PHASE	PREPARATION															TRANSPORT					RESOLUTION	
SUB - PHASE	DRUGS DELIVERY REQUEST						DRONE DELIVERY REQUEST			DRONE ASSIGNATION		DRONE LOADING				DRONE DELIVERY			DRONE UNLOADING		DRONE RETREAT	
TIME	2 - 5 minutes						1 - 2 minutes			1 - 2 minutes		4 - 8 minutes				3 - 5 minutes			1 - 2 minutes		3 - 5 minutes	
EVIDENCE	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Smartphone, Drone delivery app	Smartphone, Drone delivery app		Smartphone, Drone delivery app	Wayfinding	Wayfinding	Wayfinding, Drone, Delivery container	Smartphone, Drone delivery app	Smartphone, Drone delivery app	Smartphone, Drone delivery app	Wayfinding	Drone, Delivery container, Drugs	Smartphone, Drone delivery app	Smartphone, Drone delivery app	
OPERATIVE UNIT COORDINATOR	Accesses with his/her credentials into the hospital management software	Selects the urgent order with the drone delivery	Selects the needed drugs	Places the order							Receives the delivery request confirmation and the drone ID via drone delivery app	Assigns the delivery pickup to an OU nurse				Receives a notification that confirms that the drone left the drone base headed to the OU landing point	Receives a notification that confirms that the drone is close to the OU				Receives a notification which confirms that the delivery was successful	
OPERATIVE UNIT NURSE											Receives the delivery request confirmation and the drone ID via drone delivery app					Receives a notification that confirms that the drone left the drone base headed to the OU landing point	Receives a notification that confirms that the drone is close to the OU	Goes to the OU pick up point and waits for the drone to land	Unloads the drone	Confirms via drone delivery app that the drone has been unloaded	Receives a notification which confirms that the delivery was successful	
PHARMACY COLLABORATOR										Takes the delivery note	Receives the delivery request confirmation and the drone ID via drone delivery app	Collects the drugs in the delivery note	Goes to the drone base	Loads the drone assigned to the delivery with the ordered drugs and the delivery note	Confirms via Drone Delivery app that the drone has been loaded	Receives a notification that confirms that the drone left the drone base headed to the OU landing point					Receives a notification which confirms that the delivery was successful	
LINE OF VISIBILITY																						
PHARMACY COORDINATOR						Receives the order via hospital management software	Checks the order validity	Checks the drone delivery service availability via drone delivery app	Places a drone delivery request	Prints the delivery note and assigns the task to a pharmacy collaborator	Receives the delivery request confirmation and the drone ID via drone delivery app					Receives a notification that confirms that the drone left the drone base headed to the OU landing point					Receives a notification which confirms that the delivery was successful	
PHARMACY MANAGEMENT COLLABORATOR				Receives the order via hospital management software	Checks the order validity	Approves the order																
FLEET MANAGER									Receives the delivery request	Assigns a pilot and a drone to the operation											Receives a notification which confirms that the delivery was successful	
REMOTE PILOT										Receives the drone and operation assignation	Accesses the command unit and verifies drone's and area safety	Consults aeronautical and weather information	Verifies availability and serviceability of the UTM communication service	Obtains clearance to access airspace	Receives the loading confirmation from the Pharmacy Collaborator	Authorises the drone to leave				Receives the unloading confirmation from the OU nurse	Receives a notification which confirms that the delivery was successful	Saves the operation's data into the Digital Logbook
BO EVIDENCE				Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Computer, Hospital management software	Smartphone, Drone delivery app	Fleet Manager Software Drone delivery app	Fleet Manager Software, Hospital management software	Smartphone, Drone delivery app, Command unit	Command unit	Command unit	Command unit	Command unit	Command unit, Smartphone, Drone delivery app					Fleet Manager Software, Smartphone, Drone delivery app	Command unit
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 direction		Sends the order to the pharmacy		Shows the drone service availability	Sends the placed order to the Fleet Manager	Shows the available drones and sends the assignation to the Remote Pilot and the Pharmacy Coordinator	Sends the delivery information to the Automatic Guidance System	Makes aereonautical and weather information accessible	Makes UTM communication service information accessible	Provides cleareance to access airspace	Receives the drone loading confirmation and sends it to the RP and the Automatic Guidance System	Turns on the drone's motor, rises it in altitude and drives it to the OU pickup point	When the drone is close to the OU pickup point, the Automatic Guidance System sends a notification to the OU staff	Drives the drone to land into the OU pickup point and then turns of the drone motors		Receives the unloading confirmation and sends it to the RP and the Automatic Guidance System	Turns on the drone's motors, rises it in altitude and drives it back to the drone base	Warns all the users involved that the drug order has been delivered	Makes Data Logbook accessible