

Runbook: Pharmacy and lab

Who this is for

This guide is for the people who fill prescriptions and run lab tests that patients send through thehealint:

- **Pharmacist**: accepts and dispenses prescription orders.
- **Lab technician**: accepts test orders, collects samples and releases reports.
- **Pharmacy admin** and **Lab admin**: run the pharmacy or lab. As well as working orders, you register the facility, upload its licence and invite its pharmacists or lab technicians.

It covers what you see, adding your team, registering a pharmacy or lab and getting it verified, submitting your own professional registration, and working each order from start to finish.

Patients choose where to send an order, and nothing reaches you until they tick a consent box. You only ever get orders sent to **your** verified pharmacy or lab.

You work in **ProviderOS**, in a web browser. Clinic and hospital admins can also run an in-house pharmacy or lab: they find these same pages under **Fulfilment** ([05-clinic-admin.md](#)).

What you'll see

ProviderOS opens on your work when you sign in. Pharmacists and lab technicians have one menu item; facility admins also have **Settings** for their team.

You are a...	Your menu	What's on the page
Pharmacist	Pharmacy	Assigned orders, your pharmacy, the Licence document box, and the Registered pharmacist box for your own registration
Lab technician	Diagnostics	The same, for the lab, with a Laboratory signatory / technician box
Pharmacy admin	Pharmacy, Settings	All of the above, plus Orders sent to external partners , Register pharmacy , and Settings → Staff for pharmacists
Lab admin	Diagnostics, Settings	All of the above, for the lab, plus Register lab , and Settings → Staff for lab technicians

thehealint
PROVIDEROS

Pharmacy
P1

Aarogya Family Clinic

FULFILMENT
Pharmacy

OPERATIONS

Pharmacy

Register pharmacy outlets, verify drug licences and pharmacist credentials, and fulfil consented prescription orders.

Add from a spreadsheet

ASSIGNED ORDERS

Completed

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol 500mg, Cetirizine 10mg
Home delivery · +919900000101

REGISTERED FACILITIES

Verified

Aarogya Family Clinic — Koramangala — Pharmacy
DEMO-DL-8900080184428 · Bengaluru

Documents

Licence document

FACILITY
Aarogya Family Clinic — Koramangala — Pharmacy

Signed in as a pharmacist at Aarogya Family Clinic: only **Pharmacy** in the menu. Assigned orders (one Completed home delivery), the pharmacy under Registered facilities (**Verified**, with **Documents**) and the start of the Licence document box.

thehealint
PROVIDEROS

Diagnostics
L1

Aarogya Family Clinic

FULFILMENT
Diagnostics

OPERATIONS

Diagnostics

Register diagnostic labs, verify establishment and lab-professional credentials, and fulfil consented investigation orders.

Add from a spreadsheet

ASSIGNED ORDERS

Results ready

Aarogya Family Clinic — Koramangala — Diagnostics
Complete Blood Count, C-Reactive Protein
Walk-in · +919900000101

Open report

REGISTERED FACILITIES

Verified

Aarogya Family Clinic — Koramangala — Diagnostics
DEMO-KPME-8900080184428 · Bengaluru

Documents

Licence document

FACILITY
Aarogya Family Clinic — Koramangala — Diagnosti

Signed in as a lab technician: only **Diagnostics**. A finished order (**Results ready**, with **Open report**) and the lab under Registered facilities.

thehealint
PROVIDERS
Pharmacy
Settings
AR

Healint Demo Pharmacy

FULFILMENT
Pharmacy

OPERATIONS

Pharmacy

Register pharmacy outlets, verify drug licences and pharmacist credentials, and fulfil consented prescription orders.

Add from a spreadsheet

ASSIGNED ORDERS

Out for delivery
Complete

Healint Demo Pharmacy
Paracetamol 500mg, Omeprazole 20mg
Home delivery - +919900000101

ORDERS SENT TO EXTERNAL PARTNERS

No external orders

Patient-consented prescriptions and lab requests sent outside this organization appear here.

REGISTERED FACILITIES

Verified
Documents

Healint Demo Pharmacy
DEMO DEMO LAB 001 - Bangalore

Signed in as the admin of an independent pharmacy (Healint Demo Pharmacy): an order **Out for delivery** with **Complete**, and the extra **Orders sent to external partners** section.

thehealint
PROVIDERS
Diagnostics
Settings
KM

Healint Demo Diagnostics

FULFILMENT
Diagnostics

OPERATIONS

Diagnostics

Register diagnostic labs, verify establishment and lab-professional credentials, and fulfil consented investigation orders.

Add from a spreadsheet

ASSIGNED ORDERS

Completed
Open report

Healint Demo Diagnostics
Complete Blood Count, C-Reactive Protein
Home sample collection - +919900000101

ORDERS SENT TO EXTERNAL PARTNERS

No external orders

Patient-consented prescriptions and lab requests sent outside this organization appear here.

