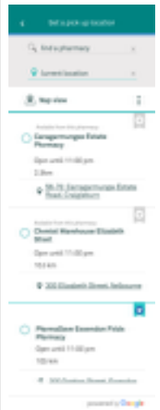
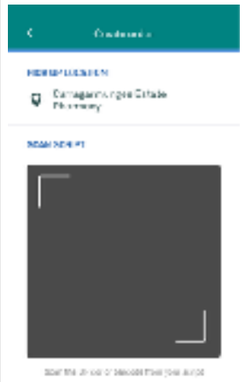
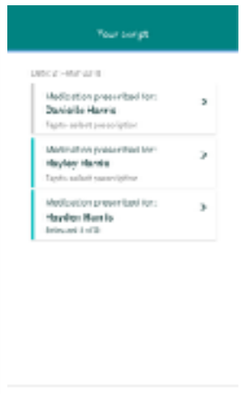
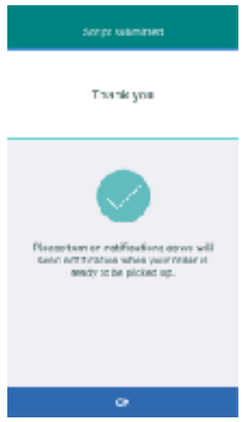
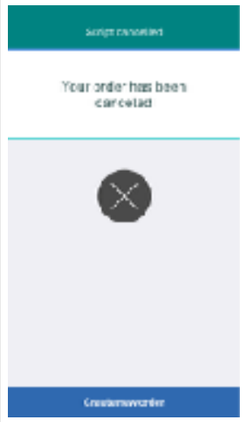
SCRIPT ORDERING ITERATION 2 18 -Apr-2018 by Hasslily Hashim in collaboration with Gleb Ovechkin
FEEDBACK GATHERED FROM THE WIREFRAME WORKSHOP 19-Apr-2018 by Christabel Sy

SCREENS (SC1-5)	SC1 - Dashboard	SC2 - Script Order LP	SC3 - Create Order LP	SC4 - Set pick up location LP	SC4 -Set pick up location LP	SC4 -Set pick up location LP	SC5 - Create Order LP (pick up location selected)
							
DESIGN CHANGES MADE 18-Apr-18	Trying to get a new icon for supplies via team collaboration and voting system.	Created new icon for “create order”.	1. Made this screen fun and desirable. 2. Have user to add pick up location, date and time. 3. Removed scan screen. 4. Have user to tap a “CTA” to start to scan. 5. Ability “Add to cart” from 3 levels - “Create order” , “Scanned Script” and “Dispensing information”	1. Created 2 different ways of displaying search function including filters. 2. Added: Phone number, “Ordered previously” label & “powered by ERX” 3. Combine Set a pick up date/ time capability when user selects a pharmacy.			1. Made scanning area. full screen with “information” and cancel ability. 2. Have a pop-up how to and what to scan to help user scan their script.
:(PAINS (SC1-5)	A. Major: “Supplies” - labelling is not clear. B. Participants took about 1min to find the CTA to start scanning the script.. C. Some participants went to “Records” to scan script.		A. Major: Task flow not clear. No priority between scan and set up pick up location. B. Participants selected “scan script” over ‘Pick up location’ was led by: + prominent look of the scan window. +the scanning priority when the script was on their hand. C. Allow freedom of accessibility - “Don’t limit what user wants to do!”.	A. Major: Labelling clarity: +“Available from this pharmacy” depicts the medicication available from the pharmacy. B. “Find pharmacy” is tricky. Users do not always remember the name of the pharmacy. Users remember landmarks. So, having map view is useful. C. Search by Current location - not commonly used. Often search nearby house or GP (trusted / familiar. pharmacy). D. Search results - too much information.	A. Competing icons: favourite and selection icons. B. “O” icon wasn’t intuitive until they tapped on it. C. “O” icon led participants to select just within it.	A. Quick filter - Hidden filters not noticeable. B. Filter - shouldn’t be place parallel to Map/List view. C. Quick filter icon: misleading. This is a “more options” icon.	

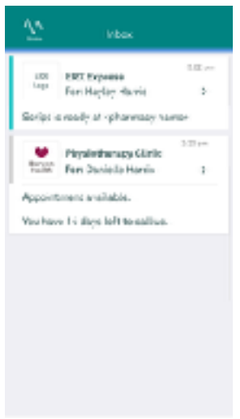
:) GAINS (SC1-5)	• Shopping bag icon. • Label "Supplies" makes sense to the users that are on medication.	• All participants selected “Create order”. • “info” is good to have.	• Instructions is helpful.	• Quick filter. • No issues with “O” to select location. • Good to have all info up front • Map view is great to see what's nearby house.	• Favourite symbol: Some participants don’t mind to add to favourite.		• Ability to see pick up location.
+ IDEAS FEEDBACKS (OPPORTUNITIES) **(SC1-5)**	Supplies Icon: +Shopping cart with medication symbol +Barcode symbol +Make “+” bigger / brighter. Labelling: +Shop +Order +Prescription order +Medications 4 Participants suggested: +Pharmacy	Icon: +“capsule” symbol for create order + Make labelling clear. + Add header. + Add brief instructions. + Chemist Warehouse users familiar with the term “Medication”.	+Have a “Scan “ CTA rather than an open camera window to avoid distraction. +Have a show and hide - prioritise tasks based on user types. (Hide scan, to let new user set the location first. Once selected, then show scan). +“Pick up location” wording accuracy - Try“Pharmacy”.	+ Have a short instruction. + +Have phone number up front. +Remove “O” icon. Have just the location card. When user taps, show the ticked icon. Bring the ticked icon to the create order page.		+Quick Filter - Should be visible like care contact. (A/B tests were done comparing hidden and visible like care contacts. + Search function: Ability to search by postcode, suburb. + Simplified search results - have a single view. Tap to view details.	
UX QUALITY (SC1-5)	USEFUL | USABILITY | **FINDABILITY** | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | **LABELLING CLARITY** | **VISUAL CLARITY**	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | **USABILITY** | **FINDABILITY** | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| **CONTENT CLARITY | LABELLING CLARITY |** VISUAL CLARITY	USEFUL | **USABILITY** | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | **LABELLING CLARITY** | **VISUAL CLARITY**	USEFUL | USABILITY | **FINDABILITY** | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | **VISUAL CLARITY**	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY

SCREENS (SC6-12)	SC6 - Your script Pg	SC7 - Your script > detail Pg	SC8 - Your script > detail Pg (selected)	SC9 - Your script Pg (selected)	SC10 - Create Order LP	SC11 - Your script Pg (multiple scanned scripts)	SC12 - Your script detail Pg (selected)
							
