



PET WELLNESS CLINIC

DBS211 – NHH

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Milestone 1 - Group 5

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Introduction:

Pet Wellness Clinic is a veterinarian clinic that is privately owned and strives to give companion animals the best possible care. Along with a group of committed developers, the clinic is starting to develop customized software to improve operational effectiveness and expedite different processes like inventory management, appointment scheduling, billing, and patient records management. The developers' motivation comes from their shared love of animals and their dedication to using technology to improve veterinary care. The clinic wants to improve patient care, streamline administrative procedures, and improve the overall experience for veterinary professionals and pet owners by creating a complete software solution and putting in place a dependable database system.

Problem Statement:

Pet Wellness Clinic tasks, including patient records, appointments, billing, and medication record keeping, are currently difficult for the clinic to manage. The current system's lack of a dependable database and sturdy software causes inefficiencies and possible mistakes in data management. To solve these issues, a comprehensive software solution and a safe database are needed. Installing a system like this makes it possible to store, retrieve, and modify important data in one place, making it easier to access, optimizing workflows, strengthening data analysis for informed decision-making, and improving patient care. The clinic's software will act as its backbone, guaranteeing thorough administrative procedures, effective data management, and data integrity.

Solution:

Developing specialized software and a dependable database system is part of an overall strategy to address the problems experienced by the Pet Wellness Clinic. This plan includes many crucial phases:

- **Understanding Needs:** Delving deep into the clinic's requirements for handling patient records, appointments, medications, billing, and managing medication history.
- **Designing the Database:** Crafting a structure for the database comprising tables, relationships, and constraints to ensure the data is well-organized and remains trustworthy.
- **Structuring Data:** Setting unique identifiers for each table, establishing relationships, and streamlining the database to ensure efficient organization.
- **Putting the Database in Place:** Employing an appropriate database management system, like Oracle, and linking it with the software using the required programming language.
- **Thorough Testing:** Conducting rigorous testing to confirm that the database functions as needed and operates efficiently.
- **Securing Data:** Implementing measures to back up and recover data, ensuring vital information remains safeguarded and retrievable in unexpected situations.
- **Continuous Improvement:** Collaborating persistently with the clinic's team to gather feedback and make ongoing enhancements to the database and software, guided by industry best practices.

Ultimately, this process aims to develop a robust software application paired with a dependable database system. This combined solution intends to facilitate smoother data management, improved operational efficiency, and elevated patient care at the Pet Wellness Clinic.

Requirements:

1. User Login/Registration:

Secure login and registration for veterinary staff with different access levels (veterinarians, receptionists, administrators).

2. Profile Management:

Efficient management of patient profiles including pet details (name, breed, age), owner's contact information, medical history, and relevant notes.

3. Treatment Feedback (Like/Dislike):

A feedback system allowing pet owners to indicate their satisfaction (like) or concerns (dislike) regarding specific treatments or services provided to their pets.

4. Financial Reporting (Daily Revenue):

Daily revenue reports detailing the clinic's financial transactions, payment methods used, and any adjustments made to accounts receivable or payable.

5. Inventory Management:

Tracking and managing inventory levels for medications, supplies, equipment, and other items crucial for patient care.

6. Client, Staff, and Patient Records:

Comprehensive storage and management of client (pet owner), staff, and patient (pet) records, including medical history, treatments, surgeries, and vaccinations.

7. Appointment Scheduling and Management:

Efficient scheduling of patient appointments, recall system for future visits, automated reminders, and same-day scheduling for emergencies.

8. Rating System (Pet Health/Fitness):

Pet health rating system allowing staff to assess and rate the health or fitness status of a pet, aiding in monitoring and recording changes in health over time.

9. Favorites/Preferences:

Capability for pet owners to mark favorite services or products, streamlining future appointment scheduling or purchases based on preferences.