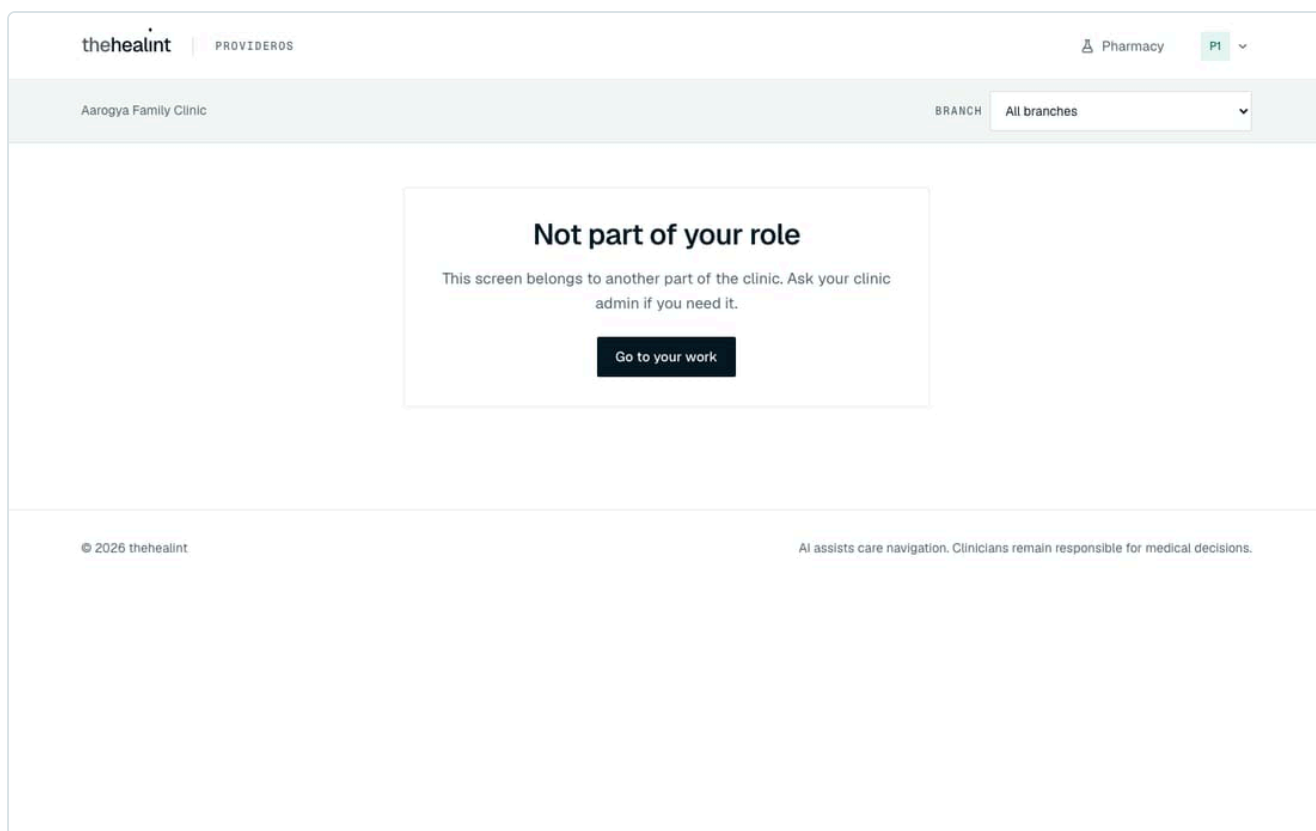
REGISTERED FACILITIES

Verified
Documents

Healint Demo Diagnostics
DEMO DEMO LAB 001 - Bangalore

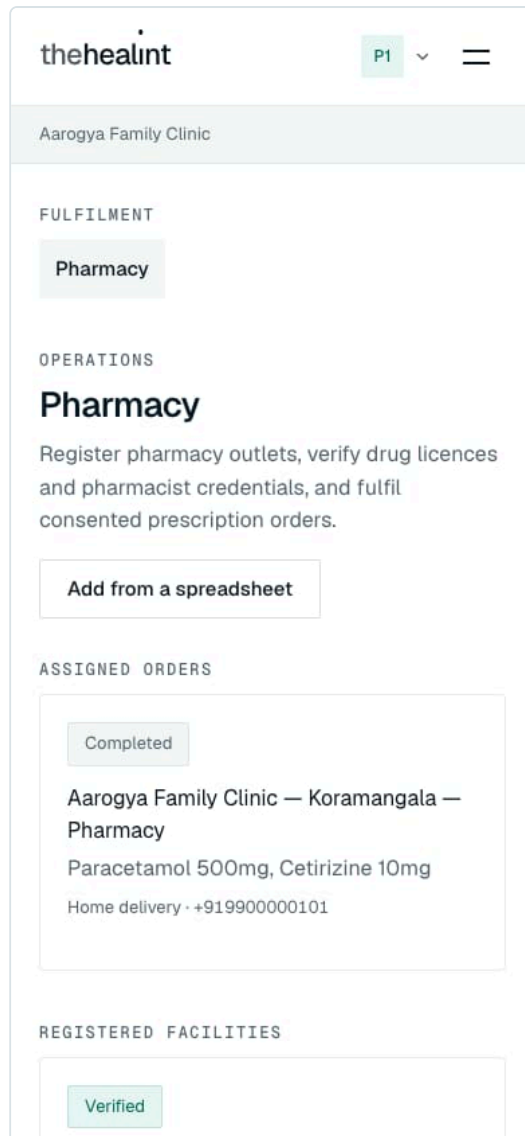
Signed in as the admin of an independent lab (Healint Demo Diagnostics).

If you open a screen that isn't part of your job, you'll see "Not part of your role". Click **Go to your work** to get back.



A pharmacist who opened Billing: "This screen belongs to another part of the clinic. Ask your clinic admin if you need it."

The page works on a phone too.



The pharmacist's page at phone width.

Before you start

If an admin invited you (pharmacists and lab technicians)

Your clinic, hospital, pharmacy or lab admin adds you under Settings → Staff. You get an email "**You've been added to *the organization* on thehealint**":

1. Click **Set your password and sign in to ProviderOS** in the email.
2. On **Set your password**, type a **New password** (at least 8 characters), type it again in **Confirm password**, and click **Save and continue**.
3. ProviderOS opens on **Pharmacy** or **Diagnostics**.