DESIGN CHANGES MADE 18-Apr-18	1. Created 3 level navigation system displaying: • Name • Script • Medicine 2. Made navigation dynamic 3.. Medicines and dispensing informations are defaulted to selected for quick “add to cart” ability,	1. Improved the UI for “dispensing information”. 2. Ability “Add to cart” from 3 levels - “Create order” , “Scanned Script” and “Dispensing information”. 3. Added ability to scan another.		1. Added a dialogue box - Offer user to scan another or continue to adding to cart.			
:(PAINS (SC6-12)	A. Users expected to see exact list of medicines (replica of the script) on this page. B. Colour coded card and “Selected 3 of 5”did not communicate well for this stage. Users think it’s important to see the selected medications on this view. C. Date is not important on this view. If do, needs clear labelling.	A. Participants couldn’t see all medication in one page. B. To many clicks. “O” is not necessary as script has been scanned. Participants confused by asking them to select the medication. Participants wanted to have all medications selected and allow them to deselect to make choices. C. Have Generic brand defaulted. D. Participants would like to order their preferred brand. E. No instructions, led participants attention went to “dispensing information” straight away.	A. Chevron and pagination was not communicated well. A list of medication was preferred. B. Major issues on: Content communication strategy and labelling. Some users didn’t noticed the name of the medicine - having header is helpful. C. Unclear wording “Dispensing information”. D. Dispensing information - users experienced other questions asked by the pharmacist. Users also did not understand what they supposed to do - unclear set of instructions.	A. Participants couldn’t see what medication and dispensing information they have selected here. B. Too many tappings - Users feel annoyed when they had to return to “Your Script” page and tap “Add item to cart”. This action should be placed at selecting the medicines level. C. What’s the common number if script patients usually scan and order?			A. Participants were lost. They didn’t get why they need to “add to cart” as they felt they've already created the order. B. Wording accuracy - Adding <#> items to cart”

:) GAINS (SC6-12)	• Almost all participants tapped on the card to see details.			• Scan another is good to have.		• Colour coded cards communicated well but lack of information about what they have selected.	
+ IDEAS FEEDBACKS (OPPORTUNITIES) **(SC6-12)**	+ Would prefer to see all medications that they just scanned here. + Clear date labelling.	+ Seperate list of medications and dispensing information view. Tapping on each medicine should take user next level down to configure “Dispensing information”. + Ability to select and deselect medications. + Have a clear instruction. + Participants wanted to see available brands. + Ability to request user’s preferred brand. + Have short explanation of what generic brand means = “cheaper”. + Ability to see physician name.	Participants wanted to have: +Dispensing multiple courses +Repeats +Number of authorise repeats +Ability to add notes. For example, to request specific medicine brand. +Ability to save configurations and come back to continue.	+Visibility of selected items: Participants wanted to see medications summary and dispensing information they have selected. +"Scan another” - placement.		+Visibility of selected items.	
UX QUALITY (SC6-12)	**USEFULNESS** | **USABILITY** | **FINDABILITY** | **CREDIBILITY** | **DESIRABILITY** | **ACCESSIBILITY**| VALUABLE ||| **CONTENT CLARITY** | LABELLING CLARITY | VISUAL CLARITY	**USEFULNESS** | **USABILITY** | **FINDABILITY** | **CREDIBILITY** | **DESIRABILITY** | **ACCESSIBILITY**| **VALUABLE** ||| **CONTENT CLARITY** | LABELLING CLARITY | VISUAL CLARITY	**USEFULNESS** | **USABILITY** | **FINDABILITY** | **CREDIBILITY** | **DESIRABILITY** | **ACCESSIBILITY**| **VALUABLE** ||| **CONTENT CLARITY** | LABELLING CLARITY | **VISUAL CLARITY**	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	**USEFULNESS** | **USABILITY** | **FINDABILITY** | **CREDIBILITY** | **DESIRABILITY** | **ACCESSIBILITY**| VALUABLE ||| **CONTENT CLARITY** | LABELLING CLARITY | VISUAL CLARITY	**USEFULNESS** | **USABILITY** | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | **LABELLING CLARITY** | VISUAL CLARITY

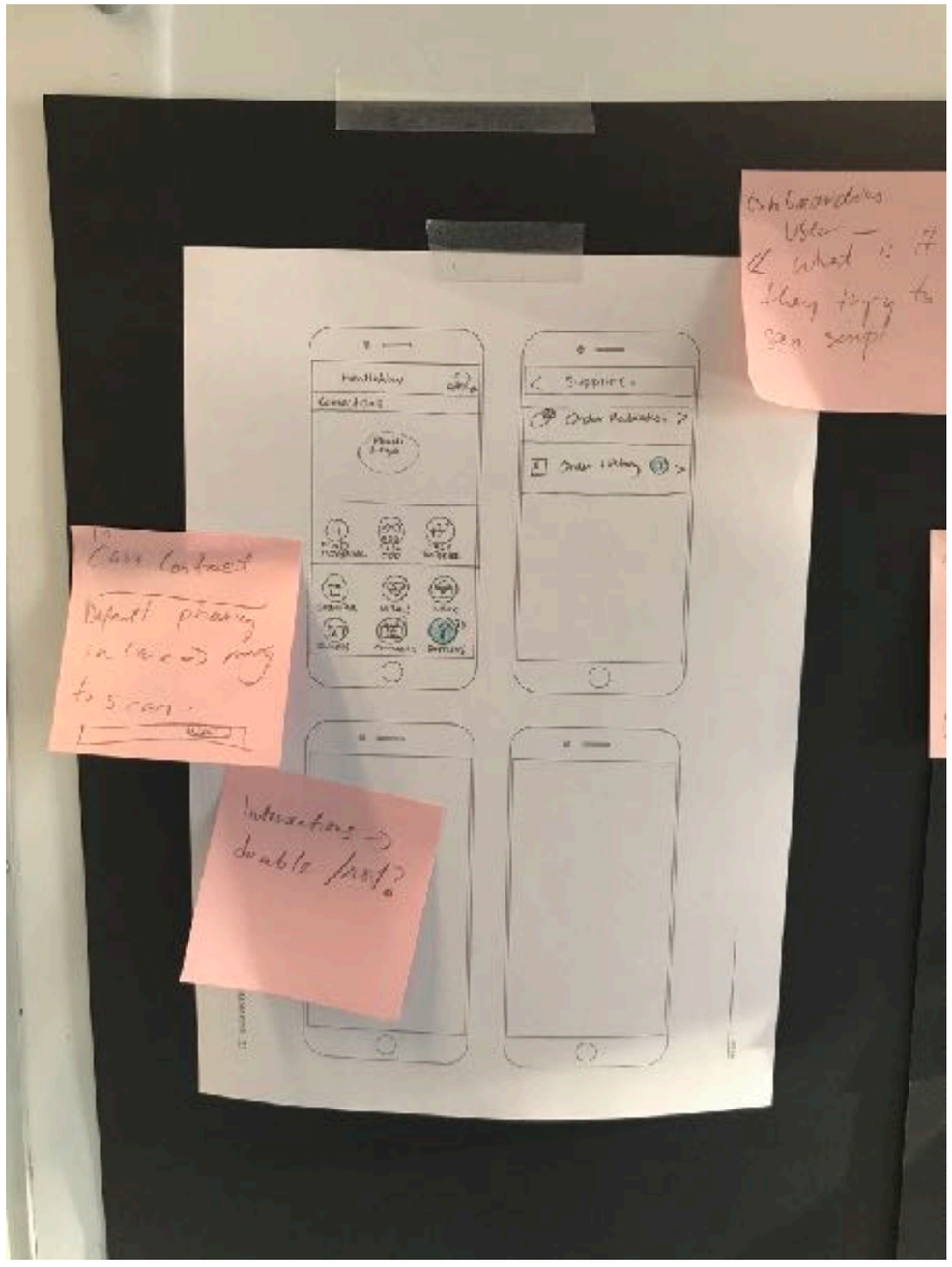
SCREENS (SC13-19)	SC13 - Review order Pg	SC14 - Pick up date and time LP	SC15 - Pick up date and time LP (selected)	SC16 - Review order Pg (selected)	SC17 - Review script Pg	SC18 - Script Submitted Pg	SC19 - Cancellation Pg
Screens flow							
DESIGN CHANGES MADE 18-Apr-18	1. Made “review order page” read only accept for notes section. 2. Adopted similar style for “create order page” to create flow continuity and familiarity to reduce cognitive load. 3. Ability to edit by tapping on “hot spots” - Location&time and medication card. 4. Notes section - tap to open a text box / type in fields. 5. Added ability to add photo or attachment. THOUGHTS? 6. Added search capability. 7. Submit order CTA.	1. Combined “set date & time” into set a pick up location. When user selected a pharmacy, reveals “pick up time and date”. This makes the tasks connected and fluent. 2. Notify me - make selected by default. 3. Ability for user to select time as “as soon as possible”				1. Changed the message on “submitted page” to focus on the current task and notify user they will receive a notification.	1. Giving user an options to exit by tapping “home” or “new order”.
:(PAINS (SC13-19)	A. Prioritise most important task for user here. B. Repetitive tasks. Are they necessary, as users inclined to set up location again. C. Add notes - is unclear. Is it add add notes for users or pharmacy?	A. Set up time/dates doesn’t add value to users - pharmacy should suggests the date. e.g. Chemist Warehouse offers a timeline - “You have 10days to pick up”. B. Notify me should be ticked by default.		A. Users expected to view all medicines including the ones not being selected. So they can review their choices. B. Swiping to see more scanned scripts is OK but prefer to scroll to see all in one page. C. Swiping needs pagination for accessibility.	A. Weren’t able to see what were not selected. B. Weren't able to edit and delete individually.	A. Labelling: header B. Mixed message: Message on notification should not be on this page. C. Lack of explanation of what and where the order is being sent. D. Tapping OK should end the process. Participants did not want to be routed to “Your script order page / status page”.	

