

User guide · Partner shops

Partner shops and counter staff

Register walk-in patients, call a doctor, dispense against PT 33 prescriptions and see your monthly totals.

Botanic RX · October 2026 edition

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

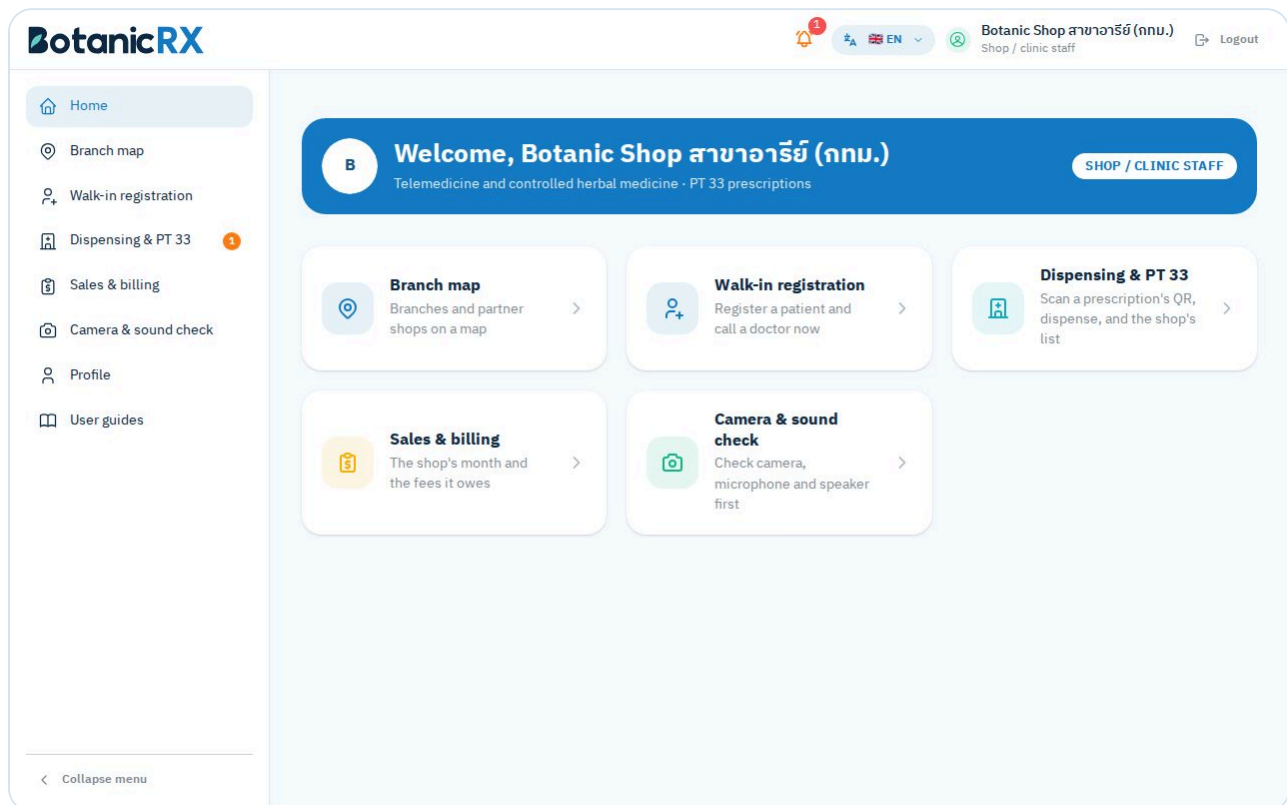
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1 Getting started

A shop account is created by Botanic RX's administrators and belongs to one branch. Everything the shop sees is that branch's.

