

User guide · Doctors

Doctors

Take patients' calls, record the visit, issue PT 33 prescriptions and follow the ones you issued.

Botanic RX · October 2026 edition

The screenshots show sample data: the names and numbers are not real.

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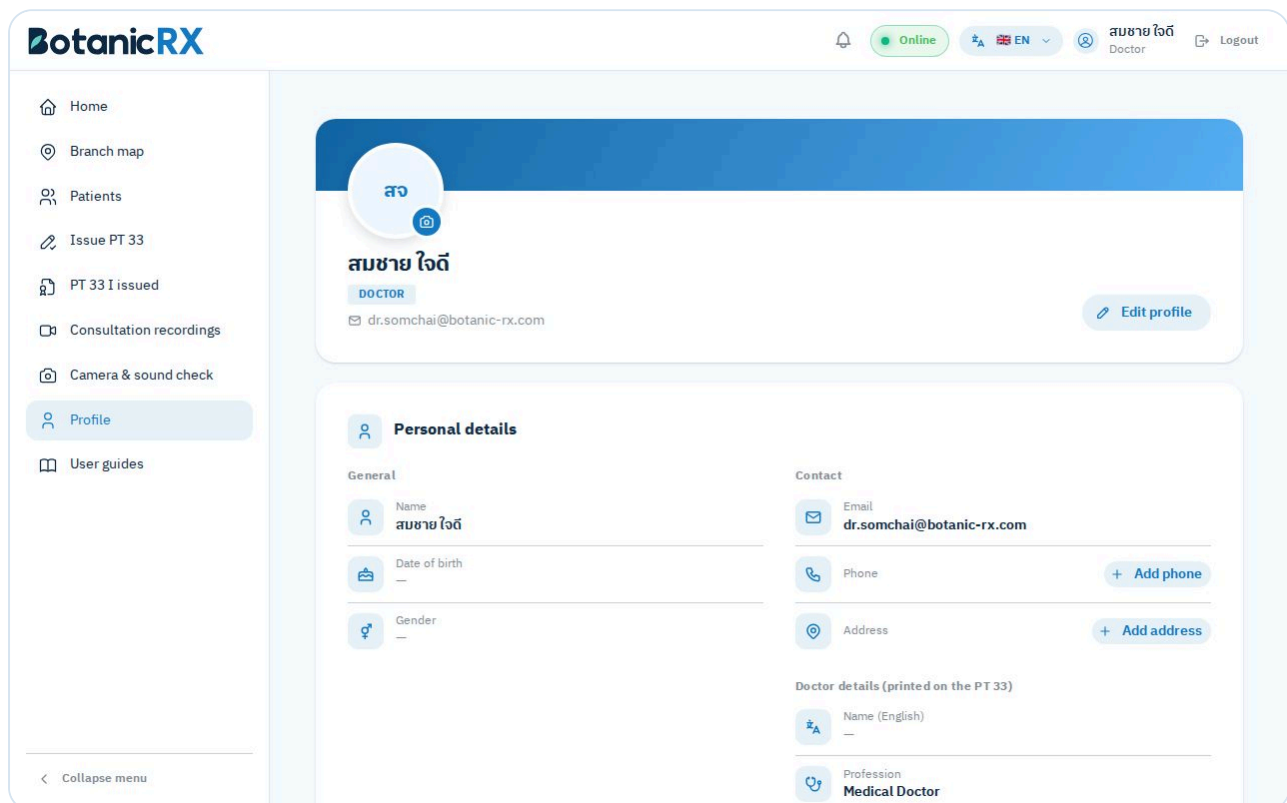
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1 Before you start

Doctor accounts are created by the administrators: sign in with the email and password you were given. A doctor account works on one device at a time; signing in on another signs out the first.

Check your profile

- Profession and licence number (printed on the PT 33)
- Number and date of your cannabis-prescriber training certificate: without it you cannot issue a PT 33
- Your name in English, for patients using the app in English