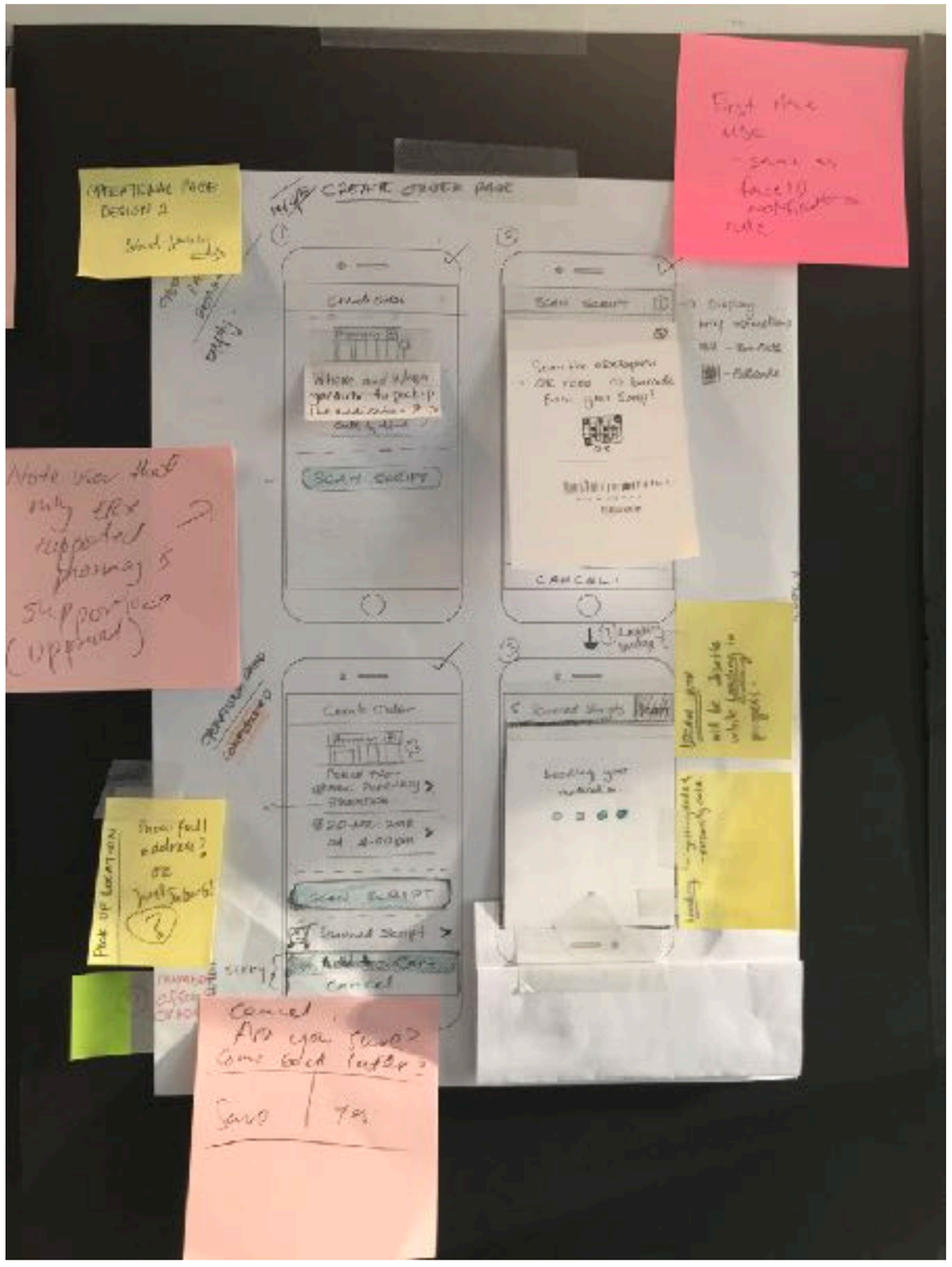
:) GAINS (SC13-19)	• Visibility of: +Total scripts +Total medication order • Adding notes. • Ability to edit pick up location.	• Visibility of business hours.		• Participants understood tapping on these cards to see details view. • Ability to see date of order being created.			
+ IDEAS FEEDBACKS (OPPORTUNITIES) **(SC13-19)**	+Payment options. +Delivery options. +Ability to edit individual medication +CTA “Send Order” instead of Place order. +Ability to see medication stock. Can the user scan again and send to other pharmacy? +Does a script has expiry date? If so, make it accessible to the user.		+ Pick up time and date: Should be defaulted to today's date. +Ability to select “As soon as possible" +Notify me = defaulted to “yes”		+Ability to see medications that were not selected, if user changes mind. +Ability to edit and delete individually (swipe to delete).	+ Let the user complete the process here. Letting users to view recent orders is not necessary. + Have a prompt and tell user where to go to set notification, after they tap OK. + Success message: Let user know what is happening and what they will expect. + Allow user to access recent orders at “Order History” page. + Sends out confirmation email/SMS after placing order.	
UX QUALITY (SC13-19)	USEFUL | **USABILITY |** FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | **VISUAL CLARITY**	USEFULNESS| USABILITY | FINDABILITY | CREDIBILITY | **DESIRABILITY** | ACCESSIBILITY| VALUABLE ||| **CONTENT CLARITY** | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | **USABILITY** | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | **VISUAL CLARITY**	**USEFUL** | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| **CONTENT CLARITY** | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY

