

Pharmacy Safety UX Review

Pharmacy Safety UX Gap

Do not force counselling.

Memory anchor: the pharmacist is not the obstacle when safety review is visible before the counter.

Make safety review visible.

OPENING SCENE

1. Customer goal

A customer wants to buy a discounted cold medicine quickly.



2. Safety signal

A pharmacist notices that two products may contain overlapping active ingredients.



3. Timing failure

If the warning appears after product choice, safety review can feel like interference.

BEFORE -> AFTER

BEFORE NAME

large / cheap pharmacy debate



AFTER NAME

Pharmacy Safety UX Gap

Reframes size / price / counselling debate as a customer-facing safety-design problem.

CORE TIMING PROBLEM

Price visibility

appears early

Product choice

appears early

Risk review

appears late

Intervention

feels like friction

The issue is not whether professional review is needed. The issue is whether safety review is visible before it arrives as correction.

Strong price UX can still mean weak safety UX.

A space can make products easy to compare while making safety categories visible too late.

EXPOSURE MAP

EXPOSURE	WHY IT MATTERS	REVIEW NOW
Aisle warning	Risk appears after selection.	Move signs before choice.
Ingredient overlap	Customers may miss duplicate active ingredients.	Use plain-language warnings.
Intervention timing	Late correction feels like blockage.	Move review upstream.
Sale items	Discounts can encourage risky bundles.	Keep the sale; remove the duplicate.
Professional role	Advice may look like selling.	Separate safety check from recommendation.

Visual question answered: where can safety review become visible before it becomes friction?

WHAT TO REVIEW NOW

- Aisle entrance warnings
- Ingredient-overlap language
- Driving / drowsiness warnings
- Alcohol / liver-condition warnings
- Counter timing and intervention script

FULL REVIEW CAN INCLUDE

- safety UX exposure map
- aisle-level warning review
- ingredient-overlap language review
- pharmacist script audit
- limited implementation memo

EXAMPLE INTERVENTION LINE

Keep the sale. Remove the duplicate.

Separate safety review from product switching.

Method boundary: this public preview shows the diagnostic format only. It does not evaluate any specific pharmacy, brand, product, or legal regime. It does not include a full scoring model, operational checklist, or implementation plan.