

User guide · Patients

## See a doctor online, collect at a shop near you

Sign up, verify your identity, video call a doctor, then collect your medicine with a PT 33 prescription.

Botanic RX · October 2026 edition

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

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# 1 Getting started

Botanic RX works on phones and computers in the web browser. There is nothing to download from an app store.

## Create an account

- 1 Open the Botanic RX website and tap **Register**
- 2 Enter your first and last name, email, phone number, date of birth, sex and Thai ID number (foreigners use their passport number)
- 3 Open the email from Botanic RX and tap the confirmation link. It works for 24 hours
- 4 Set a password, and you can sign in straight away

The 'Create an account' form for BotanicRX. It includes a header with the BotanicRX logo and a language selector (EN). The form is divided into 'Account' and 'Patient details' sections. The 'Account' section has fields for 'First name \*', 'Last name \*', and 'Email \*'. The 'Patient details' section has fields for 'Phone \*', 'Date of birth \*' (with a calendar icon), 'Sex' (a dropdown menu currently showing 'Not stated'), 'ID document' (radio buttons for 'Thai ID card' and 'Passport'), and 'Thai ID number (13 digits) \*'.

Creating an account

The 'Sign in' form for BotanicRX. It includes a header with the BotanicRX logo and a language selector (EN). The form has a sub-header 'Sign in' and a description 'Online doctor consultations and PT 33 prescriptions with Botanic RX'. It features fields for 'Email \*' (with an envelope icon) and 'Password \*' (with a lock icon and a toggle for visibility). A 'Forgot password?' link is located below the password field. A large blue 'Sign in' button is at the bottom. Below the button, there are links for 'Don't have an account? Register' and 'A controlled-herb dispensary? Apply as a shop'.

Signing in

### Rather not sign up yourself?

Visit a Botanic RX partner shop: the staff can register you with your ID card or passport.

## Forgotten password

On the sign-in page tap **Forgot password?** and enter your email. We send you a link to set a new password.

## Install it as an app on your phone

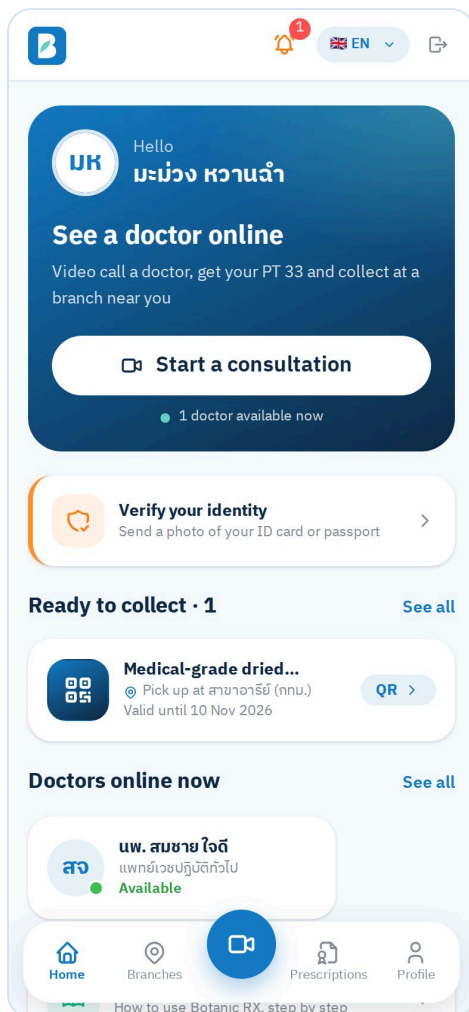
- **Phone:** when a **Botanic RX** bar shows at the top of the page, tap **Install** (Android installs it at once; on iPhone it shows the steps). Not now? Tap ✕ and it stays away for 14 days
- **iPhone:** if you do not see the bar, open the site in Safari, tap the Share button, then choose "Add to Home Screen"
- **Computer:** click **Install the app** at the bottom of the left menu
- Opened from LINE or Facebook? Open the page in Safari or Chrome first: their built-in browsers cannot install apps

## Change the language

Tap the **TH** / **EN** button at the top right and choose ภาษาไทย or English.

## 2 Home page and menu

After signing in you see your home page. On a phone the bar at the bottom has five buttons: Home · Branches · Consult (the middle button) · Prescriptions · Profile.



