

User Guide

Introduction

TicketFlow is a free-to-use tool designed to help manage prescription queues and replace older raffle or manual ticket systems.

TicketFlow offers the ability to manage your work and patient queues by providing a ticket generating system that automates the ticket sequence and prints a bespoke user-friendly ticket via any locally installed printer. This ticket can be handed to the patient, attached to a prescription or any other innovative ideas you can think of. TicketFlow offers a high level of customisation to allow you to personalise the ticket printed and make your own.

TicketFlow is free as the system does not have a database but instead uses the power of your web browsers local storage. This means that the sequence remains only on the PC even when you turn off your PC or device.

Requirements

Desktop, Laptop, Mobile or Tablet.

Modern Browser: Chrome, Firefox, or Internet Explorer 11

Locally connected printer (cabled, wi-fi or bluetooth): thermal, inject or laser.

To Access

The application can be opened through any modern web browser, I suggest using either Firefox or Google chrome, I am unable to confirm all functionality will be available on other browsers or older versions.

You can access the app by clicking on the icon via the pills2pixels homepage or via the the direct link to the application

<http://pills2pixels.com/apps/ticketflow/app.html>

I recommend that you save a shortcut to your desktop or add to bookmarks or favourites to help with access. Check your web browser instructable on how to do this.

Ticket Generator Application Page

Once you land on the ticket generator home page, and you scroll down you will see the application.

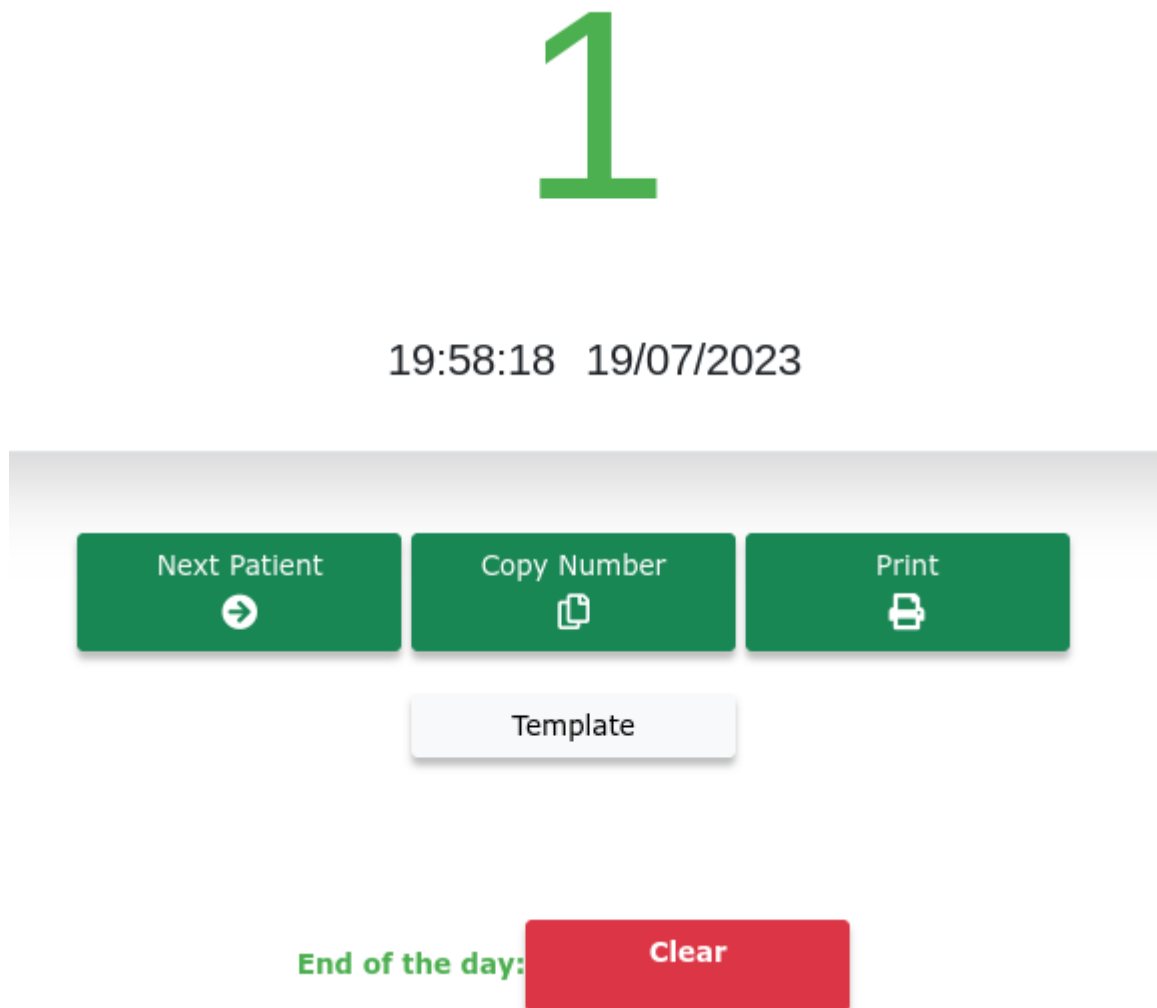


Figure 1: TicketFlow Application page

The application:

The core of the application you will find:

The ticker number display: This where the current ticket number will be displayed.