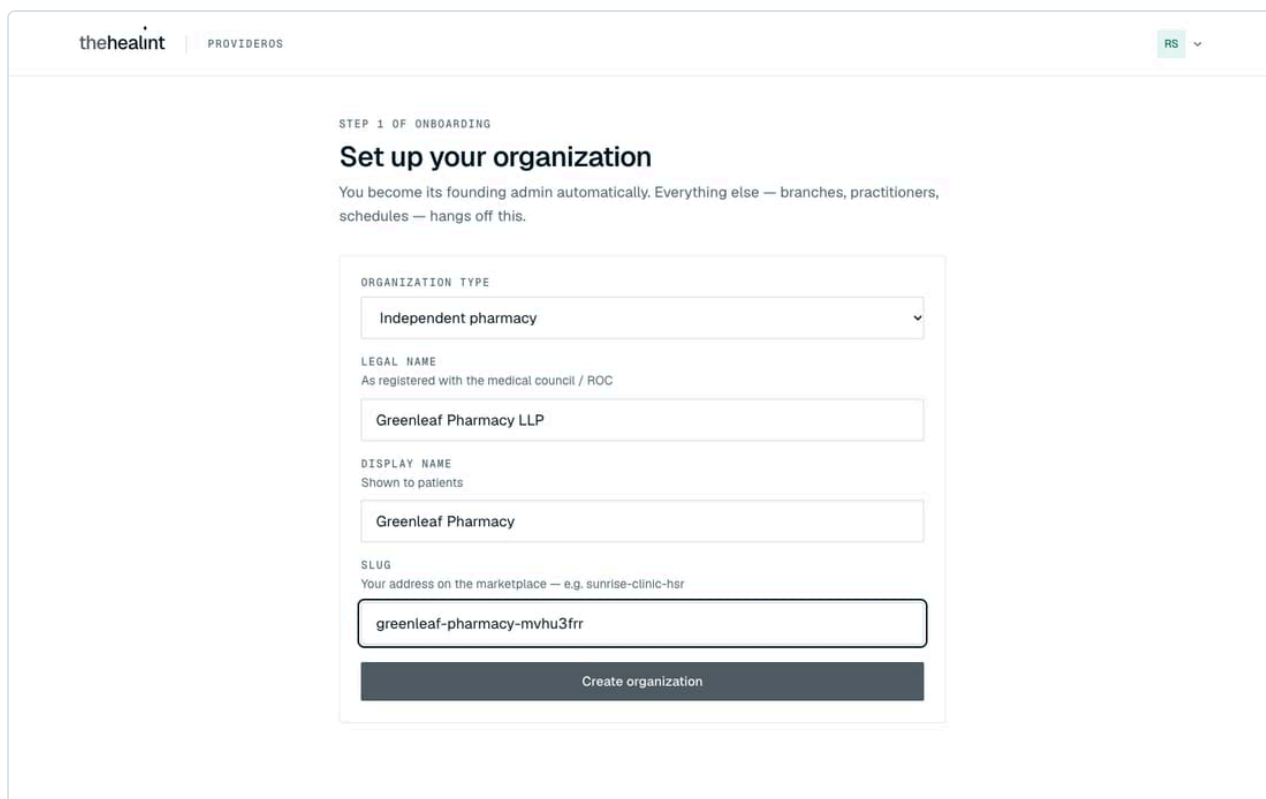
Pictures of the email and the Set your password page are in [05-clinic-admin.md](#) (How to add staff).

If it doesn't work: "This link has expired" means the link was used already or is too old. Ask your admin to click **Resend invitation**.

Next: submit your own registration (see **How to submit your own professional registration** below). You can't accept orders until thehealint has verified it.

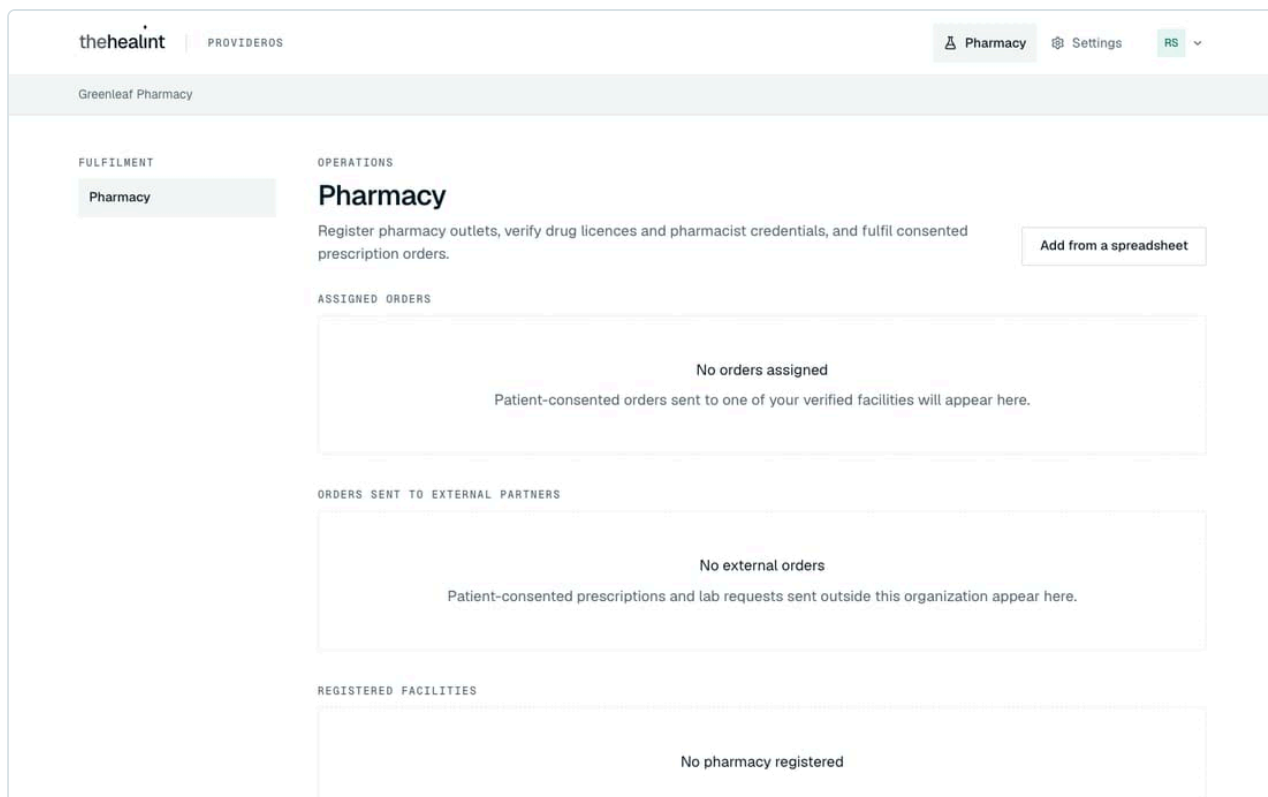
If you're opening a new independent pharmacy or lab (owners)

1. Go to ProviderOS, click **Setting up a new clinic? Create an account**, enter your **Email** and a **Password**, and click **Create account**.
2. Under **What should we call you?**, type your name and click **Continue**.
3. On **Set up your organization**, choose the **Organization type: Independent pharmacy** or **Diagnostic laboratory**. Fill in the **Legal name**, the **Display name** patients see, and a **Slug** (your web address, lower-case, no spaces). Click **Create organization**.



