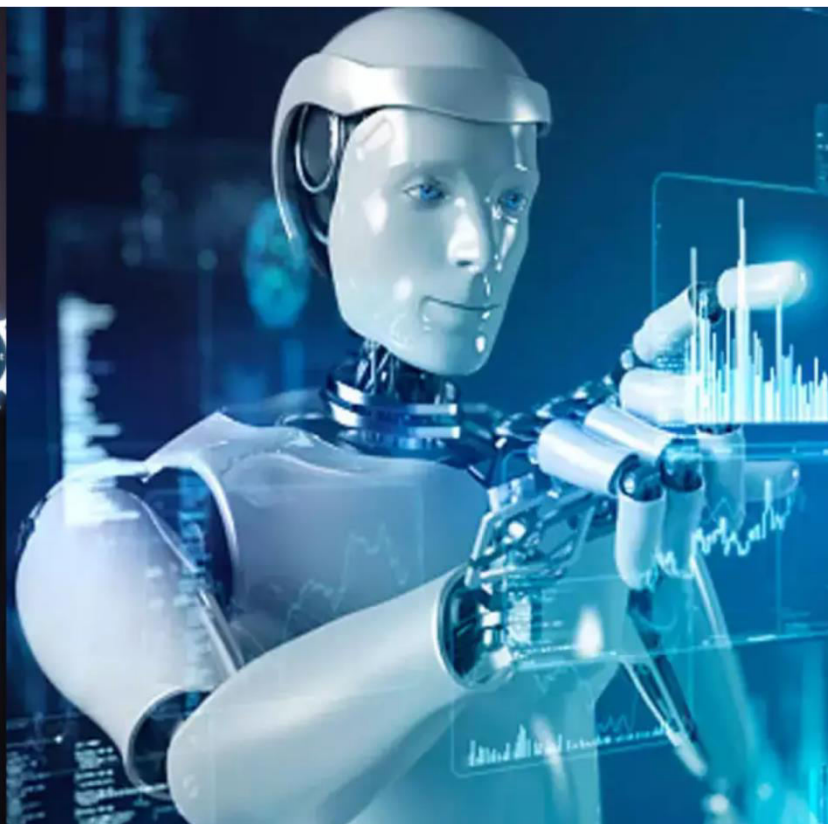




International Journal of Innovative Research in Science Engineering and Technology (IJIRSET)

(A Monthly, Peer Reviewed, Refereed, Scholarly Indexed, Open Access Journal)



Impact Factor: 8.699

Volume 14, Issue 10, October 2025

A Comprehensive Review of Medical E-Commerce Platforms: Examining Prescription Management, Role-Based Access Control, and Technology Stack Implementations

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ABSTRACT: This literature review investigates contemporary research concerning medical e-commerce platforms, with particular emphasis on prescription management systems, role-based access control mechanisms, and technology stack implementations within healthcare domains. The review identifies critical gaps in existing pharmaceutical e-commerce solutions, including limitations in prescription workflow integration, multi-role architecture design, bulk data management capabilities, and real-time analytics functionality. Through systematic analysis of current platforms and research, this study establishes the foundation for developing enhanced medical e-commerce solutions that address identified deficiencies through integrated prescription workflows, granular permission systems, and advanced visualization capabilities.

KEYWORDS: medical e-commerce, prescription management, RBAC, MEAN stack, healthcare technology, pharmaceutical retail

I. INTRODUCTION

The pharmaceutical e-commerce sector represents a rapidly evolving domain requiring specialized attention to regulatory compliance, security protocols, and user experience design. This literature review examines scholarly work and existing systems pertinent to medical e-commerce platforms, prescription validation mechanisms, role-based access control frameworks, and technological infrastructure implementations within healthcare contexts.

The review encompasses seven primary research domains: e-commerce applications in healthcare and pharmaceuticals, prescription management system architectures, role-based access control implementations in medical information systems, MEAN stack utilization in healthcare applications, data visualization techniques for e-commerce analytics, comparative platform analysis, and identification of research gaps requiring further investigation.

II. E-COMMERCE IN HEALTHCARE AND PHARMACEUTICAL SECTORS

2.1 Evolution of Digital Pharmaceutical Retail

The online pharmaceutical retail sector has demonstrated substantial expansion, with growth significantly accelerated following the COVID-19 pandemic. Digital medicine ordering platforms provide multiple advantages over traditional retail models, including enhanced accessibility, expanded product selection, doorstep delivery services, and minimized physical interaction requirements.

Essential characteristics distinguishing medical e-commerce include prescription authentication requirements, adherence to regulatory frameworks, temperature-controlled logistics for sensitive pharmaceutical products, expiration monitoring systems, and authenticity verification protocols to combat counterfeit medication distribution.

2.2 Current Limitations in Medical E-Commerce Platforms

Contemporary platforms exhibit several operational deficiencies. Prescription management capabilities frequently lack comprehensive systems for document upload, professional verification, and status tracking. Accessibility remains constrained, with insufficient support for offline or assisted ordering mechanisms serving users with limited digital

literacy. Delivery logistics suffer from suboptimal personnel assignment protocols.