Today's time and date: Displays the time and date that prints on the ticket number.

Button Next Patient: Press this button to change the ticket number by an increment of one.

Button Copy Number: This button copies the ticket number displayed to allow pasting to any other electronic systems you have.

Button Print: This button prints the ticket.

Button Clear: This button resets the ticket number count to zero.

Set up Print Template

Ticket Generator provides you the option of customising the ticket that is printed with your own organisation's details or any other details you wish to share with users or patients. All parts of the template are customisable so if there is anything you wish to change, add or remove depending on your needs you can do this.

Click on Template via the top navigation bar to customise the ticket that is printed out.

Your Pharmacy Address

Your Phone Number

Ticket Number

0

13/09/2021

Opening Times

You are able to edit/remove the following fields of the template:

- Pharmacy address:
- Pharmacy phone number:
- Pharmacy opening times
- Add another info if you wish to do so in the spare blank space/lines below.

To produce a ticket

- 1) Click on the next patient button this will change the ticket number by an increment of one. Your web browser will remember the ticket sequence and number that you had last displayed even when you leave the application and return at a later date. To make sure this happens please use the same browser, PC and do not delete browser history as the sequencing is stored locally on your browsers local storage.
- 2) If you wish you can copy the number generator by clicking the copy button, this will automatically copy the number displayed so you can then paste into any other electronic system that you have.
- 3) To Print: By clicking the print button will open the standard print setting associated with your PC or web browser.

The ticket output printed is to the ratio of 1:14142. This print ratio allows the ticket generator to fit most standard print sizes (e.g A4, A5, A6) and allows you to use your browser's print setting configuration to increase or decrease magnification to fit the size of the page. (Most easily done on the chrome web browser).

From the onset the ticket generator is set to A5 page size, for other page sizes I would recommend the following magnifications to be used in print settings.

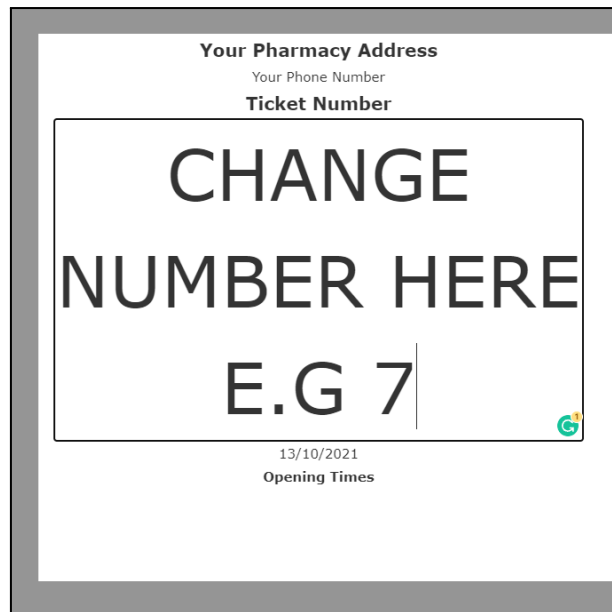
- A7- 50% magnification. Fits page size 75mm x 105mm.
- A6- 71% magnification. Fits page size 105mm x 148.5mm.
- A5- 100% magnification. Fits page size 148.5 mm x 210mm.
- A4- 141% magnification. Fits page size 210mm x 297mm.
- For tickets with only number and date/time for attaching to a standard pharmacy label 80mm x 40mm we suggest magnification of less than 45%.

N.B Make sure to remove page margins to optimise print layout.

To clear number sequence To clear ticket number sequencing and return the ticket value to zero, click on the red clear button on the bottom right hand corner this will open up the clear pop-up. Once the clear button is pressed you will be unable to go back or retrieve the previous stored number you were on.

To Reprint a Ticket

In the event of a print failure you can reprint the ticket number by either clicking the print button again if the number has not passed or by going on to the template and manually changing the number before pressing print again. See figure below



This does not change the counting sequence and when you click next patient you will find that the number sequence has not been affected by the change.

Future development

TicketFlow is in initial development stage and to provide this for zero cost the system is without a database. If there is an appetite I plan to build a database version with backend code with the following options:

- Email Ticket copy to the patient or Healthcare professional.
- Server database to allow the sequence to be the same across any PC or browser you are logged on to.
- Display Screen: Use another PC screen to call patients forward, email or text.
- Audit Trail and KPI's: Log the time in the database how long the prescription took to complete.

Hope you enjoy using this tool

For any questions please contact us on pills2pixels@gmail.com

© 2023 Pani Sphikas/Pills2Pixels Copyright Attribution-NonCommercial-NoDerivs CC BY-NC-ND- you are able to download, share as long as you credit. You can't change in any way or sale commercially. THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.