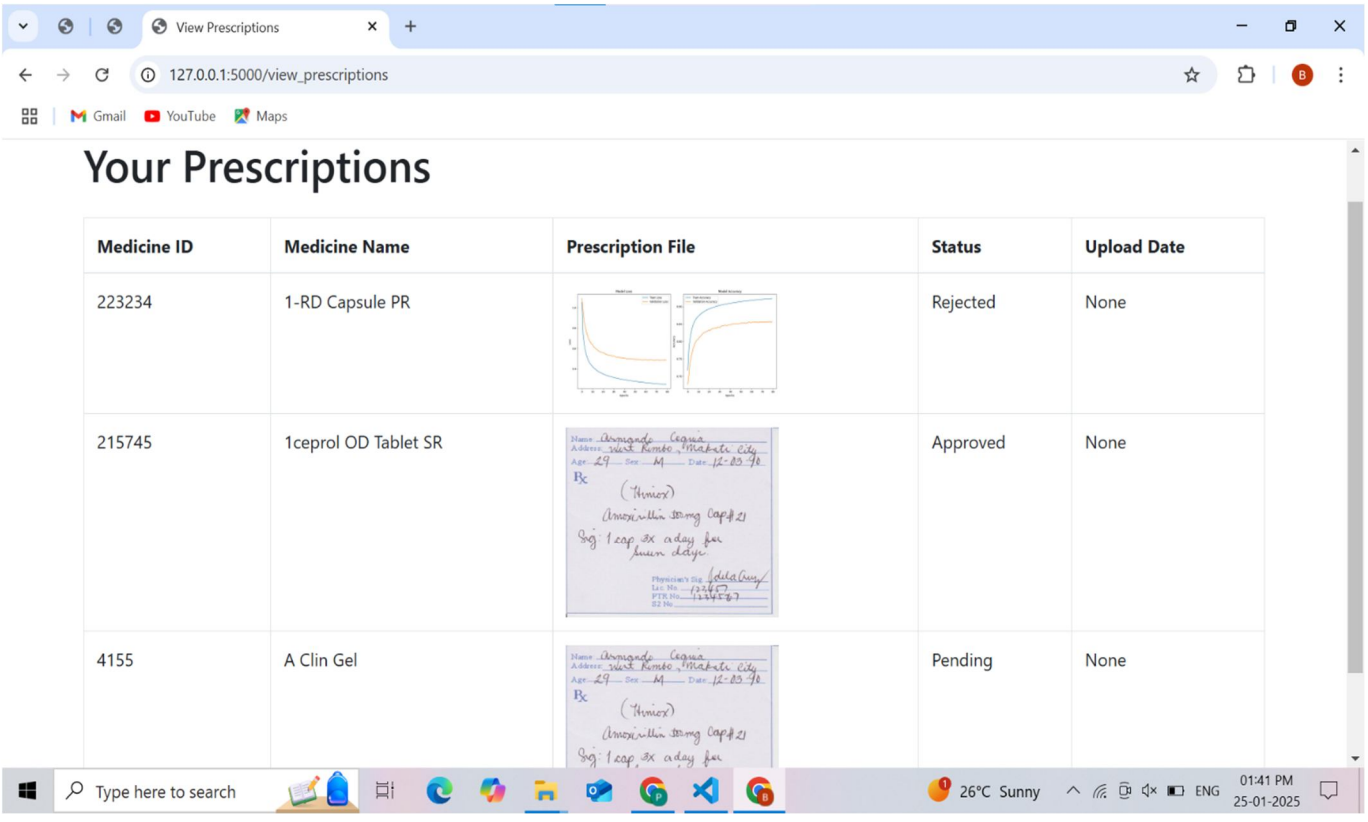
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