Keynius

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PLAYBOOK

How to automate your prescriptions

Everything you need to turn your pharmacy prescription collection and return process into an automated, secure workflow

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PLAYBOOK OVERVIEW

Pharmacy Implementation Playbook

A practical guide to secure prescription collection, returns, and after-hours handoff

Pharmacy teams are being asked to make collection easier for patients without losing control of the handoff. This playbook shows how Keynius locker workflows can support patient collection, structured returns, staff collection, notifications, access rules, and clearer audit trails.



Luggage is not only a storage question.
It is a lobby operations question.

24/7	QR + PIN	-45%
Patient access to prescriptions	Common patient collection credentials	Reduction in queue wait times to see a pharmacist

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PLAYBOOK PROBLEM

The *prescription* is ready. The handoff is *still* at the counter.

Counter collection works, but it puts pressure on staff, limits access windows, and can make returns and exceptions harder to track.

Pharmacies have digitized many parts of the prescription journey. The final handoff, however, often still depends on staff availability, local reminders, manual checks, and counter capacity.

Counter pressure	Collection windows	Off-hour access
Returns	**Pharmacy handoff** The moment an item moves from pharmacy control to the right user or return flow.	Exceptions
Handoff evidence	Wasted clinician time	Patient convenience

PLAYBOOK WORKFLOW

A smart locker is most useful when the workflow around it is clear

The locker is the visible part. The operating model is what makes the handoff work.

A queue should not form just to collect a prescription. A pharmacist focus on preparing prescriptions and answering patient questions.

However, the current workflow forces them into a line worker. A better workflow removes this problem from the equation.

- Pharmacy prepares and assigns the item
- The right user receives configured credentials
- The locker releases only for the approved flow
- Notifications and event records support follow-up
- Exceptions can be reviewed through a clearer process

5 simple steps for an effective workflow

1	2	3	4	5
PREPARE	**ASSIGN**	**NOTIFY**	**ACCESS**	**RECORD**
Existing pharmacy process	Locker and access method	Instructions sent	Configured credential flow	Collection or return logged

The first workflow should be narrow enough to prove, but important enough to matter.

PLAYBOOK MODELS

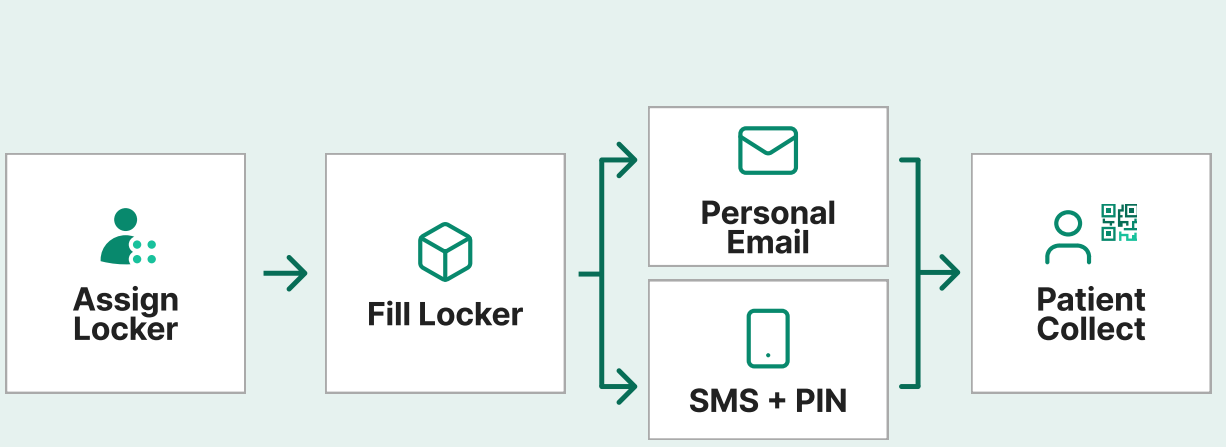
One locker system.
Four pharmacy workflows.

The NHS-built model separates patients, clinical staff, collection, and returns.

Patient Collection Process
External User → Patient

Once prepared, pharmacy staff allocate a locker and issue secure two-factor access credentials.