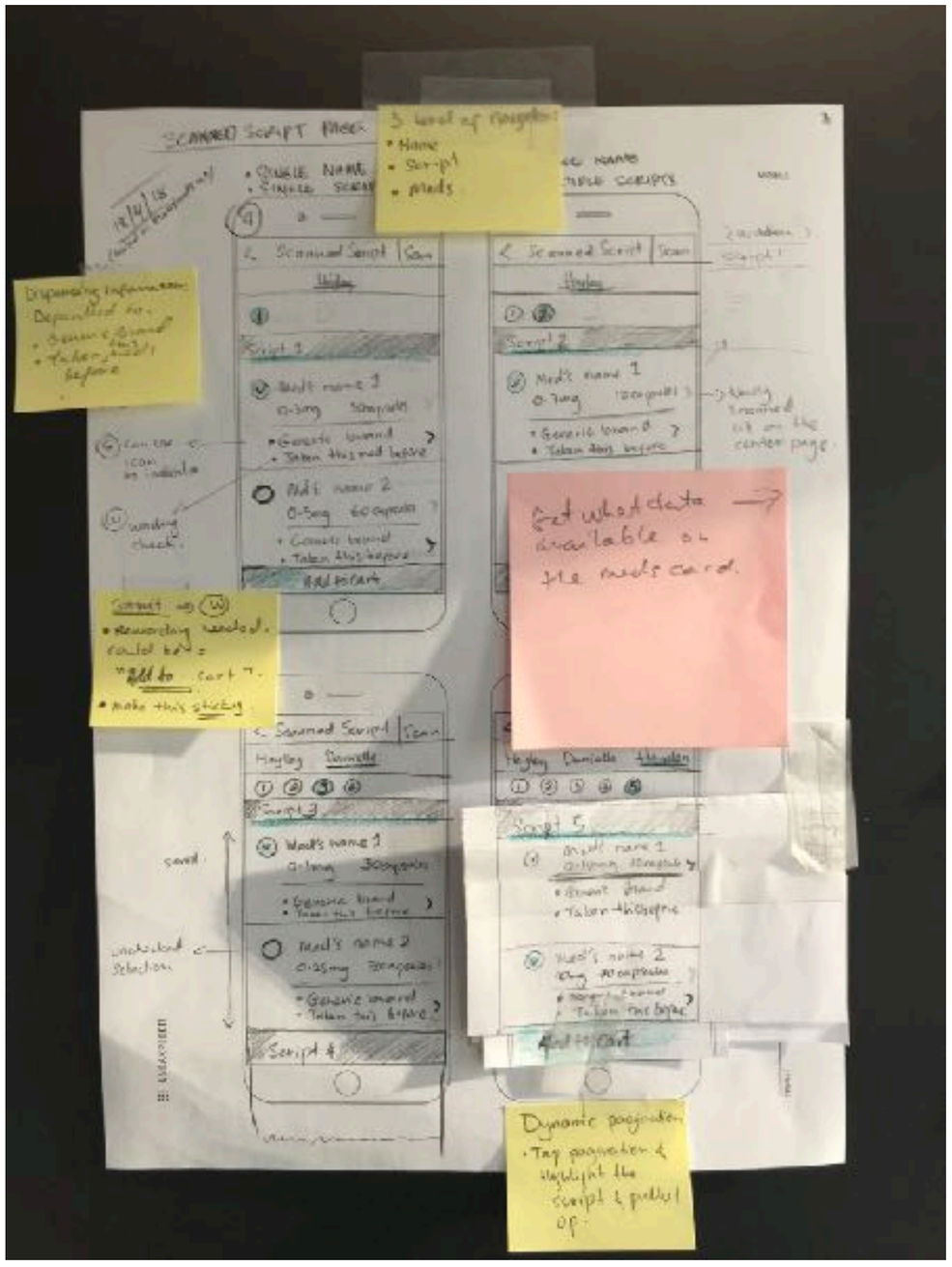
SCREENS (SC20-25)	SC20 - Your script order Pg (with status)	SC21 - Script details LP		SC22 - Notification - Ready to pick up	SC23 - Message details - ready to pick up Pg	SC24 - Message details - ready to pick up Pg (sections closed)	SC25 - Inbox list - ready to pick up Pg
							
DESIGN CHANGES MADE 18-Apr-18	**1. Added order history list with status:** **• Submitted** **• Ready** **• Completed** **• Cancelled** **2. Added order history landing page. Ability to view order in one page.** **3. Ability to cancel order.**				**Will add link to order history.**		
:(PAINS (SC20-25)	• Not desirable - Users didn't want to see this page after orders were submitted.				A. Lack of credibility - ERX means nothing to users. B. Users want to see the name and the logo of their selected pharmacy. C. Participants wanted to know the steps / consequences of not being able to pick up on time.	A. Not being able to see order list. B. Participants tapped on "logo" placeholder to see list of order.	A. Lack of credibility - ERX means nothing to users. B. Users want to see the name and the logo of their selected pharmacy.

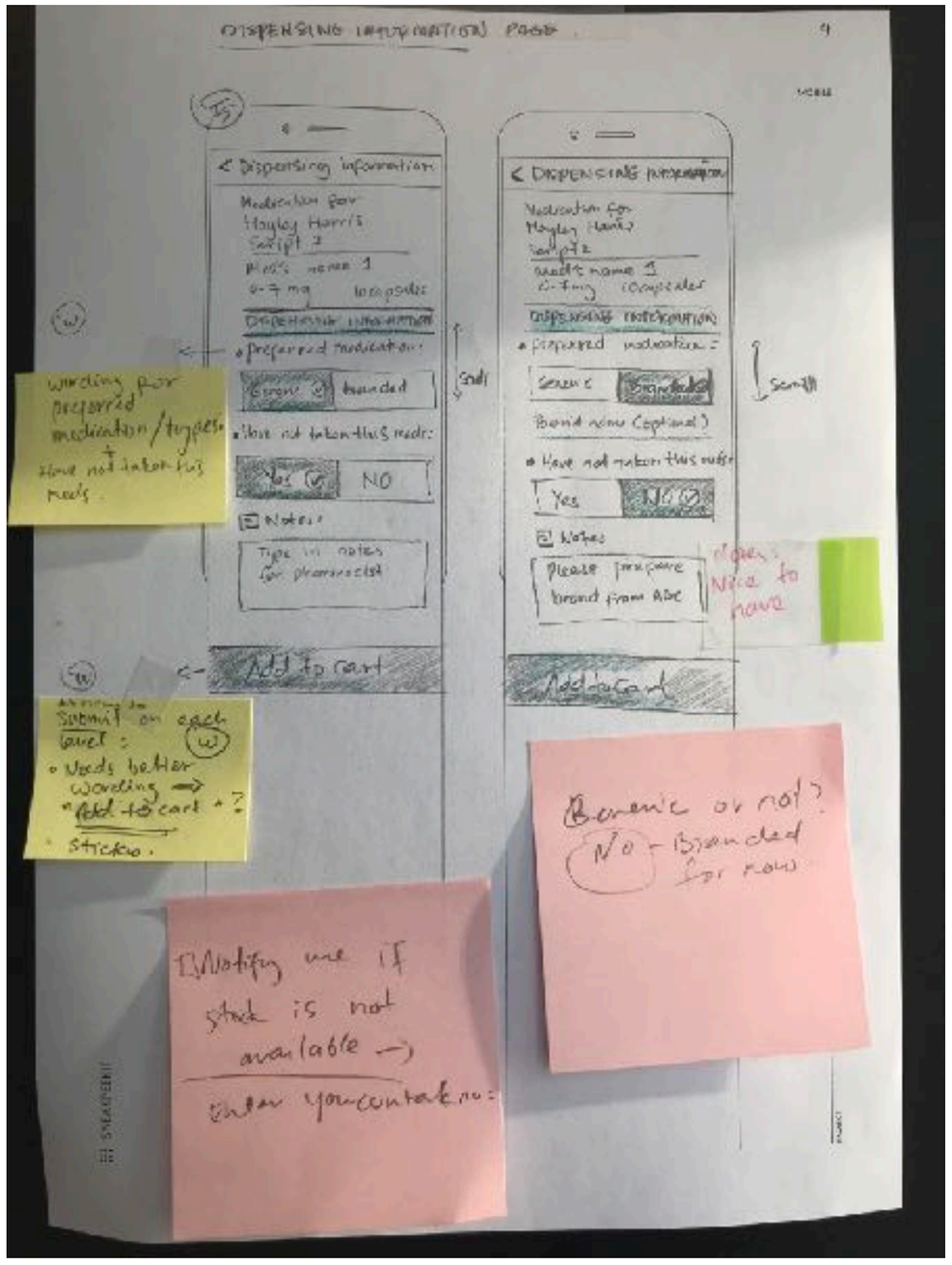
:) GAINS (SC20-25)	• Ability to see “status”. • Ability to see all configuration and cancel order.				• Ability to see pick up location, date and time.		• x
+ IDEAS FEEDBACKS (OPPORTUNITIES)	+Keep this page at “Order history”. +Simplified the page. Could be looking like an invoice.				+ Ability to see pharmacy logo and name + Ability to see DNA-steps when user is not able to pick up on time.	+ Ability to see order list perhaps just in pdf or text view.	+ Ability to see pharmacy logo and name
UX QUALITY **(SC20-25)**	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | **DESIRABILITY** | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY	USEFUL | USABILITY | FINDABILITY | CREDIBILITY | DESIRABILITY | ACCESSIBILITY| VALUABLE ||| CONTENT CLARITY | LABELLING CLARITY | VISUAL CLARITY