Inventory systems often omit bulk upload functionality essential for managing extensive product catalogs. Additionally, analytical capabilities remain underdeveloped, providing minimal data-driven insights for strategic business decisions.

III. PRESCRIPTION MANAGEMENT SYSTEM ARCHITECTURES

3.1 Critical Importance of Prescription Authentication

Prescription verification constitutes a fundamental component of online pharmaceutical operations, serving multiple essential functions: ensuring appropriate dispensing of controlled substances, maintaining compliance with legal and regulatory mandates, preventing pharmaceutical abuse and misuse, and safeguarding patient welfare.

3.2 Contemporary Verification Approaches

Current methodologies include manual verification, wherein licensed pharmacists examine uploaded prescription documentation—a time-intensive yet accurate approach requiring specialized personnel. Semi-automated systems employ Optical Character Recognition technology for text extraction, rule-based validation algorithms, and human oversight for ambiguous cases.

Existing systems demonstrate notable limitations, including absence of integrated workflows connecting prescription submission through verification to order finalization, inadequate prescription status tracking mechanisms, and suboptimal user experiences during verification processing periods.

IV. ROLE-BASED ACCESS CONTROL IN MEDICAL INFORMATION SYSTEMS

4.1 Foundational RBAC Principles

Role-Based Access Control represents a security architecture restricting system access according to user role assignments. Within healthcare environments, RBAC implementations ensure compliance with data privacy regulations (HIPAA, GDPR), maintain separation of duties, establish audit trails, and enforce the principle of least privilege.

4.2 Role Definitions in Medical E-Commerce Contexts

Literature identifies common role classifications: Customer/Patient roles enabling browsing, ordering, and prescription upload; Administrator roles providing comprehensive system control and reporting access; Pharmacist roles facilitating prescription verification and inventory oversight; and Delivery Personnel roles supporting order fulfillment and delivery status management.

4.3 Identified Research Deficiencies

Most existing implementations employ simplified 2-3 role structures. Limited scholarly investigation addresses employee-assisted ordering roles with geographic assignment, granular permission management systems (such as stock update restrictions), and comprehensive OTP-based authentication across all user categories.

V. MEAN STACK APPLICATIONS IN HEALTHCARE TECHNOLOGY

5.1 MEAN Stack Architecture Overview

The MEAN technology stack comprises MongoDB (NoSQL database enabling flexible data modeling), Express.js (backend web application framework), Angular (frontend framework for dynamic single-page applications), and Node.js (JavaScript runtime environment for server-side execution).

5.2 Healthcare Application Advantages

The MEAN stack offers distinct benefits for healthcare applications: full-stack JavaScript implementation reduces technological complexity, JSON-based data flow maintains consistency across system layers, MongoDB's schema flexibility accommodates evolving healthcare data models, and Angular's component-based architecture facilitates modular user interface development.

5.3 Current MEAN Stack Healthcare Research

Existing studies document MEAN stack adoption in Electronic Health Record systems, telemedicine platforms, patient management solutions, and healthcare analytics dashboards. However, limited research examines MEAN stack implementation specifically for pharmaceutical e-commerce applications featuring complex role hierarchies.

VI. DATA VISUALIZATION IN E-COMMERCE ANALYTICS

6.1 Significance of Visual Analytics

Data visualization methodologies transform raw datasets into actionable insights through trend identification, pattern recognition, anomaly detection, and decision support capabilities.

6.2 Visualization Methodologies in E-Commerce

Common visualization techniques include bar charts for product category sales comparison, pie charts for market share and order distribution analysis, line graphs for temporal sales trend analysis, and heatmaps for geographic sales pattern identification.

6.3 Current System Limitations

Many medical e-commerce platforms rely on static tabular reporting, require manual export to spreadsheet applications, provide limited real-time analytical capabilities, and lack integrated dashboard solutions.

VII. COMPARATIVE PLATFORM ANALYSIS

Traditional medical e-commerce platforms typically offer basic prescription upload functionality with manual follow-up processes and implement 2-3 fundamental user roles. In contrast, enhanced systems propose integrated workflows from prescription upload through administrative review to order conversion, coupled with four distinct roles featuring granular permission structures.

VIII. IDENTIFIED RESEARCH GAPS

Comprehensive literature analysis reveals several critical deficiencies:

Prescription Workflow Integration: Absence of seamless processes connecting prescription submission through administrative verification to order creation.

Multi-Role Architecture: Insufficient comprehensive role-based systems incorporating field employees for assisted ordering functionality.

Bulk Data Management: Limited support for bulk product importation via CSV formats for extensive inventory catalogs.

Real-Time Analytics: Lack of integrated visualization tools supporting business intelligence operations.

Return Management: Absence of dedicated modules for product returns incorporating administrative approval workflows.

Geographic Employee Assignment: Insufficient research addressing territorial assignment protocols for field personnel.

Universal OTP Authentication: Limited implementation of OTP-based authentication across all user categories in medical e-commerce environments.