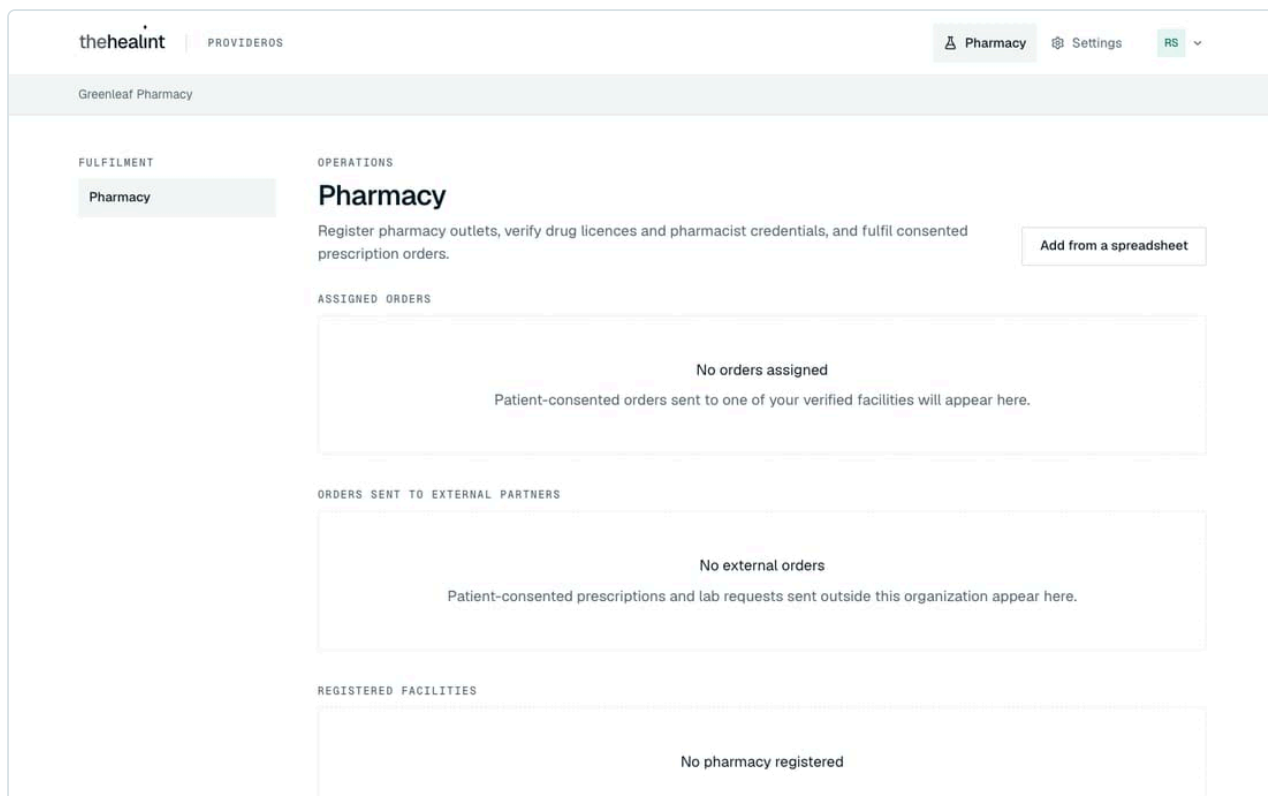
The screenshot shows the 'Set up your organization' page in ProviderOS. The page has a header with 'thehealint' and 'PROVIDEROS' on the left, and a user profile icon 'RS' on the right. The main heading is 'Set up your organization' with a subheading 'STEP 1 OF ONBOARDING'. Below this is a descriptive sentence: 'You become its founding admin automatically. Everything else — branches, practitioners, schedules — hangs off this.' The form contains four fields: 'ORGANIZATION TYPE' (a dropdown menu with 'Independent pharmacy' selected), 'LEGAL NAME' (with the subtext 'As registered with the medical council / ROC' and the value 'Greenleaf Pharmacy LLP'), 'DISPLAY NAME' (with the subtext 'Shown to patients' and the value 'Greenleaf Pharmacy'), and 'SLUG' (with the subtext 'Your address on the marketplace — e.g. sunrise-clinic-hsr' and the value 'greenleaf-pharmacy-mvhu3frr'). A 'Create organization' button is at the bottom of the form.

4. ProviderOS opens on **Pharmacy** (or **Diagnostics**). Your other menu item is **Settings**, where Staff is for your team and Security is for two-factor sign-in.



Straight after Create organization. Facility admins have their work plus Settings; Staff contains only the role that matches the facility.

5. Your page starts empty: "No orders assigned" and "No pharmacy registered".



Greenleaf Pharmacy before anything is registered.

Next: register your pharmacy or lab, upload its licence and submit it for review. Patients can't send you anything until it's verified.

How to add pharmacists or lab technicians (admins)

An independent pharmacy admin can add **Pharmacists** to that pharmacy. An independent lab admin can add **Lab technicians** to that lab. You cannot add doctors, clinic staff, the other facility type, or anyone at another organization.

1. Open **Settings** → **Staff**, then click **Add a person**.
2. Enter their **Full name** and **Email**. The **Role** list contains one choice: **Pharmacist** for a pharmacy, or **Lab technician** for a lab.
3. Click **Add and send invitation**. They receive a one-time link to set their password, then ProviderOS opens only their Pharmacy or Diagnostics work.

thehealint PROVIDEROS Pharmacy Settings AR

Healint Demo Pharmacy

SETTINGS

Staff

Security

SETTINGS

Staff

Pharmacists who work at this pharmacy. You can add, suspend or remove pharmacists for this facility only.

ADD A PERSON

FULL NAME

EMAIL

They'll get a link here to set their password.

ROLE

Pharmacy orders and their own credential.

Pharmacist

Add and send invitation Cancel

AR Anita Rao (you)

pharmacy.demo@dev.health-platform.local

Pharmacy admin Pharmacist

Since 21 Oct 2026

Settings → Staff for an independent pharmacy: only Pharmacist can be assigned, and the admin can manage only this facility's team.