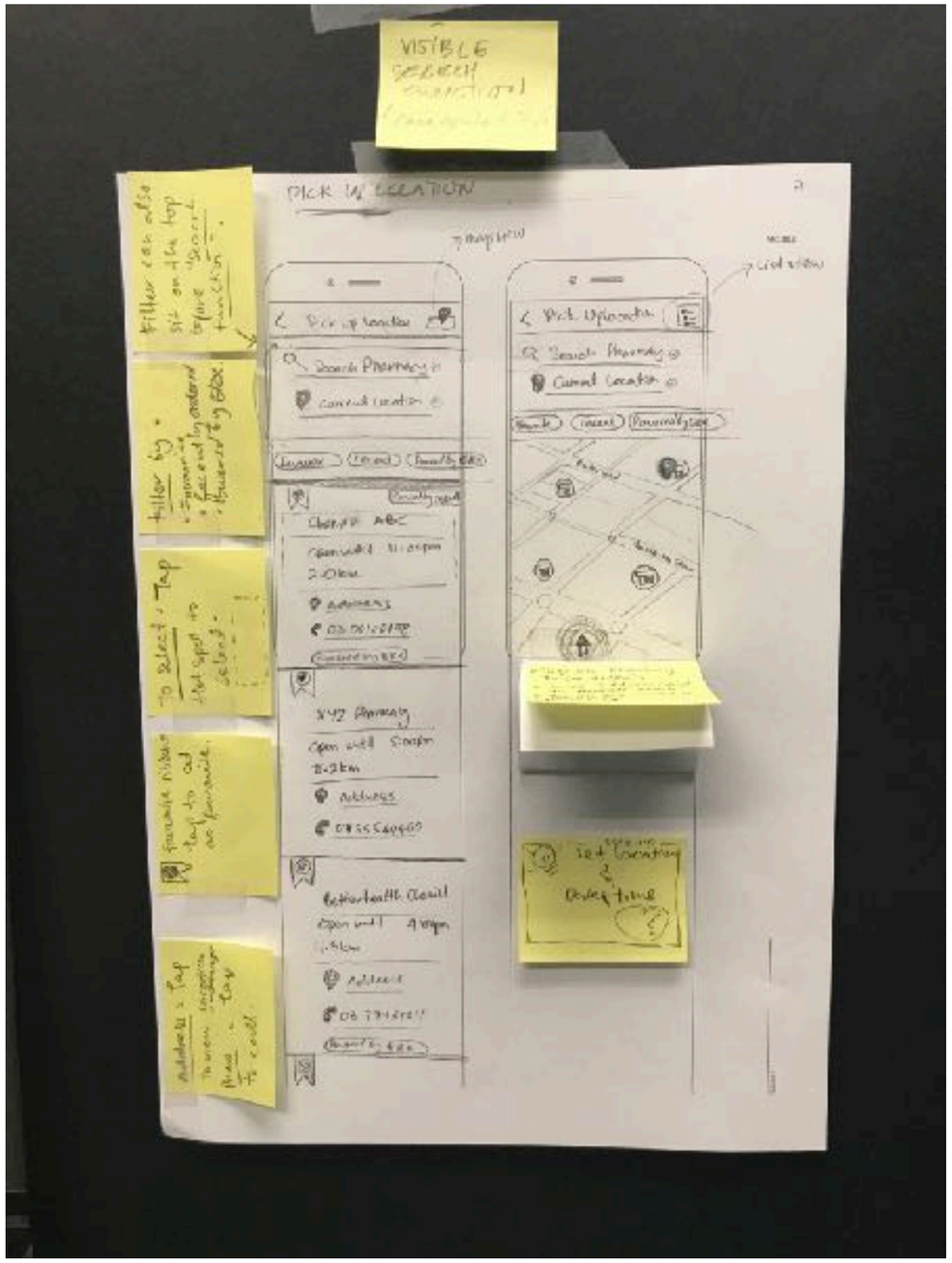
Iteration 2 17-18 Apr -18 (in collaboration with the team)

