MTAT.03.231 Business Process Management

Practice #11

Automating the first steps of a prescription fulfilment process

Step 1.
The first step in the prescription fulfilment process is to create/receive a prescription. In this step, the technician receives the prescription and enters the customer name and the time of pickup (a field of type Date). This task is performed by the technician group. Make sure you create at least one user of this group.

Step 2.
Extend the above process with an “Enter prescription” task. Define fields corresponding to the name and phone number of the prescribing doctor, the name and phone number of the customer, the date of the prescription, and the name of the prescribed drug. You can assume that only one drug is included per prescription. This task is performed by a “technician”.

Step 3.
Let us now extend the process model as follows. Add a task “Auto-DUR check”. We would normally make this a script task or a service task, but for simplicity, we will make it a User task assigned to a user called system. Do not define a System group, but instead you should use the Assignee property to assign this task to a specific user called system. This task sets a Boolean to true or false depending on the output of the check. If the Boolean is false, a pharmacist will follow up with a manual DUR check.