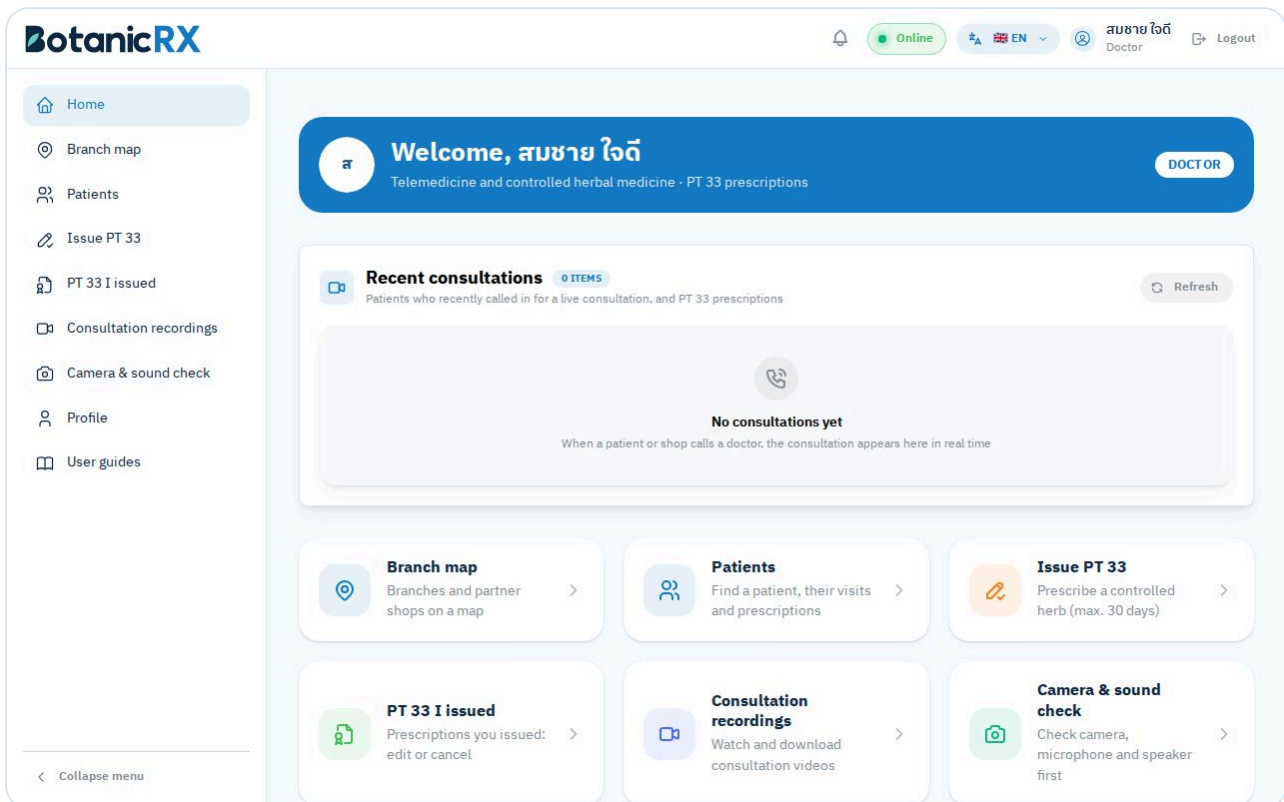


The doctor's profile

Test before your shift

Open "Camera & sound check" and check the camera, microphone and speaker.

2 Going on duty and taking calls



The doctor home page; the status button is at the top right

- 1 Set the status button at the top right to **Online**: patients and shops see that you can take a call
- 2 When a patient calls, a window shows the patient's name and whether they are calling from a shop or from home
- 3 Answer, and the consultation room opens
- 4 At the end of your shift, set the status back to offline

The home page also shows what needs doing: correction requests from shops, calls not finished, and your recent consultations.

3 During the consultation

- **Patient details:** name, age, ID number and photo, symptoms, drug allergies and long-term conditions as the patient or shop entered them
- **Consent:** the patient accepts remote care, recording and the PDPA notice before joining; you see when they signed
- **Notes (SOAP):** open the notes panel during the call and fill in S, O, A and P; they are kept as the outpatient (OPD) record
- **Captions and translation:** for foreign patients, turn on captions; you read them in Thai
- **Issue the PT 33 in the room:** open the prescription panel without hanging up
- **Recording:** the consultation is recorded and encrypted automatically

The call dropped

An unfinished call stays on the home page; the patient can rejoin it. There is no need to start a new one.

4 Issuing a PT 33

BotanicRX Online EN Doctor Logout

Issue PT 33 (controlled cannabis) Telemedicine Portal
Prescription of controlled herbs for medical use, per the Ministry of Public Health notification

Part 1: Prescriber

Prescriber: Profession: License no. *:
Profession and licence number come from your profile. Edit them on [your profile](#)

Part 2: Patient

Patient (from telemedicine consultations) *

Thai ID no. (13 digits) *: Nationality *: Age (years) *:

Patient address:

Part 3: Diagnosis & prescription

Diagnosis / condition group (medical indication) *

The PT 33 form

- 1 Part 1, the doctor:** taken from your profile; change it there
- 2 Part 2, the patient:** choose the patient from the consultation; ID number, nationality, age and address are filled in
- 3 Part 3, diagnosis and items:** the condition group, the controlled herb, the daily amount and the number of days (30 at most), then the directions
- 4 Part 4, pickup branch:** walk-in patients collect at the shop they came from, online patients at the branch they chose. Only branches with a valid licence can be chosen
- 5 Part 5, signature:** sign, then tap **Issue the PT 33**

It cannot be issued when

your training certificate is missing · you have not signed · the branch has no valid licence.