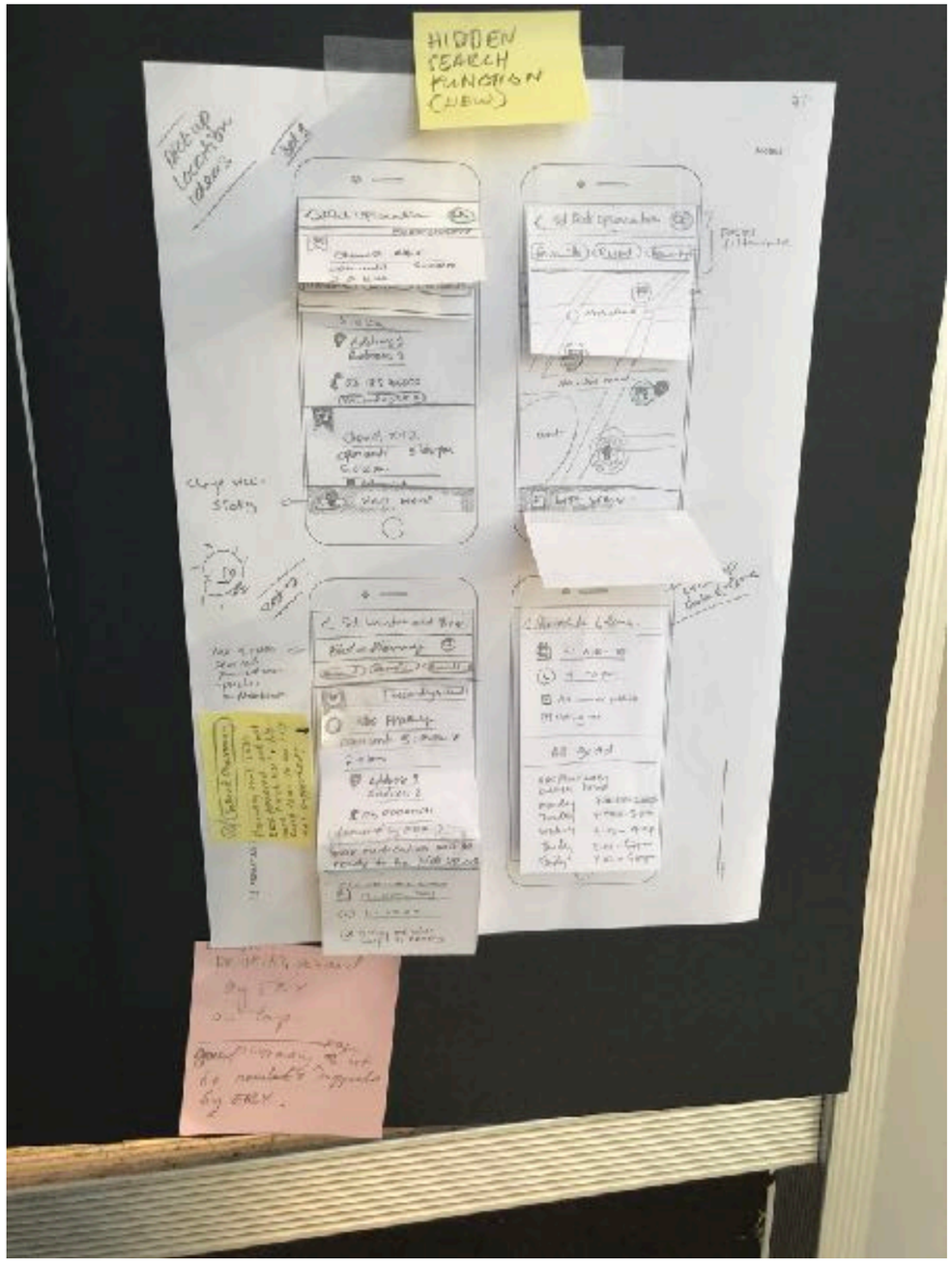


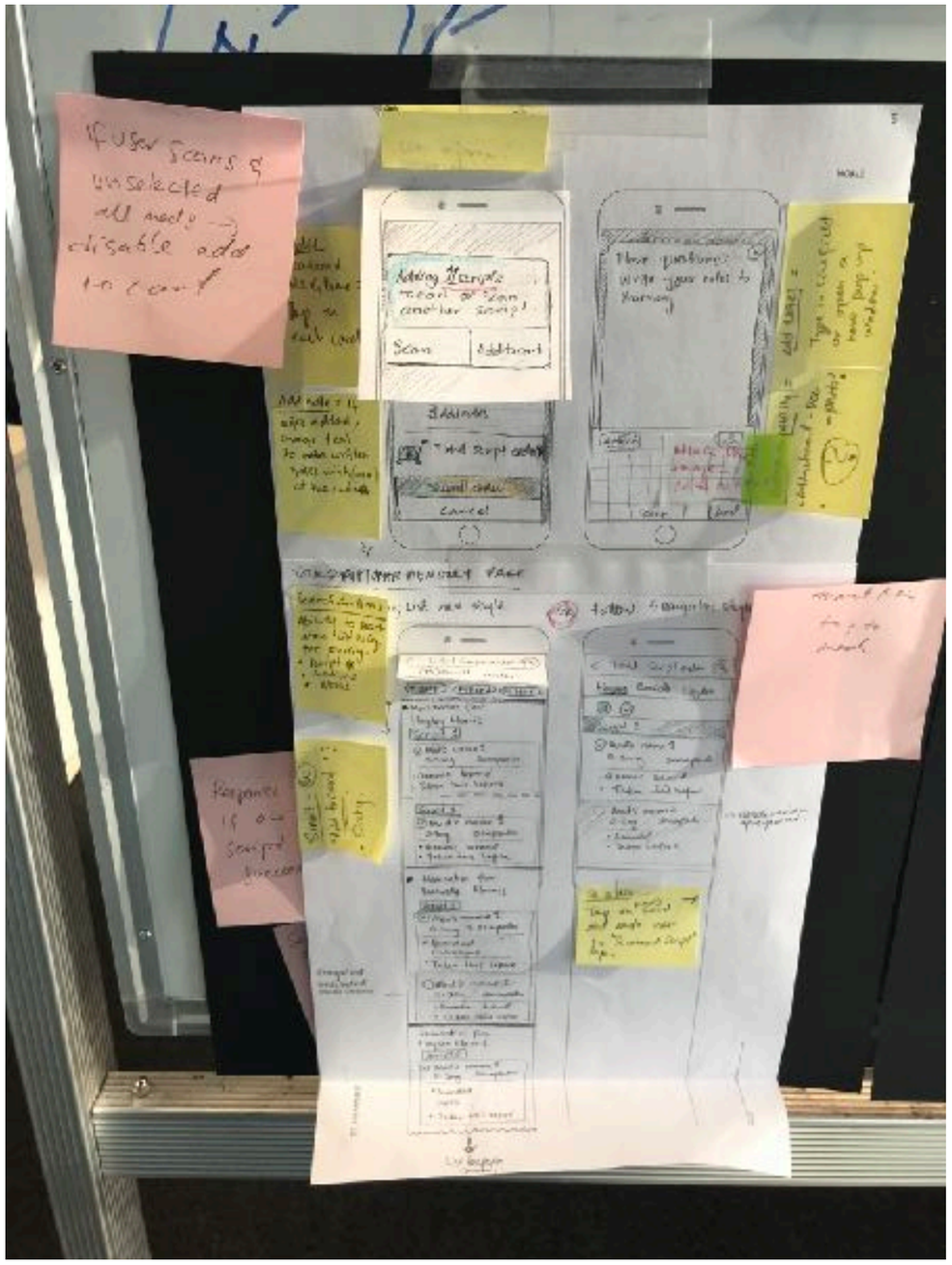


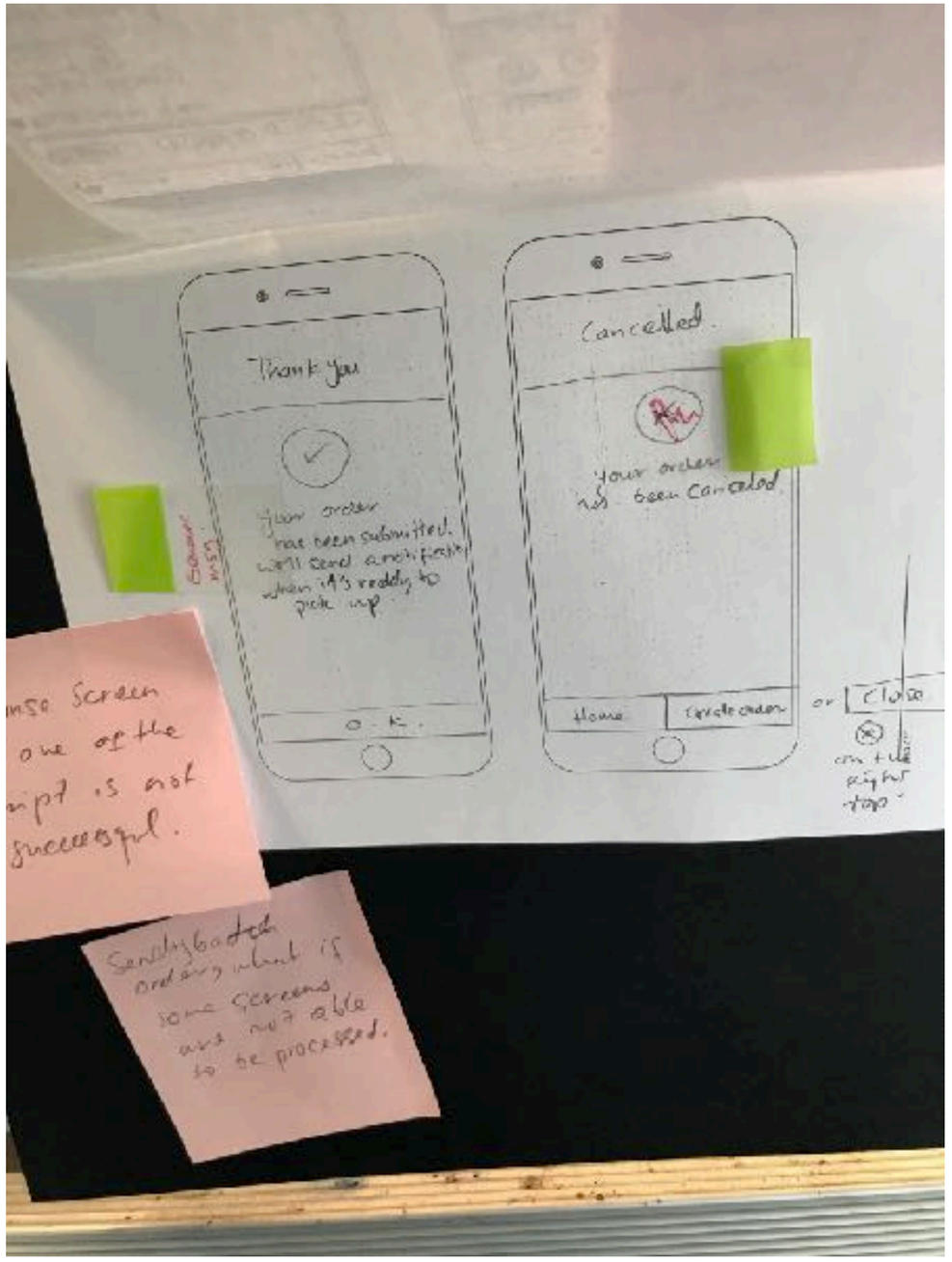

SCANNED SCRIPT PAGE
3 level of Navigation:
• Name
• Script
• Meds
Dispensing Information
Get what data available on the meds card.
Dynamic pagination
• Tap pagination & highlight the script & pullout up.

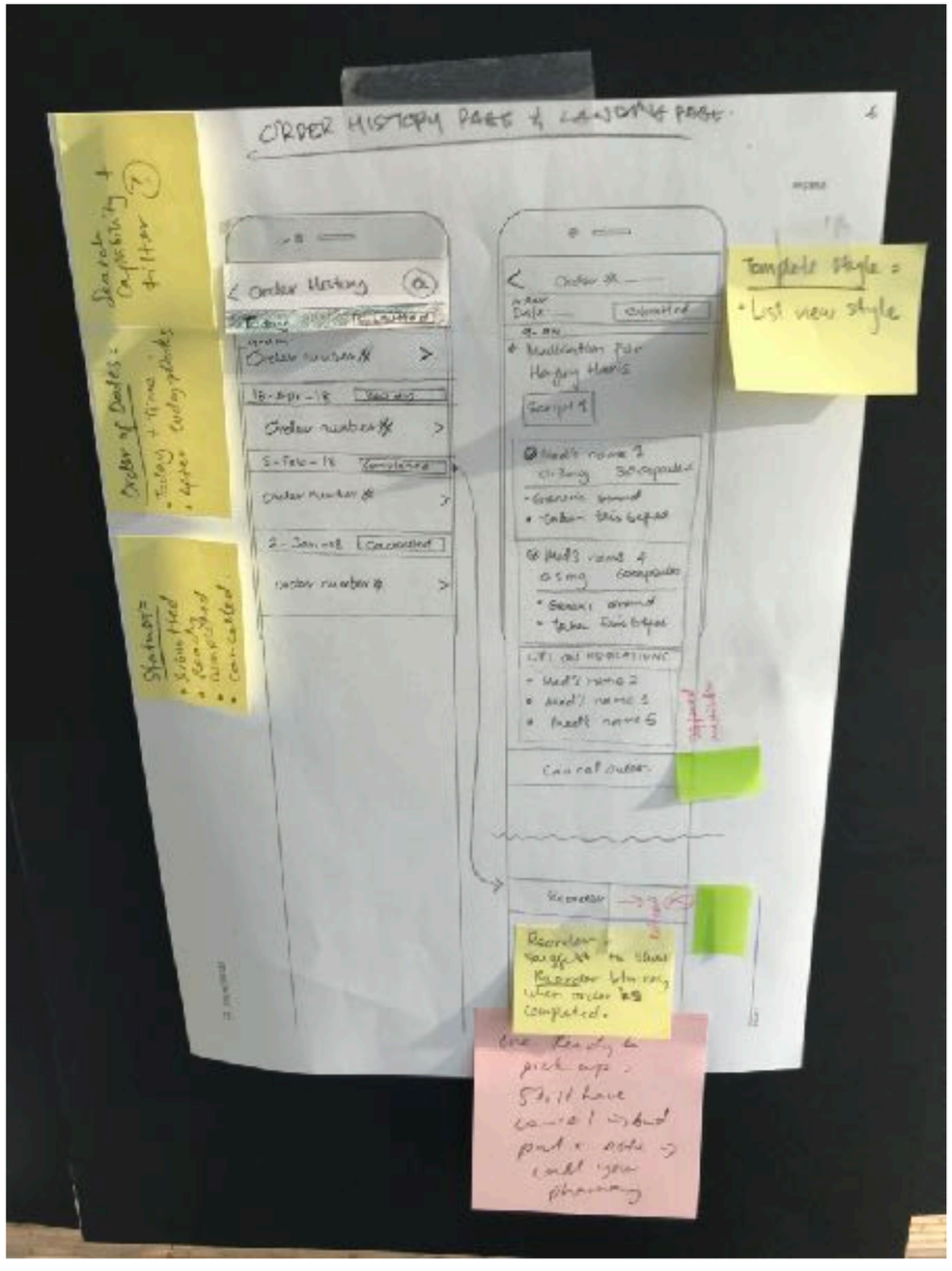

DISPENSING INFORMATION PAGE
< Dispensing information
Medication for Hayley Harris
Script 2
Med's name 1
0-7 mg 10 capsules
DISPENSING INFORMATION
• Preferred medication:
Generic
Branded
• Have not taken this meds:
Yes
NO
Notes:
Type in notes for pharmacist
Add to cart
Wording for preferred medication / types + Have not taken this meds
Submit on each level:
• Needs better wording → "Add to cart"?
• Sticks.
Generic or not?
No - Branded for now
Notify me if stock is not available →
Enter your contact no:


VISIBLE SEARCH FUNCTION
PICK UP LOCATION
Pick up location
Search Pharmacy
Current Location
Filter by
To select, Tap


HIDDEN SEARCH FUNCTION (NEW)
Pick up location ideas


If user scans & unselected all meals → disable add to cart
Scan
Cancel


Thank you
Your order has been submitted. Will send a notification when it's ready to pick up
O.K.
Cancelled
Your order has been canceled
Home
Create order
or
Close
Sending batch ordering what if some screens are not able to be processed.