The patient home page on a phone

| On the home page             | What it is for                                                                                                                                          |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| The blue card at the top     | Your name, your HN (give it to the shop or doctor when you contact them), the <b>Start a consultation</b> button and how many doctors are available now |
| Verify your identity         | Shown while you still need to send a photo of your ID card or passport (gone once you are verified)                                                     |
| Your unfinished consultation | Shown when a call dropped or is on hold: <b>Call again</b> or <b>Rejoin</b> without filling anything in again                                           |
| Ready to collect             | PT 33 prescriptions not collected yet: tap one to open its QR code. With none, the steps are shown                                                      |
| Doctors online now           | Green = available, orange = with another patient. On a phone, swipe sideways to see more                                                                |
| Patient guide                | Opens this guide                                                                                                                                        |

## Notifications

- When a doctor issues your PT 33, a message "Your PT 33 prescription is ready" pops up with a chime, and the bell at the top right shows a number
- Tap the bell to see the prescriptions ready to collect. Tap **Notify me on this device** in the bell so your phone tells you even when this page is not open
- Notifications work while the app or site is open (in the background is fine). If you closed it, you will see it on your home page and the bell when you open it again

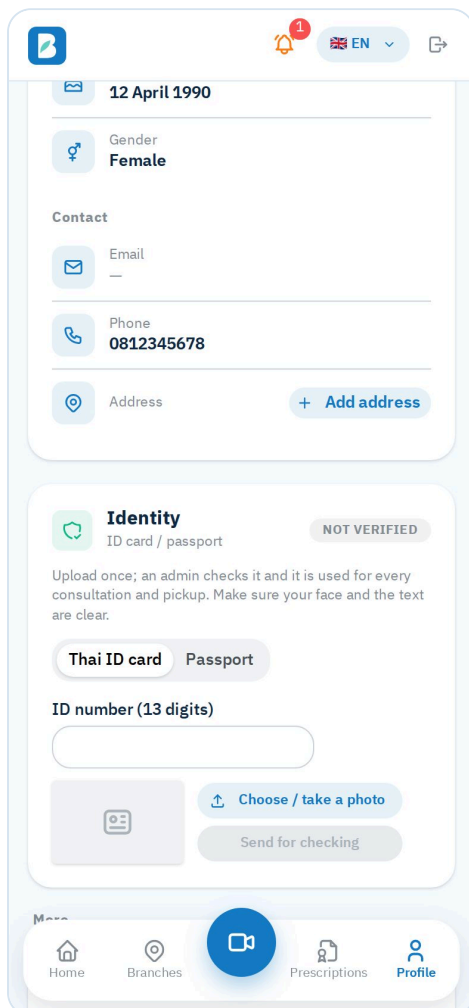
## Your profile

Your details as on your ID, your contact details (email, phone, address) and the identity card. At the end is a **More** menu: Camera & sound check · Patient guide · Contact us.

### 3 Verify your identity

You verify your identity once. Our staff compare your document photo with the details you signed up with; it supports the doctor's prescription.

- 1 On the home page tap the **Verify your identity** card (orange edge). It opens the identity card on your profile
- 2 Choose **Thai ID card** or **Passport** and enter the document number
- 3 Take or choose a photo of the document: the text must be sharp, with no glare
- 4 Tap **Send for checking** and wait for the result on the same card



The identity card on your profile

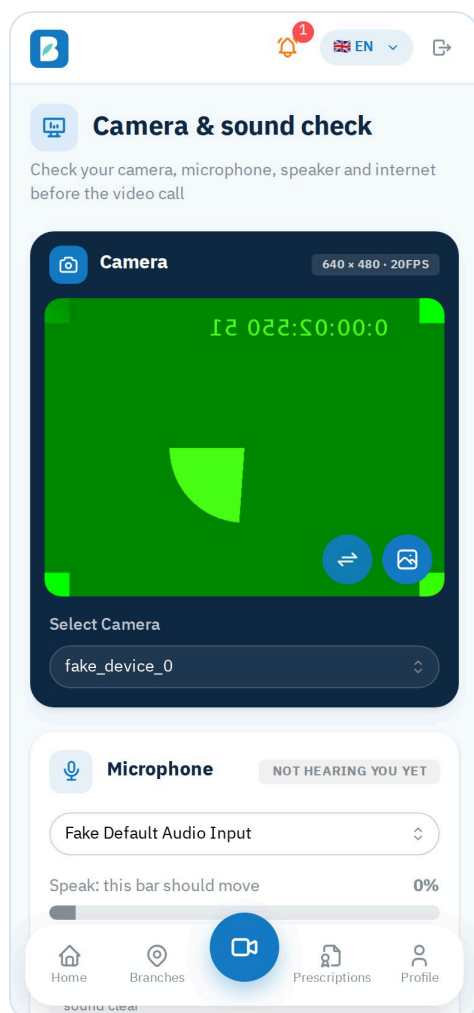
#### The result

If it is not accepted, the card says why: fix it and send again. Once verified, your name, date of birth and ID number are locked; to change them or the document, tap