5 Issued prescriptions and shops' correction requests

BotanicRX Online EN ไทย Logout

PT 33 I issued
View, edit (as a replacement), cancel or annotate the prescriptions you issued

Search patient / number Any time

All Ready Dispensed Expired Cancelled

No.	Issued	Patient	Item	Pickup	Status	
3AD29DA1	11 Oct 26	מרקא ג'אן	Medical-grade dried cannabis flowe... 30 רגל	סאמארט (מח.)	READY FOR P...	View Manage
7BC11E02	4 Oct 26	מרקא ג'אן	Medical-grade dried cannabis flowe... 30 רגל	סאמארט (מח.)	DISPENSED	View Manage

Showing 2

< Collapse menu

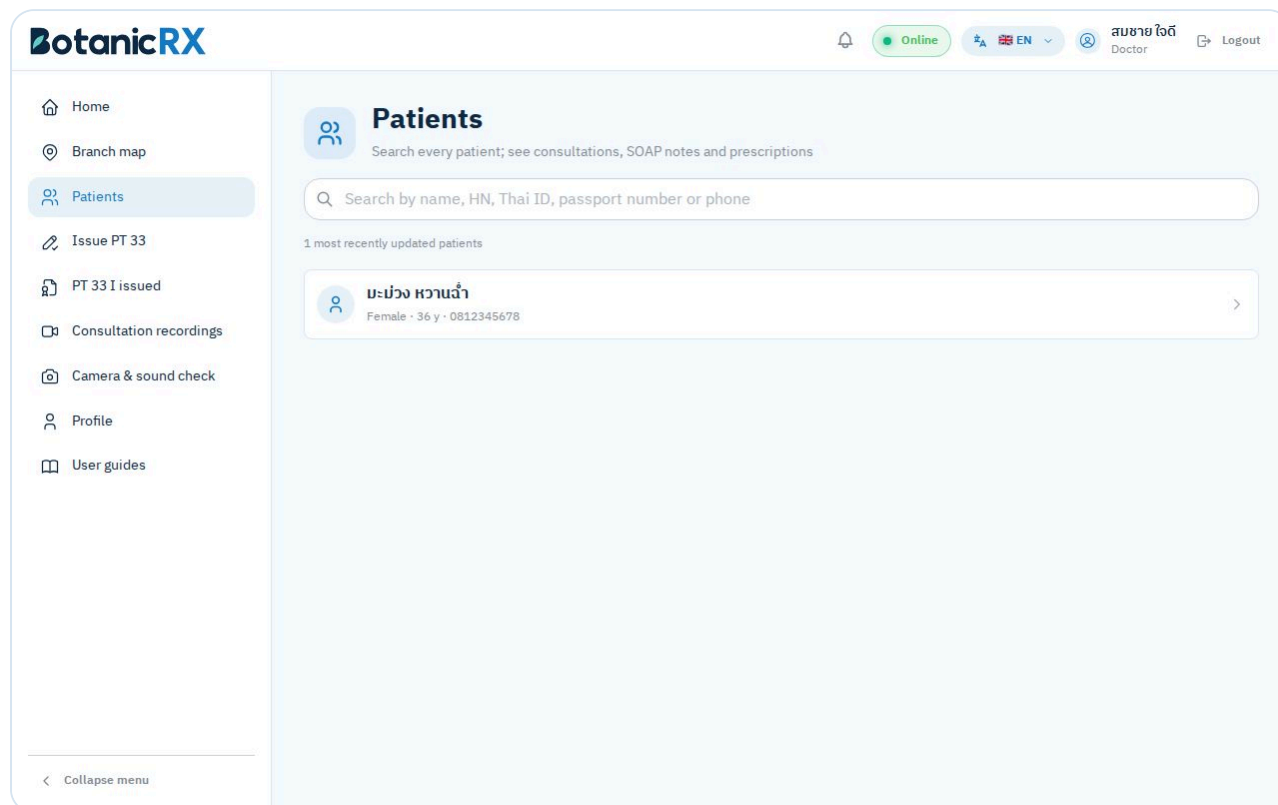
PT 33 I issued

- Only the prescriptions you issued. Filter by status: all / waiting / dispensed / expired / cancelled
- Tap **Manage** at the end of a row: the menu shows only what can be done with that prescription
- **Correct (issue a replacement):** a new prescription replaces the old one, which is cancelled and points to the new one
- **Issue a new one from this:** start a new prescription with the same details, e.g. when the old one expired
- **Cancel:** choose a reason; the patient and the shop see it was cancelled
- **Add a note / history:** add a note, and see what changed on the prescription and when
- **Correction requests from shops:** a shop reports what is wrong (e.g. the name or ID number); the request shows on your home page. Open it, then correct it or answer