Use **Resend invitation** if they have not signed in. **Suspend** blocks access temporarily; **Reactivate pharmacist / lab technician** restores it. **Remove** ends access but keeps the person's past work on record.

If it doesn't work:

- "You can add or change only the staff role for your own facility type." The API refused a role outside your facility boundary.
- "This person already has that role here." They are already on this facility's team; resend their invitation or reactivate them instead.
- A pharmacist or lab technician cannot open Staff. Only the facility admin can manage the team.

Two-factor sign-in

Click your initials at the top right, then **Security**, then **Set up two-factor authentication**. Scan the QR code with an authenticator app, type the 6-digit code and click **Confirm**. From then on, ProviderOS asks for an **Authenticator code** after your password each time you sign in. Pictures are in [05-clinic-admin.md](#) (How to turn on two-factor sign-in).

How to register a pharmacy or lab (admins)

Pharmacy and lab admins (and clinic admins) see the **Register pharmacy** or **Register lab** box near the bottom of the page. Pharmacists and lab technicians don't.

1. Choose a **Branch** if this pharmacy or lab belongs to one of your clinic's branches. Otherwise leave "Independent / no branch".
2. Fill in **Legal name**, **Name shown to patients**, **Address**, **City**, **State**, **PIN code** (6 digits), **Phone** and **Email**. **HFR ID (Health Facility Registry)** is optional.
3. Fill in the **Licence number**, its **Issuing authority** and the **Licence expiry**. Leave the expiry blank only if the licence is legally perpetual.
4. Tick **Offers home delivery** (pharmacy) or **Offers home collection** (lab) if you do. Pick-up or walk-in is always offered.
5. Click **Register pharmacy** (or **Register lab**).

Register pharmacy

BRANCH (OPTIONAL)

Independent / no bra ▾

LEGAL NAME

Greenleaf Pharmacy LL

NAME SHOWN TO PATIENTS

Greenleaf Pharmacy —

ADDRESS

45, 11th Main Road, Jay

CITY

Bengaluru

STATE

Karnataka

PIN CODE

560011

PHONE

+919845012345

EMAIL

orders.mvhu3fr@exarr

HFR ID (HEALTH FACILITY REGISTRY)

LICENCE NUMBER

KA-BLR-20B-48213

ISSUING AUTHORITY

Drugs Control Departm

LICENCE EXPIRY

Leave blank only when the licence is legally perpetual.

31/03/2028

📅

☒ Offers home delivery

Register pharmacy

The Register pharmacy box filled in for Greenleaf Pharmacy — Jayanagar, with home delivery ticked.

6. It appears under **Registered facilities** with the pill **Draft**.

REGISTERED FACILITIES

Draft

Greenleaf Pharmacy — Jayanagar
KA-BLR-20B-48213 · Bengaluru

Documents

Submit for review

Greenleaf Pharmacy — Jayanagar, **Draft**, with "licence number · city", **Documents** and **Submit for review**.

If it doesn't work: the message at the top of the page says what's wrong, for example "Enter a 6-digit Indian PIN code." or "Enter a valid phone number." Details can't be changed after registering, so check them before you click.

How to register many pharmacies or labs from a spreadsheet (admins)

An organization that runs several pharmacies or laboratories can register them in one go.

1. Open **Fulfilment** (Pharmacy or Diagnostics) and click **Add from a spreadsheet**.
2. One line per facility. Each needs `kind` (pharmacy or diagnostic lab), `legal_name`, `display_name`, `address_line1`, `city`, `state`, `postal_code` (six digits), `phone`, `licence_number` and `licence_authority`. `licence_expires_on` (as 2028-03-31), `email`, `hfr_id`, `supports_pickup` and `supports_home_service` (yes or no) and `branch` (a branch's name) are optional. Click **Download a template** for a starting point.
3. Click **Check the file**. Nothing changes yet. A line is **Will be applied**, **Nothing to do** (a facility with that licence number is already registered) or **Needs fixing** with the reason, such as a kind that is neither pharmacy nor lab.

The screenshot shows the 'thehealint' interface. On the left, the 'Aarogya Family Clinic' profile is visible with tabs for 'FULFILMENT' (Pharmacy, Diagnostics) and 'OPERATIONS' (Pharmacy, Prescription orders). The 'Pharmacy' tab is active, showing 'ASSIGNED ORDERS' with three items: 'Declined', 'Completed', and 'Completed'. On the right, a modal titled 'Add pharmacies and labs from a spreadsheet' is open. It states 'Up to 200 facilities per file.' and shows a summary: '2 will be applied, 1 need fixing and will be left out. Nothing has changed yet.' The modal lists three facilities: 'Aarogya Pharmacy — Indiranagar' (Pharmacy - Bengaluru - line 2) with status 'Will be applied', 'Aarogya Diagnostics — Indiranagar' (Diagnostic lab - Bengaluru - line 3) with status 'Will be applied', and 'Wrong Kind' (hospital - Bengaluru - line 4) with status 'Needs fixing' and a note: '“hospital” is not a kind. Use pharmacy or diagnostic lab.' At the bottom of the modal are buttons: 'Add 2 facilities' and 'Choose a different file'.

4. Click **Add N facilities**. They are registered as **drafts**. For each one, upload the licence document and submit it for review, as in the next section. Nothing is visible to patients until a platform administrator verifies it.

How to upload the licence and submit for review

A pharmacy needs a **Drug licence**, and a lab needs a **Clinical establishment registration**, before it can be submitted.

1. In the **Licence document** box, choose the **Facility** and the **Document type**.
 - Pharmacy: Drug licence, HFR proof, Pharmacist registration or Other.

- Lab: Clinical establishment registration, NABL certificate, HFR proof, Lab professional registration or Other.
2. Fill in the **Document / registration number** and **Issuing authority** (needed for every type except Other), and the **Issued on** and **Expires on** dates.
 3. Under **PDF or image**, choose the file.
 4. Click **Upload securely**. The box clears when it's done.

Licence document

FACILITY

Greenleaf Pharmacy — Jayanagar

DOCUMENT TYPE

Drug licence

DOCUMENT / REGISTRATION NUMBER

KA-BLR-20B-48213

ISSUING AUTHORITY

Drugs Control Department, Karnataka

ISSUED ON

01/04/2025

EXPIRES ON

31/03/2028

PDF OR IMAGE

Choose file greenleaf-drug-licence.pdf

Upload securely

A drug licence for Greenleaf Pharmacy — Jayanagar, ready to upload.