ORDER HISTORY PAGE & LANDING PAGE
Order History
Template style =
• List view style

Feedback collected by Christabel Sy during workshop: (copied from her email 19-Apr-2018)

Selecting a Pharmacy / Date and Time:

1. On searching for a pharmacy, **prioritize eRx pharmacies** at the top of the search results
2. If the user selected a non-eRx pharmacy, we want to **capture analytics** to enable us to know which pharmacies are preferred by the user. This can be used for sales and marketing. We also have the option to prompt the user but doing it in the background is what is preferred at this point
3. We want to let the user know before they even get the search results (during Loading) that the list returned are pharmacies where they can only place an order with (those only signed up with eRx)
4. If no pharmacies returned from the list, we **can expand the radius of the search** but this will depend on what is available on eRx.
5. Option: We can **load all the pharmacies from Fred into our system** along with the Google Places ID. We will have to run a batch daily to check for new pharmacies onboarded onto Fred. (Technical Dependency) The **Google Places ID** is required for eRx pharmacies to be able to link back to our care contacts.
6. **Onboarding**: Ideal to have a first time/onboarding experience when the user lands on Order Medication.
7. **Ordering from Add Care Contacts** – Provide an option to order from an eRx pharmacy when added to the care contacts list. User can order either from Care Contacts or from Order Medications

Scanning Script/View List of Meds/Review/Submit Order:

1. How to identify users that have the same name but different date of birth? Currently in the payload, the SCID only returns the First Name and Last Name of the patient.
2. During meds selection, we can **track what the user has unselected** and use that as **the default setting/preference** the next time they start an order.
3. Consider scenarios on **when to disable and enable Add to Cart**. For example, disable the Add to Cart when nothing is selected from the list of medications.
4. **Error handling during script submission**: (1) we can queue the order per script (2) we can let the user know which one had failed and ask them to manually resubmit the order.
5. **Contact Details on Order**: Include contact details of the user so that the pharmacy can call them when a certain med is not in stock/clarifications.
6. We want to **save order as Pending Orders**. This can occur when the user scanned the script and placed the app on the foreground. We can store the SCID, ItemIDs on the device for a certain period of time. The user can continue/resume the order creation/submission. Note that most scripts are valid for a year except dangerous drugs.
7. There should be no limitations/restrictions on the number of scripts that the user can scan and submit but the integration submits one script at a time.

Order History:

1. Always have the **Cancel button** on the order and also provide a way for the user to call the pharmacy.
2. If the user cancels the order that has been submitted, will we allow them to **resubmit the order**? We can save the details of the cancelled order for the user to retrigger this but it will be treated as a new order.

Terms of Use/Privacy:

1. Fred is looking to replace the eRx app with the HealthNow script order feature. Fred/eRx terms of use/privacy are required to be included/referenced in HealthNow.
2. Support details are required to be specified for users

Design Considerations:

1. Consider how to display errors on the UI
2. Consider looking at what design patterns have been built on the app for viewing list of meds

Future Considerations:

1. Camera option on the Dashboard
2. No need to scan on repeat SCIDs.

20-Apr-2018
Next step: To digitise wireframe (design iteration 3)
List of items REQUIRED to complete design iteration 3.

1.Wording and content check needed before digital design starts.
= Pending

2. Finalise flow and interaction.
= Checked with Gleb and Christabel (20-Apr-2018)

3. Do we take out the “set location and time” at “create order” page and let patient enters it on “review order page”?
= Discussed to keep this step at “create order” page.

4. What are we displaying after a patient scanned a script? Current 3-nagivation hierarchy on wireframe*:
A. Patient Name
B. Script Identifier (TBD)
C. Medicine name
= Pending

5. What are we counting in the cart? Medicines or script? What do we show?
= Discussed to have **“Checkout”** after patient scanned the script and auto route to “review order” page. We counting total of scripts.

6. In “Set a pick up location” - Have a CTA for map view & selection icon for list with label “Powered by ERX” so patient know they can only select from this pharmacy.
A. Asset needed : ERX logo
=Pending

7. In list view we attempted to show results from ERX and Google. In Map view if we want to show all pharmacies, I suggest to have different icon for non-ERX pharmacy.
= Lily to create icons for supported by ERX and non-ERX.

8. Onboarding-experience for first time user - persuasive wording required.
= Pending. Draft is as following. Experienced user will be able to see this again by tapping “i” on “create order” page.

9. Loading page after script being submitted:

= Discussed and given 2 options as following.

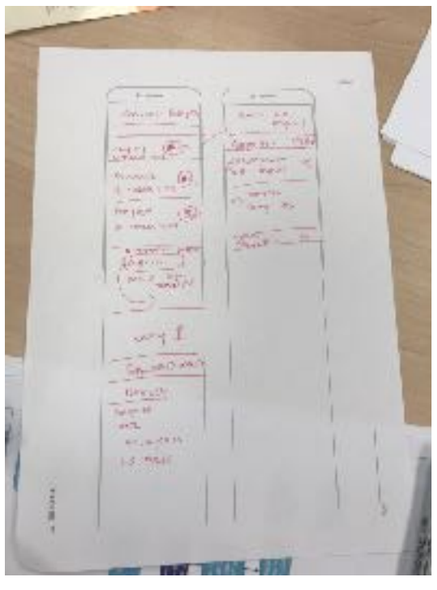
10. List of error messages - what are they / what are the scenarios we need these messages for?

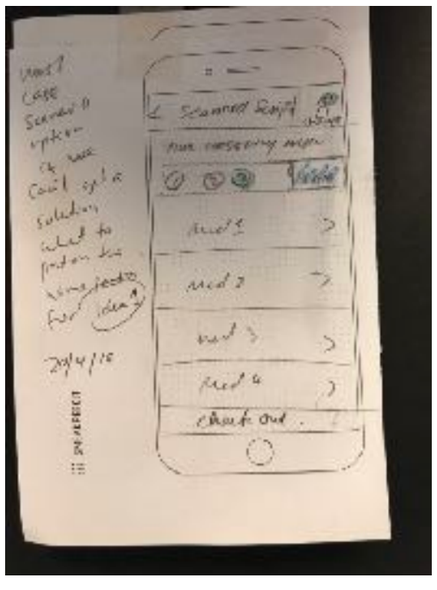
= Pending content. See Christabel's comment, no4 above. And see the above screen.

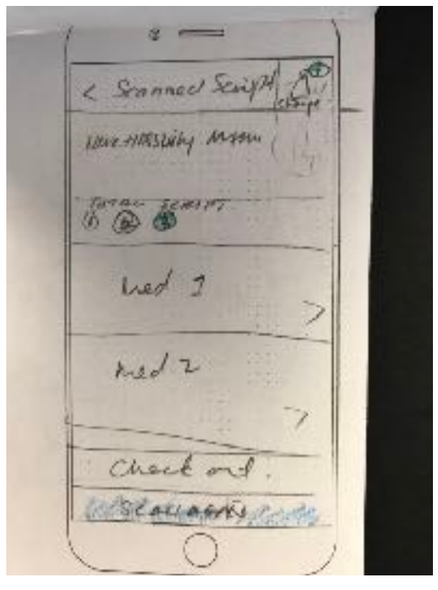
11. Noddy's idea to follows the current architecture will be used if:

- we have complexity getting script identifier & deciding whether we can use first, mid or last name to identify the patient.
- 3 layer navigation is taking up a lot of space in small screen mobile.

= Solutions as the followings.







Tasks:

Gleb - Will be able to start (alpha version / prototype) without having to wait for the digitised design

Lily - To check content with Tim on Tuesday 24April, before digitising. To collect assets and data from business team.

Business team - To identify and prepare types of data to display on “scanned script” level page. To get ERX logo.

Tim - To work with Lily on Tuesday to craft wording.