- 1 Sign in with the email and password you were given. The first time, set your password from the link in the email
- 2 The home page has a shortcut card to every shop menu



The shop home page

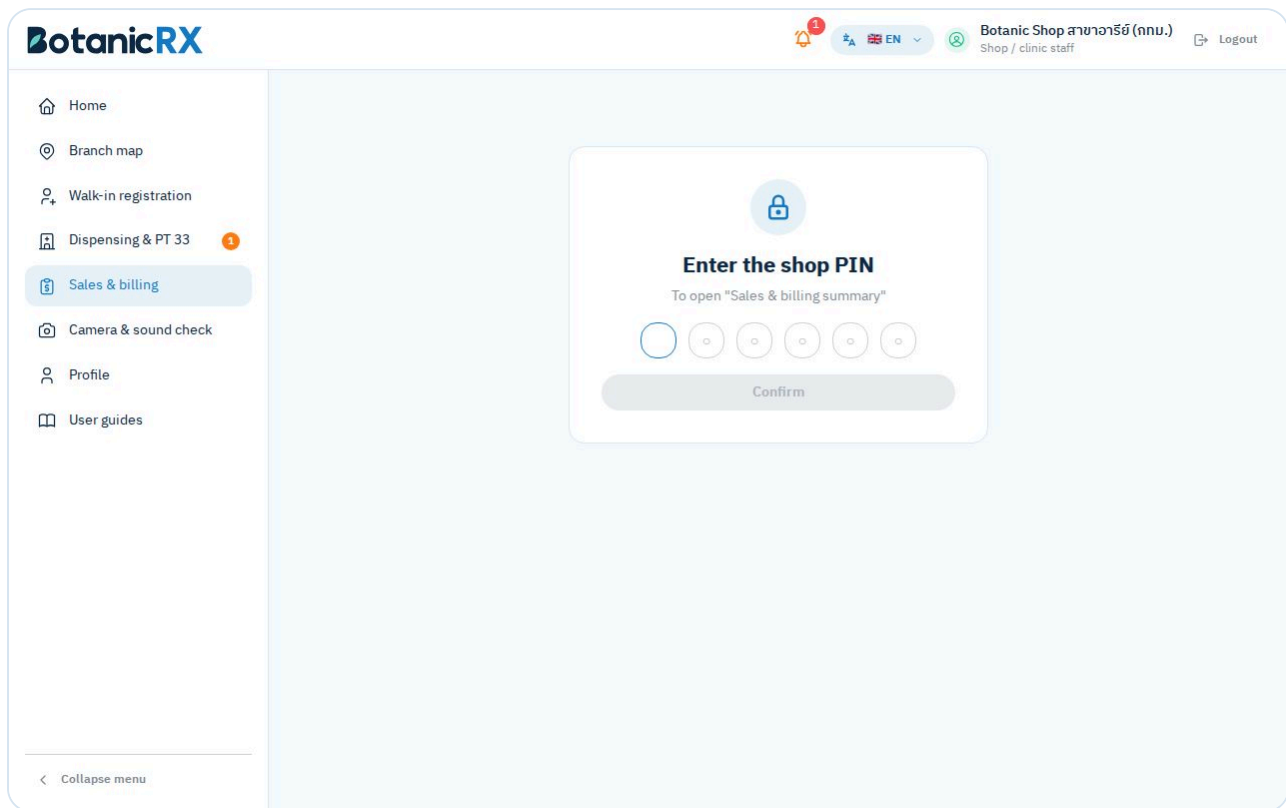
Menu	What it is for
Walk-in registration	Register a patient at the shop, then call a doctor straight away
Dispensing & PT 33	Scan a prescription's QR code, dispense, and see the shop's list
Sales & billing	The shop's monthly totals and service fees (PIN required)
Profile	Shop details, controlled-herb licence and PIN (PIN required)
Camera & sound check	Check the camera and microphone of the counter computer

Account not linked to a branch

If the app says the account is not linked to a branch, you cannot register patients or see prescriptions. Contact the administrators.

2 The shop PIN

Sales & billing and **Profile** ask for a PIN first, so only the owner can open them even when staff share the shop account.