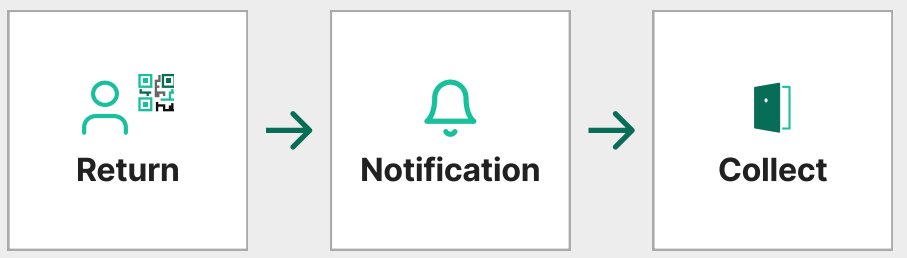
The patient is notified electronically and securely collects their prescription from a smart locker using a QR code and PIN.



Patient Returns Process
External User → Patient

Patients deposit returned items into an available locker using secure digital access, and pharmacy staff are automatically notified.

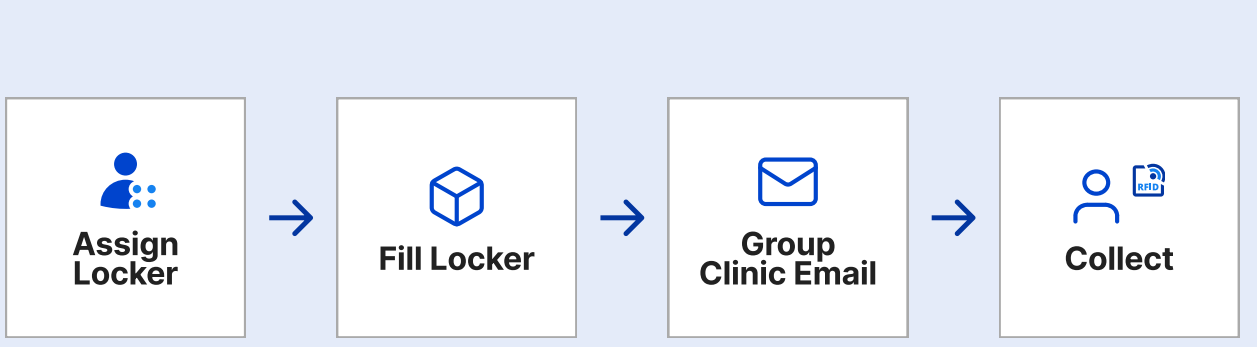
The return is recorded within the system, ensuring full audit trails and timely clinical follow-up.



Patient Collection Process
Internal User → Clinic Staff

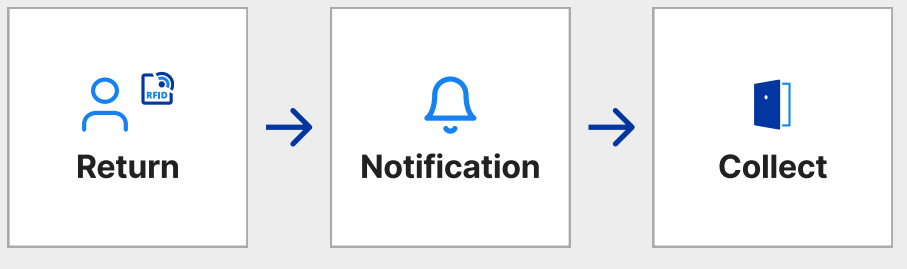
Pharmacy staff allocate and prepare the locker, and clinic teams are notified when patient-returned items are ready.

Authorized staff access the locker using their ID badge (RFID).



Clinic Staff Returns Process
Internal User → Clinic Staff

Authorised staff deposit items into an available locker via RFID badge access, and pharmacy personnel are automatically notified. Clear audit trail.



PLAYBOOK CONFIGURATIONS

How patient collection works

The patient gets a clear collection journey. The pharmacy keeps a structured handoff record.

1

Prepare

Pharmacy prepares the item.

2

Assign

Staff place it in a locker.

3

Notify

Patient receives email or SMS.

4

Collect

QR/PIN opens the assigned locker.

