

Spark Pharmacy's Journey to Efficient Vaccine Appointment Booking with NiftyHMS



Summary

NiftyHMS helped Spark Pharmacy to serve travellers better. With online booking, vaccine stock control, and improved customer service, they made sure customers got the vaccines they needed before travelling, while also making their own operations smoother and more secure.

Challenges:

- ✓ **Vaccine Supply:** Sometimes, Spark Pharmacy didn't have enough vaccines, especially during busy times like summer vacations, which made customers unhappy.
- ✓ **Pharmacist Availability:** They needed a Specialist Nurse / pharmacist to give certain vaccines.
- ✓ **Long Queue:** The pharmacy often had long queues of people waiting for vaccines, which made customers frustrated.
- ✓ **Data Security:** Keeping customer information safe was essential, and they needed a system to protect customer data.

The Solution

- ✓ **Online Booking:** Customers could now book vaccine appointments online from their home, choosing the date and time that suited them.
- ✓ **WhatsApp Booking:** They made it easy for customers to book and get reminders through WhatsApp.
- ✓ **Secure Payments:** Customers could pay online, making it more convenient and reducing no-show.
- ✓ **Inventory Control:** The system helped Spark Pharmacy keep track of vaccine supplies, so they didn't run out and could order more when needed.

ABOUT CUSTOMER

Company Name : Spark Pharmacy

Customer Name : Ritesh Patel

Customer Experience: 15 years
Years in Industry

Location: High St, Chalfont Saint Giles, UK

Segment: Retail

Website : sparkspharmacy.co.uk



Revenue
Increased



Reduction in staff
Expenses



Reduction in patient
Waiting time



Patients
Increased

Results & Benefits:

Using NiftyHMS brought several advantages:

- ✓ **Happier Customers:** Booking vaccines online and through WhatsApp made customers happier.
- ✓ **Better Vaccine Supply:** Spark Pharmacy could keep vaccines in stock all year round.
- ✓ **Efficient Scheduling:** They could schedule Specialist Nurse -pharmacists more efficiently.
- ✓ **Faster Service:** Managing queues made the pharmacy run smoother, reducing wait times.
- ✓ **Safe Customer Data:** NiftyHMS kept customer information safe and private.

Conclusion:

NiftyHMS helped Spark Pharmacy serve UK travellers better. With online booking, vaccine stock control, and improved customer service, SparksPharmacy ensured customers got the vaccines they needed before traveling, making their operations smoother and more secure.

For more information :

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