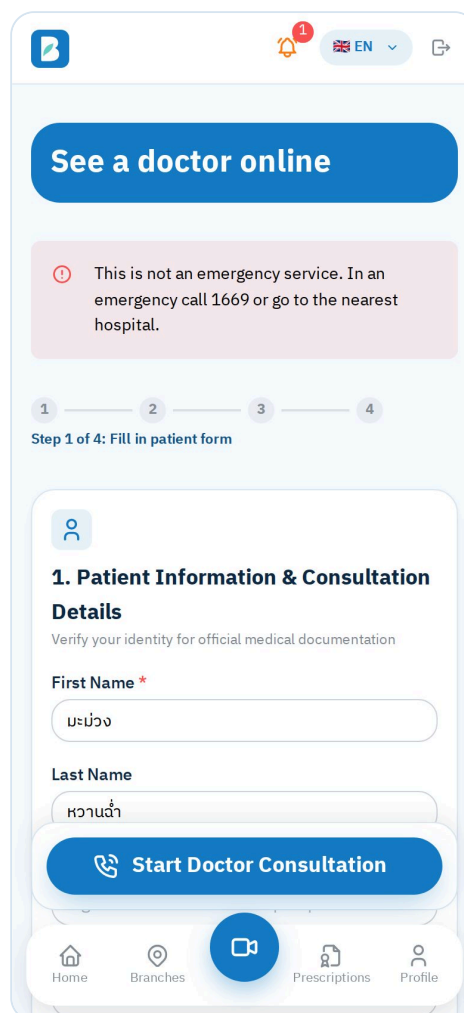
**Ask to change details / document** and an admin will reopen it.

## 4 Video consultation

Have your ID card or passport ready, and find a quiet place with a good internet connection. Before your first call, test your camera and sound: **Profile** → **More** → **Camera & sound check**. Speak and watch the bar move, tap **Start recording** to hear yourself, **Play a test sound** to check the speaker, then **All good, save these**.



Camera & sound check



The consultation form

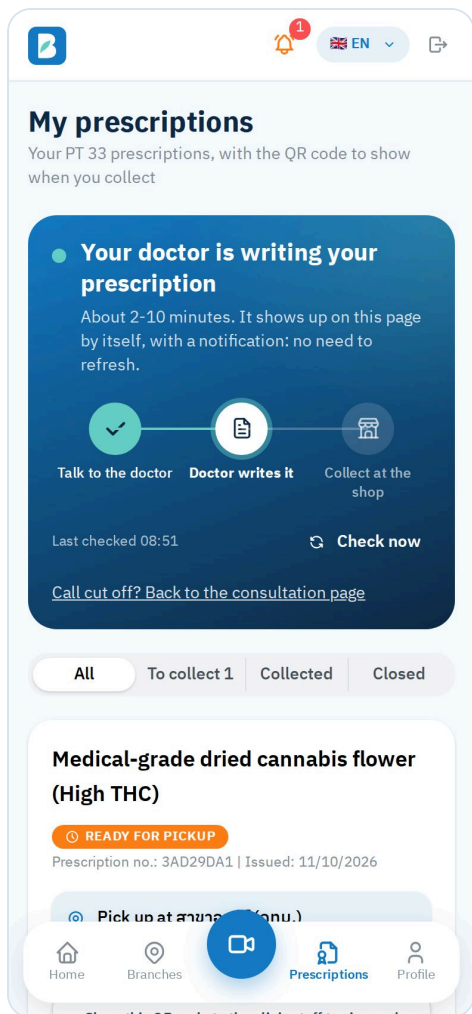
- 1 Tap **Consult** (the middle button of the bottom bar). A progress bar under the title shows which step you are on
- 2 **Patient details and symptoms:** check your name (locked once you are verified), add your phone number, choose the symptoms that fit, and answer the questions on drug allergies and long-term conditions
- 3 **Pickup branch:** where you will collect the prescription and medicine. Tap **Branches near me** to sort the branches by distance from where you are; the nearest one is picked for you and you can choose another
- 4 **Doctor:** "Fastest Available Doctor (Recommended)", or a doctor of your choice