For a lab the document types are different:

Licence document

FACILITY

Healint Demo Diagnostics

▼

DOCUMENT TYPE

Clinical establishment registration

▼

DOCUMENT / REGISTRATION NUMBER

ISSUING AUTHORITY

ISSUED ON

dd/mm/yyyy

📅

EXPIRES ON

dd/mm/yyyy

📅

PDF OR IMAGE

Choose file No file chosen

Upload securely

The Licence document box on Diagnostics, starting on Clinical establishment registration.

- To check what's uploaded, click **Documents** on the pharmacy under Registered facilities. Each file is listed as "type · file name".

Draft

Greenleaf Pharmacy — Jayanagar

KA-BLR-20B-48213 · Bengaluru

Pharmacist registration · rahul-shetty-pharmacist-registration.pdf

Drug licence · greenleaf-drug-licence.pdf

Documents

Submit for review

Two files uploaded: the drug licence, and the pharmacist's registration (used for the credential below).

- Click **Submit for review**. The pill changes to **Awaiting review**.

The screenshot shows a web interface for submitting documents. At the top left, there is a yellow box with the text "Awaiting review". Below this, the text "Greenleaf Pharmacy — Jayanagar" and "KA-BLR-20B-48213 · Bengaluru" is displayed. Further down, two document names are listed: "Pharmacist registration · rahul-shetty-pharmacist-registration.pdf" and "Drug licence · greenleaf-drug-licence.pdf". On the right side, there is a grey button labeled "Documents".

Submitted: **Awaiting review**, and the Submit for review button is gone.

7. A thehealint reviewer checks the documents. Reload the page to see the result:

- **Verified**: patients can now choose you, and you'll start getting orders.
- **Rejected**: fix what's wrong (usually upload a better or current document), then click **Submit for review** again.
- **Suspended**: you're hidden from patients. Orders you already have carry on.

If it doesn't work:

- "Upload the required drug licence before submitting." (or "...clinical establishment registration..." for a lab). Upload that document type first.
- "Only PDF, JPEG, PNG and WebP files are accepted." / "The uploaded file exceeds the 10 MiB limit." / "The file contents do not match the declared PDF or image type." Save the file again as a PDF or image under 10 MB.
- **Upload securely** stays greyed out until you've chosen a facility and a file, and filled in the number and issuing authority.
- You aren't emailed when the review is done, and the reviewer's note isn't shown here. If you're rejected or suspended and don't know why, contact thehealint support.

How to submit your own professional registration

You can only **accept** orders, **complete** pharmacy orders and **release** lab reports once thehealint has verified your own registration. Everyone does this for themselves, signed in as themselves.

1. In the **Licence document** box, upload a copy of your registration as **Pharmacist registration** (or **Lab professional registration** for a lab), with its number and issuing council.
2. Click **Documents** on your pharmacy or lab under Registered facilities. (Your file only appears in the next step once you've done this.)
3. In the **Registered pharmacist** box (or **Laboratory signatory / technician**), fill in your **Registration number**, **Registration council**, **Qualification** and **Valid until** date.
4. Under **Registration evidence**, choose the file you just uploaded.
5. Click **Submit credential**.

Registered pharmacist

Acceptance, dispensing completion, and lab-result release require a verified credential for the signed-in staff member.

REGISTRATION NUMBER

KSPC-2019-11873

REGISTRATION COUNCIL

Karnataka State Pharmacy Council

QUALIFICATION

B.Pharm

VALID UNTIL

31/12/2029

REGISTRATION EVIDENCE

Upload it in the licence-document box above, open Documents on the facility, then select it here.

rahul-shetty-pharmacist-registration.pdf

Submit credential

KSPC-2019-11873, Karnataka State Pharmacy Council, B.Pharm, valid until 31/12/2029, with the registration file chosen as evidence.

6. A line under the button shows your registration and its status, for example "KSPC-2019-11873 · Awaiting review". It changes to **Verified** once thehealint has checked it.

Registered pharmacist

Acceptance, dispensing completion, and lab-result release require a verified credential for the signed-in staff member.

REGISTRATION NUMBER

KSPC-2019-11873

REGISTRATION COUNCIL

Karnataka State Pharmacy Council

QUALIFICATION

B.Pharm

VALID UNTIL

31/12/2029

REGISTRATION EVIDENCE

Upload it in the licence-document box above, open Documents on the facility, then select it here.

rahul-shetty-pharmacist-registration.pdf

Submit credential

KSPC-2019-11873 · Awaiting review

Submitted and waiting: "KSPC-2019-11873 · Awaiting review".

If it doesn't work:

- **Registration evidence** is empty: upload the file as **Pharmacist registration / Lab professional registration** (not Other), then click **Documents** on the facility.
- "Upload and select a pharmacist registration document." You chose a file of the wrong type.
- To renew, submit the same registration number again with the new evidence. It goes back to Awaiting review.

How to work a pharmacy order

New orders appear under **Assigned orders** with the pill **Requested**. Each one shows the pharmacy it was sent to, the medicines, **Pickup** or **Home delivery**, and the patient's phone number. You don't see the patient's name.

The page doesn't update by itself. Reload it to see new orders.

1. Read the order and click **Accept**, or **Decline** if you can't fill it.

Requested

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Pickup · +919900000102

Accept Decline

Requested

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Home delivery · +919900000102

Accept Decline

Two **Requested** orders for Paracetamol and Omeprazole, one for pick-up and one for home delivery, each with **Accept** and **Decline**.

A declined order shows **Declined** and needs nothing more from you.

Declined

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Pickup · +919900000102

The pick-up order, **declined**.

2. An accepted order shows **Accepted**. Prepare the medicines, then click **Mark ready**.

Accepted

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Home delivery · +919900000102

Mark ready

The home-delivery order, **Accepted**, with **Mark ready**.

3. A pick-up order becomes **Ready for pickup**. A home-delivery order becomes **Out for delivery**.

Out for delivery

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Home delivery · +919900000102

Complete

After Mark ready on a home-delivery order: **Out for delivery**, with **Complete**.