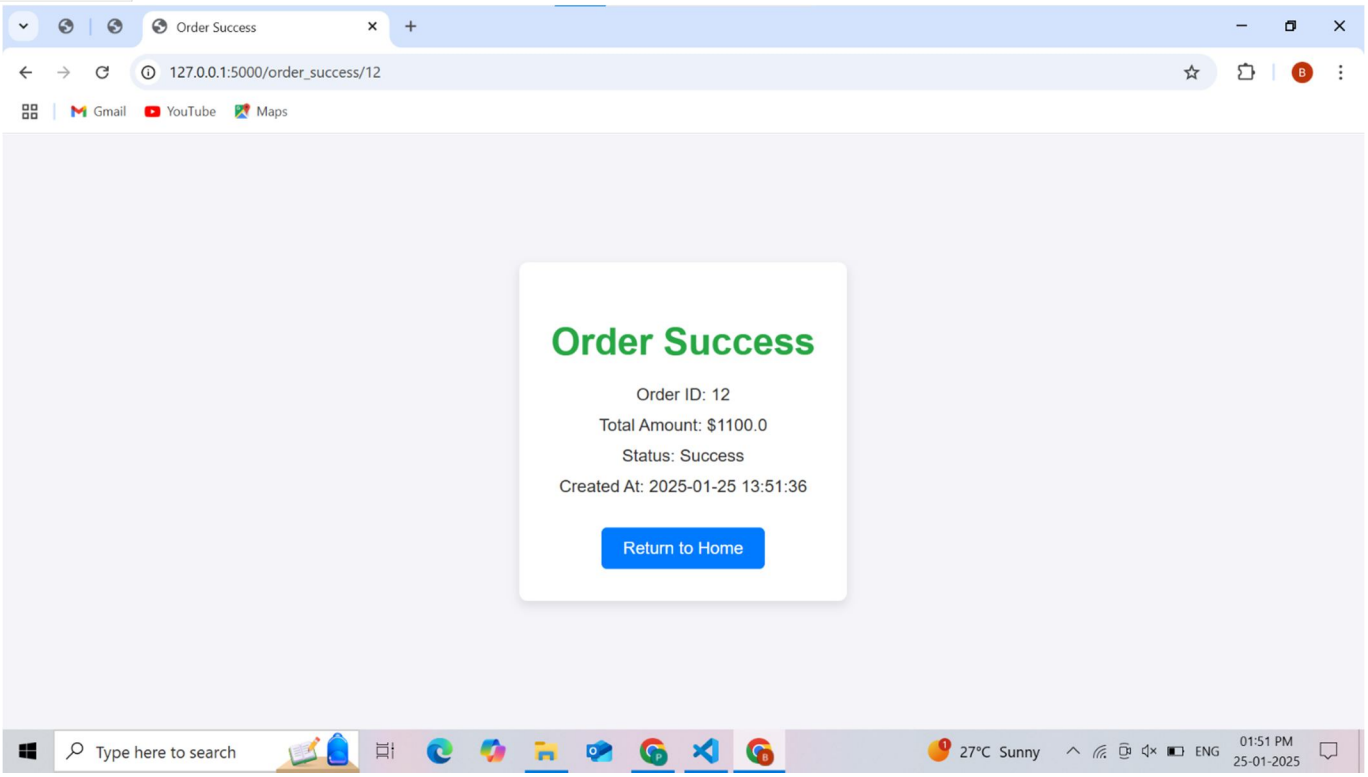

