





Learn how SwipeRx improves stock management practices at the pharmacy by:

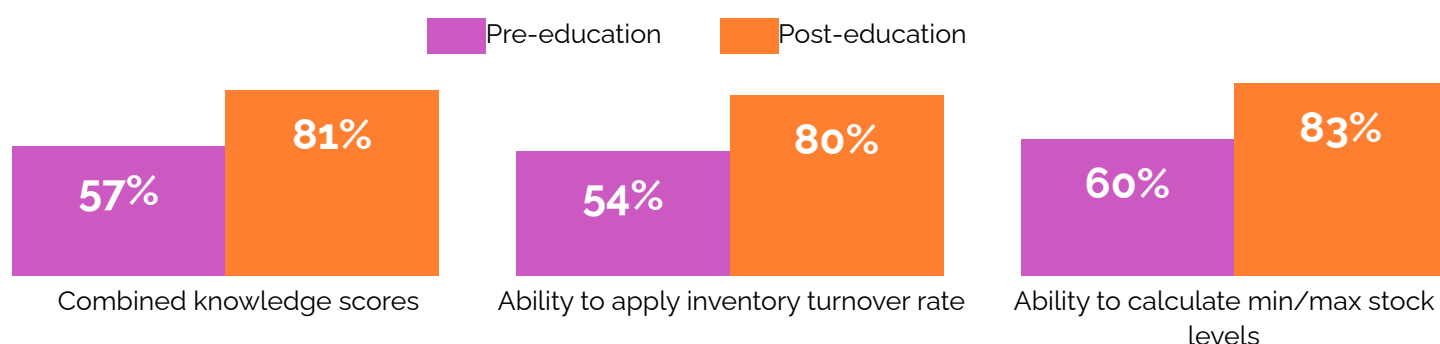
- Designing pharmacy-specific, digital professional education courses to build capacity to practice recommended inventory sourcing, stocking & quality monitoring practices.
- Encouraging use of point-of-sale (POS) systems and other e-tools at the pharmacy to track product inventory-to-sales and minimize stock-outs.



This case study describes how SwipeRx improved pharmacist capacity to practice recommended stock management practices in Cambodia.

 Background	<p>Effective stock management at the pharmacy is crucial for improving access to quality, affordable medicine. With 85% of retail pharmacies across southeast Asia operating independently and limited access to pharmacy-specific, supply chain management training materials, efforts to improve stock management through the pharmacy channel to date have failed to achieve results at scale.</p>
 Objective	<p>Leverage digital approaches to improve pharmacy-specific stock-management skills for a fraction of the time and cost required for offline approaches.</p>
 Mechanism	<p>SwipeRx leveraged support from the USAID Enhancing Quality Healthcare Activity (USAID EQHA) and regional supply chain expertise to develop an online professional education course for pharmacy stock management. The e-course included practical tips and skill-building exercises related to recommended product storage, pharmacy layout, product quality monitoring as well as inventory calculations to inform sound procurement and dispensing practices. In 2024, the course was approved by the Pharmacy Council of Cambodia with 5 accreditation units for pharmacists who complete and pass.</p>
 Results:	<p>During a 6-week period ending in May 2024, 974 pharmacists in Cambodia passed the e-course, representing 57% of all pharmacists using SwipeRx. 81% of those educated about stock management were women, 72% worked in a retail pharmacy, and 39% were working outside the capital of Phnom Penh. Knowledge about how to use recommended inventory management techniques increased by more than 24 percentage points as a result of the SwipeRx training.</p>

Improved Pharmacist Knowledge about Inventory Management



Knowledge Check



Calculate buffer stock



Calculate stock needed during lead time



Calculate the reorder level



Use past sales data to calculate average demand



Collect historical sales data from the previous four weeks

Can you identify the correct order for the steps you need to follow to quantify an order amount?

1



Use past sales data to calculate average demand

2



Calculate buffer stock

3



Calculate stock needed during lead time

4



Collect historical sales data from the previous four weeks

5



Calculate the reorder level

SUBMIT

An example of progressive exercises built into SwipeRx e-courses, designed to help pharmacists put learnings into practice.

Success Factors

1. Utilizing SwipeRx's deep knowledge of the pharmacy channel and stock management expertise, this e-course was purposefully designed to address common challenges faced by community pharmacists.
2. Partnering with the Pharmacy Council of Cambodia ensured that the e-course content reinforced national pharmacy standards and enabled passing pharmacists to earn accreditation units required to meet re-licensing requirements.
3. Digital promotion of the e-course through the app newsfeed and social media accounts facilitated both scale and efficiency of results achieved.



SwipeRx User Testimonial

Mr. Hangleng, owner of Lyly Pharmacy in Kampong Speu province had not participated in any training in stock management prior to completing the SwipeRx e-course. Afterwards, he completed his first physical inventory count and started using historical sales data and inventory turnover rates to inform procurement decisions. He has seen a reduction in expired product and improved customer satisfaction, as his customers no longer have to wait for him to order products.

Connecting more than 280,000 pharmacy professionals across Cambodia and five other countries in southeast Asia, SwipeRx is the largest pharmacy-focused, multi-functional mobile application providing free, online access to accredited professional education, connection to thousands of other community pharmacists and experts, an online drug directory and e-commerce (in Indonesia.) In Cambodia, more than 7,700 pharmacy professionals have used the app to improve their skills and businesses since 2018.