The PIN screen before a protected menu

- The first time, you set a new PIN
- Change the PIN on the Profile page
- After 5 wrong PINs it locks for 15 minutes
- Forgot it? Ask the administrators to clear it, then set a new one next time

Tip

Do not tell the PIN to staff, and do not use a birthday or a run of numbers.

3 Walk-in registration and calling a doctor

A patient at the shop can be registered and video call a doctor from the shop's computer, without an account of their own.

The screenshot shows the BotanicRX web interface for walk-in patient registration. The header includes the BotanicRX logo, a notification bell, language settings (EN), and a user profile icon. The left sidebar contains navigation links: Home, Branch map, Walk-in registration (highlighted), Dispensing & PT 33, Sales & billing, Camera & sound check, Profile, and User guides. The main content area is titled 'Walk-in Patient Intake & Registration' with a subtitle 'Thai or foreign patients: photograph the ID card or passport, then video call a doctor straight away' and a 'SHOP COUNTER' button. The 'New patient' section includes a 'Branch / Clinic Location (Store Account)' dropdown set to 'Ari Branch' (123/4 ถนนวิภาวดี พุทธบูชา ถนน 10400). An 'On-duty doctor' section shows 'Dr. Samyong Jit - Available'. Under 'Identification Document Type', there are two options: 'Thai National ID' (For Thai citizens (13 digits)) and 'Passport' (For Foreign Tourists & Visitors). An orange box contains a 'PDPA' notice about data collection and a QR code for a full notice, with a checkbox 'I have told the patient and they acknowledge it'. Below this is a 'Thai ID card reader' section with a message 'CARD READER APP NOT FOUND' and instructions to start the Botanic ID Agent. At the bottom, there is a section for 'Thai National ID Patient Information'.

Walk-in registration

- 1 **Tell the patient before taking the card (PDPA):** read them the text in the orange box, or let them scan the QR code for the full notice, then tick "I have told the patient and they acknowledge it"
- 2 Choose **Thai ID card** or **Passport** and enter the document number first. For a returning patient the details and earlier card photo are filled in
- 3 With a card reader: open the Botanic ID Agent and insert the card, and the form fills itself. Without one: type the details
- 4 Photograph the ID card or passport, and check the name against the card and the person
- 5 Enter the **age** (18 or over), symptoms, drug allergies and long-term conditions. Ask the patient every question
- 6 Choose an available doctor and tap **Call a doctor now**
- 7 The patient reads and accepts the consent on screen, then talks to the doctor. Staff can stay to help if the patient wants

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EN

Logout

Botanic Shop สาขาเจริญ (กกม.)
Shop / clinic staff

Home

Branch map

Walk-in registration

Dispensing & PT 33 1

Sales & billing

Camera & sound check

Profile

User guides

House no., road, sub-district, district, province

Thai ID Card Photo

Recommended to capture photo for medical record so the doctor can verify identity before legally dispensing medical cannabis

NO PHOTO YET

Open Camera (Thai ID)

Upload Image File

Chief Complaint / Medical Cannabis Purpose

e.g. Chronic insomnia, migraine headache, severe muscle pain

Drug allergy history *

No known allergy

Has drug allergy

Doesn't know

Ask the patient and pick one

Underlying conditions *

None

Has conditions

Not sure

On-Duty Doctor Online & Ready for Instant Call

Selected doctor is online. An incoming instant call will pop up on doctor screen immediately.

ONLINE

Call a doctor now

Collapse menu

End of the form: allergies, conditions and the call button

After the call

The doctor issues the PT 33 for your branch. It appears in "Dispensing & PT 33" at once.

4 Dispensing against a PT 33

- 1 Open **Dispensing & PT 33** , scan the patient's QR code or type the prescription number (e.g. 3AD29DA1) and search
- 2 The "Dispense & sign" tab opens: check the patient's name, the medicine and the branch
- 3 Check the ID card or passport of the person collecting against the photo on record. If there is no photo yet, photograph the card
- 4 Have the patient sign on screen, or upload a photo of the signed PT 33
- 5 Tap **Confirm dispense** . The prescription changes to "Dispensed" and cannot be used again

A checked prescription, ready to dispense and sign

The app will not dispense when

it is for another branch · it has expired · it was cancelled · it was already dispensed. If something on it is wrong, ask the prescribing doctor to correct it from the same screen.