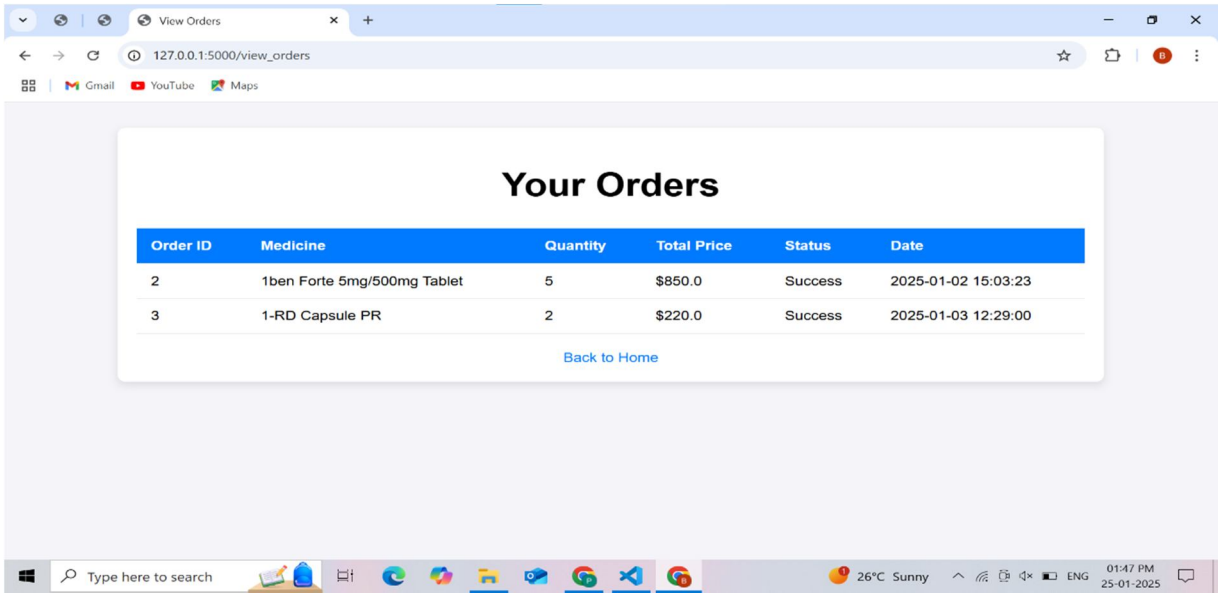

VI. CONCLUSION

The Pharmacy Management System provides an effective solution for automating pharmacy operations. By integrating secure login mechanisms, real-time inventory management, billing, and sales analysis, the system reduces manual effort and enhances operational efficiency. The project offers scalability for future enhancements, making it a valuable tool for modern pharmacies. Its implementation ensures that both customers and pharmacy administrators benefit from a seamless and reliable platform. Overall, the Pharmacy Management System not only improves the speed and accuracy of pharmacy operations but also enhances customer satisfaction by offering a convenient and transparent purchasing experience. With its robust features and potential for further upgrades, the system stands as a reliable and future-ready solution for pharmacy management.

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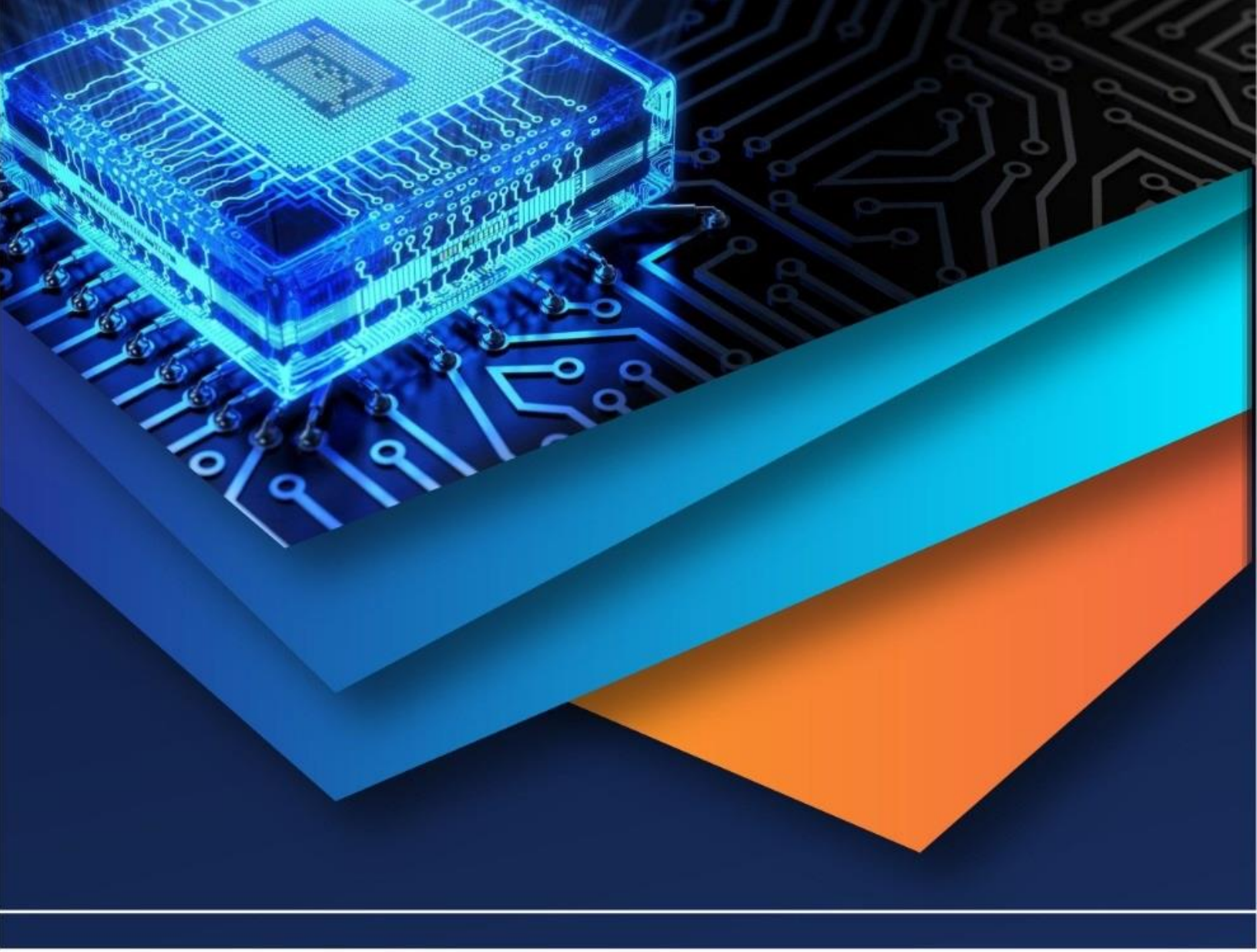

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