IX. CONCLUSION

This comprehensive literature review examined existing research and operational systems in medical e-commerce, prescription management, role-based access control, MEAN stack applications, and data visualization. The analysis

identified substantial gaps in integrated prescription workflows, multi-role architectures, bulk data handling capabilities, and real-time analytics functionality.

Addressing these identified deficiencies requires implementing end-to-end prescription management with administrative approval protocols, four distinct user roles with granular permission structures, CSV-based bulk product upload capabilities, interactive data visualization dashboards, integrated return management systems, area-based employee-assisted ordering functionality, and OTP authentication mechanisms for enhanced security.

Future research should focus on empirical evaluation of integrated workflow implementations, comparative analysis of role-based access control effectiveness, and assessment of real-time analytics impact on pharmaceutical e-commerce operational efficiency.

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APPENDICES

APPENDIX A: COMPARATIVE FEATURE MATRIX OF MEDICAL E-COMMERCE PLATFORMS

Feature Category	Traditional Platforms	Proposed Enhanced System
Prescription Upload	Basic image upload	Multi-format upload with tracking
Prescription Verification	Manual only	Hybrid manual + OCR validation
Workflow Integration	Disconnected processes	End-to-end integrated workflow
User Roles	2-3 basic roles	4 distinct roles with granular permissions

Authentication	Password-based	OTP-based multi-factor authentication
Inventory Management	Manual entry	CSV bulk upload capability
Analytics Dashboard	Static reports	Real-time interactive visualizations
Return Management	Email-based requests	Integrated approval workflow system
Delivery Assignment	Manual allocation	Geographic territory-based assignment
Mobile Accessibility	Limited responsive design	Full mobile-optimized interface

APPENDIX B: RBAC PERMISSION MATRIX

Function	Customer	Employee	Pharmacist	Administrator
Browse Products	✓	✓	✓	✓
Place Order	✓	✓	✓	✓
Upload Prescription	✓	✓	-	-
Verify Prescription	-	-	✓	✓
Manage Inventory	-	-	✓	✓
Bulk Product Upload	-	-	-	✓
View Analytics	-	-	Limited	✓
Manage Users	-	-	-	✓
Process Returns	-	-	-	✓
Assign Territories	-	-	-	✓

APPENDIX C: MEAN STACK TECHNOLOGY COMPONENTS

MongoDB Schema Design Considerations:

- Flexible document structure for product catalogs
- Embedded documents for prescription metadata
- Indexed fields for rapid query performance
- Aggregation pipeline for analytics operations

Express.js Backend Architecture:

- RESTful API endpoints
- Middleware for authentication and authorization

- Error handling and validation layers
- Session management and security protocols

Angular Frontend Components:

Component-based modular architecture Reactive forms for data entry

- HTTP client for API communication
- Route guards for role-based navigation

Node.js Server Configuration:

- Asynchronous event-driven architecture
- NPM package management
- Environment configuration management
- Performance optimization strategies

APPENDIX D: DATA VISUALIZATION CHART TYPES AND USE CASES

Chart Type	Primary Use Case	Data Requirements	Update Frequency
Bar Chart	Category-wise sales comparison	Categorical + Numerical	Daily/Weekly
Line Graph	Temporal trend analysis	Time series data	Real-time/Daily
Pie Chart	Order distribution by status	Categorical percentages	Real-time
Heatmap	Geographic sales patterns	Location + Metrics	Weekly/Monthly
Scatter Plot	Price-demand correlation	Bivariate numerical	Weekly
Area Chart	Cumulative revenue tracking	Time + Cumulative values	Daily

APPENDIX E: PRESCRIPTION WORKFLOW STATE DIAGRAM

Workflow States:

1. **Uploaded** - Customer submits prescription document
2. **Pending Review** - Queued for pharmacist verification
3. **Under Review** - Pharmacist actively examining prescription
4. **Approved** - Prescription validated, ready for order conversion
5. **Rejected** - Prescription invalid, customer notified
6. **Converted to Order** - Prescription linked to active order
7. **Archived** - Order completed, prescription stored for records

State Transitions:

- Uploaded → Pending Review (automatic)
- Pending Review → Under Review (pharmacist assignment)
- Under Review → Approved/Rejected (pharmacist decision)
- Approved → Converted to Order (customer action)
- Converted to Order → Archived (order fulfillment)

APPENDIX F: RESEARCH METHODOLOGY FRAMEWORK

Literature Search Strategy:

- Academic databases: IEEE Xplore, PubMed, ACM Digital Library, SpringerLink
- Search terms: "medical e-commerce," "pharmaceutical platform," "prescription management," "RBAC healthcare," "MEAN stack healthcare"
- Time period: 2020-2024
- Inclusion criteria: Peer-reviewed journals, conference proceedings, technical reports
- Exclusion criteria: Non-English publications, purely theoretical works without implementation context

Analysis Framework:

- Thematic categorization of identified gaps
- Cross-reference validation across multiple sources Technology stack evaluation criteria
- Comparative feature analysis methodology



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