- 5 Tap **Start Doctor Consultation** . If there is a consultation fee you pay it first, by card or PromptPay QR
- 6 Read and accept the consent for remote care, video recording and the use of your personal data (PDPA)
- 7 Allow the browser to use your camera and microphone, then wait for the doctor to answer

Choosing the pickup branch and the doctor; the start button is at the bottom

## During and after the call

- The doctor asks about your history, examines you and records the visit
- If the call drops, go back to the home page: the "unfinished consultation" card has **Call again** or **Rejoin** . There is nothing to fill in again and no second fee
- Do not want to continue? Tap **Cancel consultation** on the same card and choose a reason (a fee already paid is not refunded by itself: contact us for a refund)
- After the call, Prescriptions shows **"Your doctor is writing your prescription"**. It takes about 2-10 minutes and shows up by itself, with a notification (when the doctor decides to prescribe). Tap **Notify me when it is ready** so your phone tells you



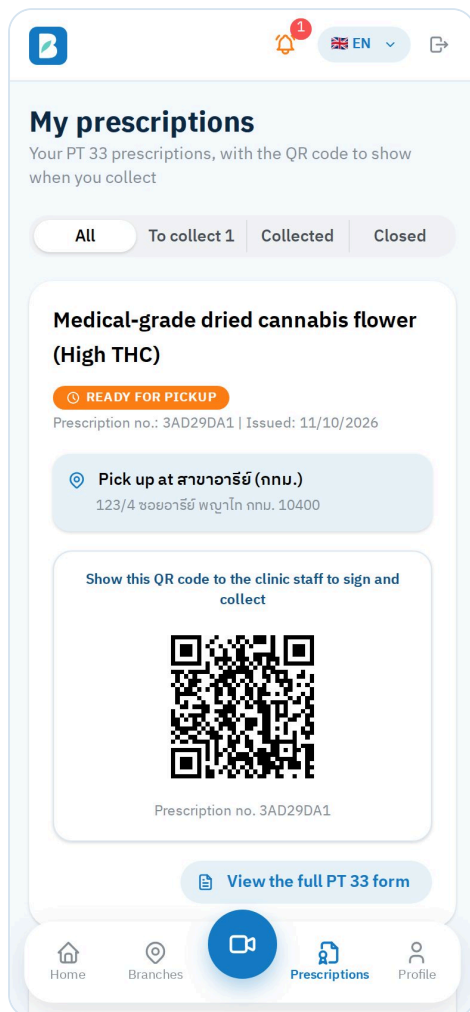
After the call: the doctor is writing it; it shows up by itself, with a notification

### Not an emergency service

For severe symptoms or an emergency, call 1669 or go to the nearest hospital.

## 5 Prescriptions and pickup

Every PT 33 prescription has a QR code the shop uses to check it is genuine. It can be collected only at the branch you chose, before it expires.



Prescriptions: one waiting for pickup, with its QR code

- 1 Open **Prescriptions** , or tap the prescription card on your home page, to see the medicine, the pickup branch and the last day to collect
- 2 Go to that branch with your ID card or passport
- 3 Open the prescription and let the staff scan its QR code
- 4 Sign for the medicine on the shop's screen. The prescription changes to "Dispensed"

| Status             | Meaning                                          |
|--------------------|--------------------------------------------------|
| Waiting for pickup | You can collect it at the branch you chose       |
| Dispensed          | Collected: it cannot be used again               |
| Expired            | Past the last day to collect: see a doctor again |
| Cancelled          | The doctor cancelled it: the details say why     |

## 6 Common problems

| Problem                          | What to do                                                                                                                                                          |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No confirmation email            | Look in Spam / Junk. After 24 hours the link expires: sign up again                                                                                                 |
| Camera or microphone not working | Open Profile → More → "Camera & sound check", allow the camera and microphone in the browser, and close other apps using the camera such as Zoom or LINE            |
| "Branches near me" does not work | Allow location for this site in your browser settings and turn on location (GPS) on your phone, then try again. You can always pick a branch from the list yourself |
| The call dropped                 | Go back to the home page and, on the "unfinished consultation" card, tap Call again or Rejoin                                                                       |
| No prescription after the call   | Wait 2-10 minutes: it shows up on Prescriptions by itself, with a notification. If it takes longer, tap <b>Check now</b> or contact us                              |
| The shop cannot scan the QR code | Check you are at the right branch and the prescription has not expired. If it was cancelled, see a doctor again                                                     |
| Signed out by itself             | For your safety you are signed out after a while without use. Just sign in again                                                                                    |