The shop's list

The shop tab lists every prescription for your branch.

- Filter by status (all / waiting / dispensed / cancelled) and by the date issued
- Search by patient name, ID number or prescription number
- Print or save a PDF of the PT 33 with the ID photo, and download a CSV for your records

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EN

Botanic Shop สาขาอารีย์ (กกม.)

Shop / clinic staff

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Shop's list

Dispense & sign

Search this list: patient name, ID or prescription number

All (2)

Waiting (1)

Completed (1)

Cancelled (0)

Issued from

to

mm/dd/yyyy

mm/dd/yyyy

Print / save PDF: PT 33 + ID photos (2)

CSV

Date & Time	Rx ID	Patient / ID	Controlled Cannabis Item	Doctor	Status	Action
Oct 11, 26 08:50 AM	#3AD29DA1	ม.บ.จ. หวานใจ THAI ID ID: 1103700012346 (Thai)	Medical-grade dried cannabis flower (High THC) 30 G For 14 days Indication: Insomnia	พ.ว. สมชาย ใจดี	AWAITING	Dispense & Sign
Oct 4, 26 08:50 AM	#7BC11E02	ม.บ.จ. หวานใจ THAI ID	Medical-grade dried cannabis flower (High THC) 30 G	พ.ว. สมชาย ใจดี	DISPENSED	View PT 33 Form

The shop's prescriptions, with filters

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5 Monthly totals and fees

Sales & billing (PIN required) sums up the branch's work month by month.

The screenshot shows the BotanicRX web application interface. The left sidebar contains navigation links: Home, Branch map, Walk-in registration, Dispensing & PT 33, Sales & billing (highlighted), Camera & sound check, Profile, and User guides. The main content area is titled 'Sales & billing summary' for 'Ari Branch'. It shows a summary of charges for the month of 2026-10: 2 telemed consultations at the shop, 1 online consultation, 3 PT 33 prescriptions issued, and 1 dispensed. Below this is a table titled 'This month's charges' showing the breakdown of costs: 2 telemed consultations at 50.00 THB each (100.00 THB total) and 2 PT 33 prescriptions at 20.00 THB each (40.00 THB total), resulting in a total of 140.00 THB. At the bottom, there is a table of individual consultations for October 2026, showing walk-in and online consultations.

Item	Count	Rate (THB)	Amount (THB)
Telemed used at the shop (walk-in)	2	50.00	100.00
PT 33 issued (cancelled ones not counted)	2	20.00	40.00
The shop pays			140.00

When	Patient	Type
2 Oct 2026, 10:00	มะปวง หวานใจ HN 69-000001	WALK-IN
3 Oct 2026, 10:00	มะปวง หวานใจ HN 69-000001	WALK-IN
4 Oct 2026, 10:00	มะปวง หวานใจ HN 69-000001	ONLINE (NOT CHARGED)

The shop's monthly totals

- Walk-in patients who saw a doctor, PT 33 prescriptions issued, and those dispensed
- Service fees at the rates Botanic RX set for the branch, and what the shop and Botanic owe each other
- Every item behind the totals, one tab each
- Choose the month at the top right, and download it as CSV

A total looks wrong?

Check the month you chose, then contact Botanic RX finance with the prescription numbers in question.

6 Common problems

Problem	What to do
"Not found" after scanning	Type at least the first 8 characters of the number. If it is still not found it may have been cancelled: the patient should contact the doctor
It is for another branch	Send the patient to the branch on the prescription: the shop cannot dispense it instead
No doctor online	Wait a moment, or ask the patient to come back during the doctors' hours
The card reader does not work	Check the Botanic ID Agent is open, take the card out and insert it again, or type the details
The PIN is locked	Wait 15 minutes, or ask the administrators to clear it