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| **PHASE** | PREPARATION | | | | | | | | | | | | | | | TRANSPORT | RESOLUTION |
| **SUB - PHASE** | DELIVERY PRE-REQUEST | | | | DIGITAL DELIVERY REQUEST | | | | ORDER PREPARATION | | | ORDER PICKUP | | | | DELIVERY | ORDER ARCHIVING |
| **TIME** | 3 - 5 minutes | | | | 2 - 4 minutes | | | | 4 - 8 minutes | | | 2 - 4 minutes | | | | 10 - 15 minutes | 1 - 3 minutes |
| **EVIDENCE** | Phone | | Phone | Phone | Computer, Hospital management software, Wayfinding | Computer, Hospital management software | Computer, Hospital management software | Computer, Hospital management software | | Wayfinding | Wayfinding, Drugs | | Drugs, Delivery note | Delivery note | Delivery note | Wayfinding | Delivery note |
| *OPERATIVE UNIT COORDINATOR* | Calls the Pharmacy Management staff and asks for an urgent drugs delivery | | Accepts the pharmacy management staff's request | Accepts the pharmacy management staff's request | Asks to one of his/her collaborators to go and pick up the ordered drugs | Logs into the pharmacy management software with his/her credentials | Selects the urgent drug delivery | Selects the needed drugs | Places the order | | | | | | | | |
| *OPERATIVE UNIT NURSE* | | | | | Accepts his/her coordinator's request | Leaves the OU heading to the pharmacy | | | | | Arrives to the pharmacy | Asks for the drugs ordered by his/her coordinator | Checks if all the ordered drugs have been collected | Signs the delivery note as pickup confirmation | Gives the signed delivery note to the pharmacy collaborator | Goes back to his/her OU with the ordered drugs | |
| *PHARMACY COLLABORATOR* | | | | | | | | | | Receives the delivery note | Collects the drugs | | Gives the ordered drugs and the delivery note to the OU nurse | | Collects the signed delivery note | | Gives the delivery note to his/her coordinator |
| **LINE OF VISIBILITY** | | | | | | | | | | | | | | | | | |
| *PHARMACY COORDINATOR* | | | | | | | Receives the approved order | | Prints the delivery note | Assigns the order to one of his/her collaborators | | | | | | | Takes the signed delivery note / Archives the signed delivery note |
| *PHARMACY MANAGEMENT STAFF* | Answers to the phone | Checks the order validity | Approves the order and asks the OU coordinator to place the order via hospital management software | Asks to the OU coordinator to send someone to pick up the drugs from the hospital pharmacy | | | Approves the received order | Receives the order | | | | | | | | | |
| **BO EVIDENCE** | Phone | Phone | Phone | Phone | | | Computer, Hospital management software | Computer, Hospital management software | Computer, Hospital management software, Printer | | | | | | | | Delivery note / Delivery note, Archive book |
| **LINE OF INTERNAL INTERACTIONS** | | | | | | | | | | | | | | | | | |
| **SUPPORT SYSTEM** | | | | | Gives the access to the hospital management software | Shows all the possible actions | Shows all the available drugs | Sends the order to the pharmacy management | Shows the order information and sends the order to the pharmacy | Process the order | | | | | | | |