4. When the patient has the medicines, click **Complete**. The order is **Completed**.

Completed

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Home delivery · +919900000102

The order, **Completed**.

Finished orders stay on the list.

thehealint

PROVIDEROS

Pharmacy

P1

Aarogya Family Clinic

FULFILMENT

Pharmacy

OPERATIONS

Pharmacy

Register pharmacy outlets, verify drug licences and pharmacist credentials, and fulfil consented prescription orders.

Add from a spreadsheet

ASSIGNED ORDERS

Declined

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Pickup · +919900000102

Completed

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol, Omeprazole
Home delivery · +919900000102

Completed

Aarogya Family Clinic — Koramangala — Pharmacy
Paracetamol 500mg, Cetirizine 10mg
Home delivery · +919900000101

Assigned orders after the morning's work: one *Declined* and two *Completed*.

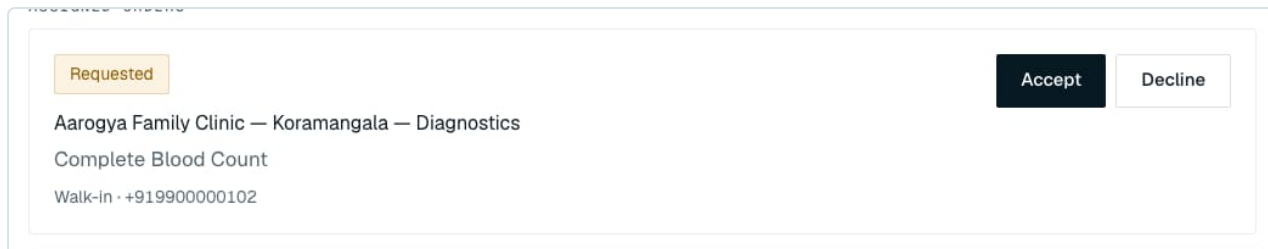
If it doesn't work:

- "A current, platform-verified professional credential is required for this action." Your own registration isn't verified yet, or has expired. See **How to submit your own professional registration**. Someone else whose registration is verified can accept it meanwhile.
- "Could not update order." or "Cannot move an order from ... to ...". Someone else probably changed the order at the same time. Reload the page.
- The patient can cancel an order while it is **Requested** or **Accepted**. It then shows **Cancelled**.

How to work a lab order

New test orders appear under **Assigned orders** with the pill **Requested**, showing the lab, the tests, **Walk-in** or **Home sample collection**, and the patient's phone.

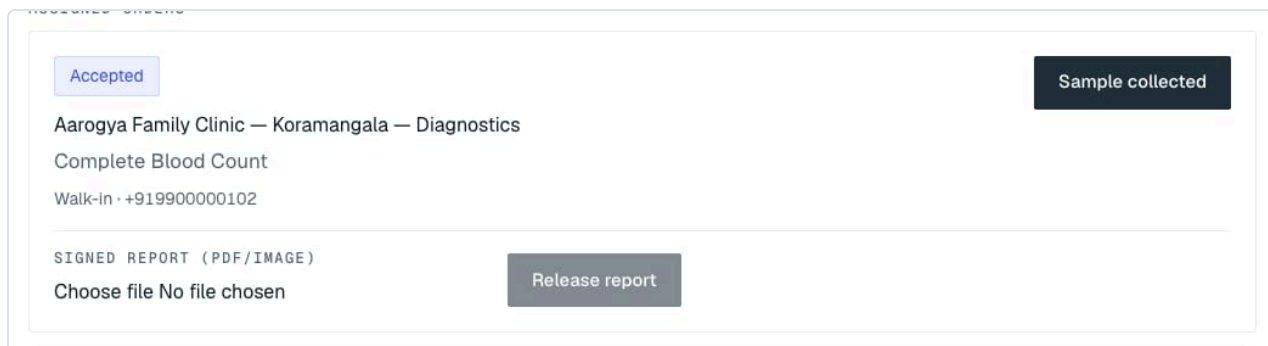
1. Click **Accept** (or **Decline**).



The screenshot shows a lab order card with a light grey border. At the top left is an orange pill labeled 'Requested'. At the top right are two buttons: a dark blue 'Accept' button and a light grey 'Decline' button. Below these, the text reads: 'Aarogya Family Clinic — Koramangala — Diagnostics', 'Complete Blood Count', and 'Walk-in · +919900000102'.

*A **Requested** Complete Blood Count, walk-in, with **Accept** and **Decline**.*

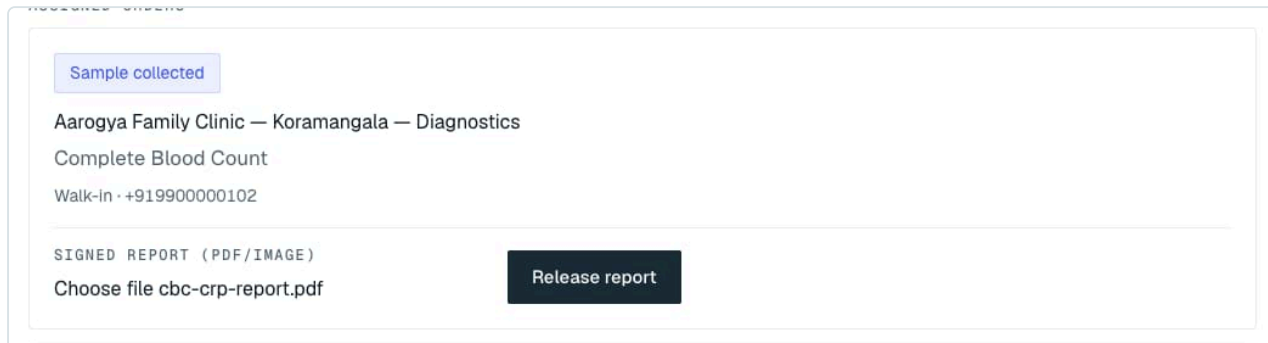
2. Once you've taken the sample, click **Sample collected**.



The screenshot shows the lab order card after it has been accepted. The 'Requested' pill has changed to a blue 'Accepted' pill. A new dark blue 'Sample collected' button has appeared at the top right. The order details remain the same. Below the details, there is a section for the signed report. It includes the text 'SIGNED REPORT (PDF/IMAGE)' and 'Choose file No file chosen'. To the right of this is a greyed-out 'Release report' button.