5

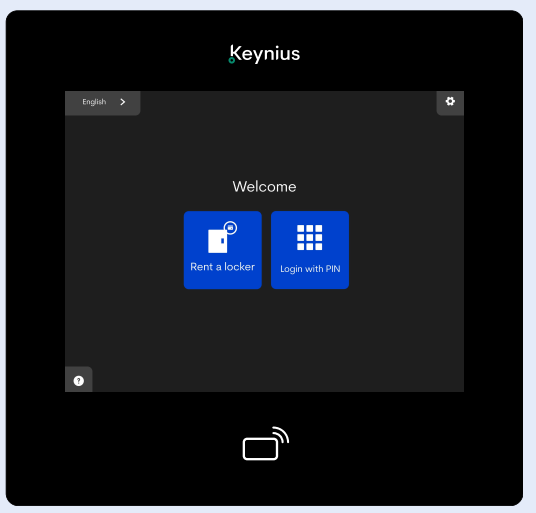
Record

Pickup is timestamped.

See how easy it is to manage prescriptions in just a few taps

Click through a demo of our Smarty terminal to see how easy it is for pharmacists, clinicians, and patients to prepare and collect prescriptions.

TRY IT FOR YOURSELF



PLAYBOOK VALUE

Returns should be structured, not improvised

A return workflow gives pharmacy teams a clearer process for items coming back into pharmacy control.

Return initiated

Patient or authorised staff selects return workflow

Locker assigned

Available compartment is assigned

Item deposited

Item goes back into controlled locker

Pharmacy notified

Team sees return ready for review

Internal process

Review, disposal, restock, or escalation

Event retained

Visible for audit and exception review

Sensitive medication workflows, temperature requirements, controlled items, and disposal processes must be scoped with pharmacy and compliance stakeholders before rollout.

PLAYBOOK ACCESS METHODS

Access is part of the handoff design

Each workflow needs the right credential, access rule, time window, and fallback process.

WORKFLOW	TYPICAL METHOD	PURPOSE	GUARDRAIL
Patient collection	QR + PIN	Secure patient pickup	Collection rules configured per site
Patient return	QR return flow	Structured item return	Review remains pharmacy-owned
Clinical staff collection	RFID badge	Authorised collection	Role-based access required
Optional 2FA	Facial recognition	Strengthen selected workflows	Consent, privacy, retention, fallback
Controlled door access	Email + QR code	Time-bound locker-area entry	Site safety and hardware approval

153 Smart Lockers Support NHS Pharmacy Collection

Learn how King's College Hospital NHS Foundation Trust introduced a 153-locker click-and-collect model to support more controlled repeat prescription collection.

READ THE CASE STUDY



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PLAYBOOK PILOT PRORAM

Start with the branch workflow that proves the model

The first pilot needs the right site, workflow, owner, access method, and success measures.

1. Select pilot site or sites
2. Choose the first workflow
3. Confirm which items are in scope
4. Confirm locker placement and access path
5. Agree access methods and fallback process
6. Define notification and exception rules
7. Confirm integration and reporting requirements
8. Assign pharmacy, IT, estates, governance, and branch owners
9. Define pilot success measures
10. Agree review cadence and scale decision

How ready is your pharmacy handoff process?

Answer a few questions and find out your current state, the risks involved, and how you can improve your patient prescription collection process.

TAKE THE ASSESSMENT

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PLAYBOOK CONFIGURATIONS

A locker wall is only as good as its operating model

Implementation works when pharmacy, digital, estates, and governance teams are involved early.

Pharmacy operations

Owns part of the workflow, access rules, rollout model, or patient communication.

Clinical governance

Owns part of the workflow, access rules, rollout model, or patient communication.

Digital / IT

Owns part of the workflow, access rules, rollout model, or patient communication.

Estates / facilities

Owns part of the workflow, access rules, rollout model, or patient communication.

Compliance / data

Owns part of the workflow, access rules, rollout model, or patient communication.

Branch teams

Owns part of the workflow, access rules, rollout model, or patient communication.

Patient services

Owns part of the workflow, access rules, rollout model, or patient communication.

Systems to scope: PHARMACY INFORMATION SYSTEM · NOTIFICATION CHANNEL · CREDENTIAL & ACCESS LAYER · LOCKER MANAGEMENT PLATFORM · DOOR CONTROL · AUDIT TRAIL · SUPPORT PROCESS

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Documented in a high-pressure outpatient pharmacy setting

Keynius supported a 153-locker workflow at King's College Hospital NHS Foundation Trust, built around controlled patient and clinic handoffs.

The lesson is not that every branch needs the same setup. The lesson is that the handoff can be designed as a governed workflow: prepared by pharmacy, accessed by the right user, visible to the operator, and reviewed through clearer records.

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