6 Patient records and recordings

Patients

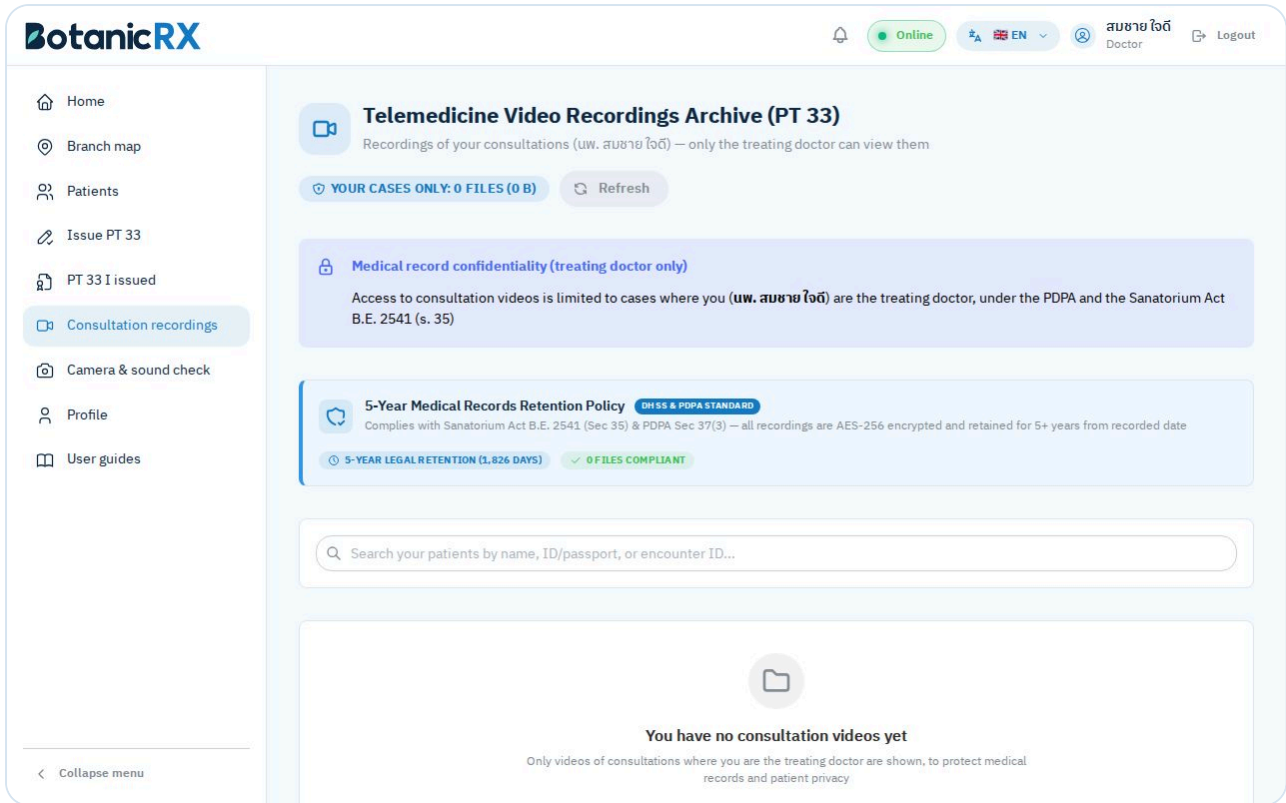
Search by name, HN or ID number, then open the consultation history, SOAP notes and prescriptions, and print the OPD record. Every look is logged under the PDPA.



Patients

Consultation recordings

You see only the recordings of your own consultations. They are AES-256 encrypted, open through short-lived links, and are kept for at least 5 years as the medical-records law requires.



Consultation recordings

7 Common problems

Problem	What to do
No calls coming in	Check your status is "Online" and the page is still open (the tab not closed)
Signed out by itself	The account was signed in on another device, or left unused too long: sign in again
Cannot issue a PT 33	Add your training certificate on your profile, sign, and choose a branch with a valid licence
No picture or sound	Open the camera & audio test, allow the camera and microphone in the browser, and close other apps using the camera