*Accepted: **Sample collected**, and underneath, the **Signed report (PDF/image)** file picker with **Release report** (greyed out until a file is chosen).*

3. When the signed report is ready, choose it under **Signed report (PDF/image)** and click **Release report**.



The screenshot shows the lab order card after the signed report has been chosen. The 'Accepted' pill has changed to a blue 'Sample collected' pill. The 'Release report' button is now dark blue and active. The text 'Choose file cbc-crp-report.pdf' is visible next to the 'SIGNED REPORT (PDF/IMAGE)' label.

*Sample collected, with cbc-crp-report.pdf chosen and **Release report** ready.*

4. The order becomes **Results ready**. The report is now in the patient's health records. Click **Open report** to look at it again.

Results ready

Open report

Aarogya Family Clinic — Koramangala — Diagnostics
Complete Blood Count
Walk-in · +919900000102

The order, **Results ready**, with **Open report**.

If it doesn't work:

- "A current, platform-verified laboratory credential is required to release a report." Your own registration isn't verified. See **How to submit your own professional registration**.
- The report must be a PDF or an image under 10 MB.
- A released report can't be withdrawn or replaced from this page. If you released the wrong file, contact thehealint support straight away.
- Results ready is the last step. There's no "Completed" button for lab orders.

Order statuses

Pill	What it means	What you do next
Requested	The patient has just sent it	Accept or Decline
Accepted	You've taken it on	Pharmacy: Mark ready . Lab: Sample collected
Declined	You turned it down	Nothing
Ready for pickup	Medicines are waiting at the counter	Complete when collected
Out for delivery	Medicines are on their way	Complete when delivered
Scheduled	A lab visit has a time booked	Sample collected
Sample collected	The lab has the sample	Choose the report → Release report
Results ready	The report is with the patient	Nothing (Open report to view)
Completed	Done	Nothing
Cancelled	The patient cancelled	Nothing

The pharmacy or lab itself also has a status: **Draft**, **Awaiting review**, **Verified**, **Rejected** or **Suspended**. Your own registration uses the same words.

Orders sent to external partners (admins)

If your organization's doctors write prescriptions or tests, and patients send them to **another** pharmacy or lab, you can follow them under **Orders sent to external partners**. You only see the status, the pharmacy or lab, and the items. If an outside lab has released a report, **Open delivered report** opens it.

ORDERS SENT TO EXTERNAL PARTNERS	
Declined	Aarogya Family Clinic — Koramangala — Pharmacy Paracetamol, Omeprazole
Completed	Aarogya Family Clinic — Koramangala — Pharmacy Paracetamol, Omeprazole
Ready for pickup	Namma Community Pharmacy Paracetamol 500mg, Omeprazole 20mg
Requested	Bengaluru Care Pharmacy Paracetamol 500mg, Omeprazole 20mg

At Sunrise Multispecialty Hospital: prescriptions its doctors wrote that went to other pharmacies, with each one's status.

What the patient sees

The patient follows each order under **Pharmacy & labs** on the thehealint website or app. The status pill there changes as you work the order, the next time they open the page. When you release a lab report, a **View report** button appears and the report is filed in their **Health records**. The patient isn't sent a message or email: they see it when they look.

YOUR ORDERS	
Results ready	Diagnostics View report Aarogya Family Clinic — Koramangala — Diagnostics Complete Blood Count External verified facility · Walk-in
Declined	Pharmacy Aarogya Family Clinic — Koramangala — Pharmacy Paracetamol, Omeprazole External verified facility · Pickup
Completed	Pharmacy Aarogya Family Clinic — Koramangala — Pharmacy Paracetamol, Omeprazole External verified facility · Home delivery
Scheduled	Diagnostics

The patient's **Your orders**: the lab order at **Results ready** with **View report**, the declined pick-up order, and the completed home delivery.

How patients send orders and read reports is in [01-patient.md](#) (After the visit: "Send a prescription to a pharmacy, or a test to a lab" and "See your lab report").

On iPhone

- **Pharmacists and lab technicians** can work orders in the **thehealint** app's staff workspace, on the **Pharmacy & labs** tab.
- **Pharmacy and lab admins** can use the **ProviderOS** iPhone app's **Pharmacy & labs** tab.

Both show your assigned orders with the same buttons (**Accept**, **Decline**, **Mark ready**, **Complete**, **Sample collected**, **Release report**). Registering, licences and your own registration are on the web only.

Things you can't do here — and who to ask

You want to...	Who to ask
Add a pharmacist or lab technician to your team	A clinic/hospital admin can add either. An independent pharmacy or lab admin uses Settings → Staff for its matching role only
Get your pharmacy, lab or registration verified, or find out why it was rejected	thehealint's reviewers, through thehealint support
Get a suspended pharmacy or lab back	thehealint support
Change your pharmacy or lab's details after registering	thehealint support
Delete or replace an uploaded document	Not possible. Upload the new one alongside
Submit a registration for someone else	They must sign in and submit their own
Cancel an order, record a price or book a lab visit time	Not possible from this page. Ask the patient to cancel, or contact thehealint support
See the patient's name or medical history	Not shown to pharmacies and labs. Use the phone number on the order
Get told about new orders	There are no alerts yet. Reload the page regularly

Quick reference

Task	Where	Button
Open your work	Top menu	Pharmacy or Diagnostics
Add facility staff (admins)	Settings → Staff	Add a person → Add and send invitation

Task	Where	Button
Register a pharmacy or lab (admins)	Register pharmacy / Register lab box	Register pharmacy / Register lab
Upload a licence or registration	Licence document box	Upload securely
See uploaded files	Registered facilities	Documents
Send for review	Registered facilities	Submit for review
Submit your own registration	Registered pharmacist / Laboratory signatory / technician box	Submit credential
Take or refuse an order	Assigned orders	Accept / Decline
Medicines ready	Assigned orders	Mark ready
Medicines handed over	Assigned orders	Complete
Sample taken	Assigned orders	Sample collected
Send the report to the patient	Assigned orders	Choose the file → Release report
Look at a released report	Assigned orders	Open report
Follow orders sent elsewhere (admins)	Orders sent to external partners	Open delivered report