**Office Management Use Case**

The Office Management Use Case is a more abstract use case that looks after the more general administrative function of the vet office. It is divided into three distinct sections which are further divided into different sub sections.

The sections of the Office Management Use Case are as follows:

1. Pet Portal: Stores customer information for office use. This includes billing and contact information.
2. Calendar: Stores scheduling information and includes worker and appointment schedules.
3. General Upkeep: The general upkeep is a more backend operation of the vet office. This includes employment, adoption, and inventory.

**General Upkeep**

**Adoption Office Management Use Case**

The adoption system keeps track of who gets adopted. Whenever the head of Staff, the office manager logs into the system, he can see which pets are up for adoption and, which pets have been adopted to their new owners. The pets are in variety and divided according to their animal classes such as reptiles, mammals, birds, etc. If a new pet is brought into the office, it is first given the medical examination and treated accordingly. Only after these medical requirements are met, it is added to the adoption system and is up for adoption. Once a pet has been successfully adopted, it is entered into the system as ‘Adopted’. However, all the other information about the animal will stay intact.

**Inventory Office Management Use Case**

The inventory Office Management Use Case has two distinct sections: a) Medical

b) Non-Medical

The medical section deals with the medicinal supplies for the animals such as syringes, bandages, Band-Aids, anesthesia, drugs, spray etc. On the other hand the non-medical are for the other office supplies such as stationary and cleaning supplies. If an inventory is running low, it is notified to the office manager whenever he logs into the system. Once the manager looks at the shortage, he can order those supplies from the software.

**Employment**

The Employment Office Management Use Case can be viewed by only two people. These two people are the Head Vet and Office Manager. However, the Head Vet has greater access to this section than the Office Manager. For example, the Head Vet has the power to hire and fire his employees. Hence, he can add an employee to his system, and if he has fired an employee, he can change the employment status of that employee. The Head Vet and Office Manager can access the present and past records of the employees. These records contain name, address, gender, positions, salaries, current employment status of the employees, and the period of employment. The Office Manager, however, is responsible for keeping tabs on the payroll, and make sure the employees are paid on time and in correct amount.

**Customer Portal**

The customer portal tracks and stores information relevant to a particular customer and is searchable by customer or pet name.

**Billing Information**

Billing Information stores all payments/charges records and is accessible to all office workers. All payments/charges will be input manually by the user. For a payments, the user must record the date, type, and amount of payment. For a charge, a user must record the date, amount, and cause of a charge. Records will track total and outstanding balances. User should have the option to print a bill for customers based on their current visit or total amount owed.

**Contact Information**

Contact information stores information relevant to contacting a customer and is accessible to all office workers. Contact information will store the billing address, telephone number(s), name, and pet name(s) of a customer. Pet name and customer name must be entered to create a record. User should be able to add, delete or change any of the records within contact information.

**Calendar**

The calendar is divided into two separate viewable calendars a) worker and b) appointment, with similar functionality.

**Worker Schedule**

The worker schedule records and displays the hours of employees during the work week, and is accessible by the Head of Staff and Head Vet. The user has the option to add/delete an employee’s hours or can view the hours of all employees or a particular employee. To add hours, the user must input the worker and times they are working. User should be able to view on call vets or print a schedule.

**Appointment Schedule**

The appointment schedule displays the appointment schedule and is accessible to all office employees. User should be able to add, delete, or change an appointment. To add an appointment, the user must input the customer name, pet name, vet who will see the pet, date, time, and length of an appointment.

**Vet Cases**

* Vet session use case – a session is started when any veterinarian, including head vet, or veterinarian assistant enters their user name and password successfully to gain access to the system. If the user enters incorrect credentials, they are prompted to repeat their login attempt. Depending on user credentials, they may access the medicine part or just medical records only.
* medicine use case – a medicine case is started within a session when any veterinarian, including head vet, accesses some aspect of the medicine software. If the head vet accesses the medicine part, he/she will have access to all features of the system.
* fill prescription use case – to fill a prescription, any veterinarian, including head vet, must specify the name of the pet, the name of the medication provided and the amount of medication provided. If the amount is insufficient, the vet will be notified that the inventory is below amount and will any veterinarian, including head vet,only allow the amount of medicine in inventory to be filled.
* get medicine inventory use case – asks any veterinarian, including head vet, to specify the name of the medication, then lists the current amount of medication in inventory.
* update medicine inventory use case – if the user is the head vet, they are permitted to update an inventory if medication has expired or a new shipment of medication has arrived. If the user is not the head vet, they are denied access.
* prescribe medicine use case - to prescribe a medication, any veterinarian, including head vet, must specify the name of the pet, the name of the medication being prescribed and the amount of medication provided. If the amount is insufficient, the vet will be notified that the inventory is below current amount and will only allow the amount of medicine in inventory to be prescribed.
* order medicine use case – checks to see if the user is the head vet. If the user is not the head vet, they are denied access. If the user is the head vet, the order medicine function will allow the vet to order any amount of medication from the current supplier.
* pharmacy log on use case – a pharmacy logon is started from within any veterinarian, including head vet session when the user attempts to access the pharmacy software. The user is prompted to reenter their logon credentials. If the user is not a vet, they are denied access to the pharmacy software. If the user is a vet, they are permitted access and all actions in the pharmacy software are recorded to their account.
* records use case - a medical record case is started within a session when any veterinarian, including head vet, or vet assistant accesses some aspect of the record software.
* add new record use case - to add a new record, any veterinarian, including head vet or vet assistant must specify the name of the pet, the owner, gender, weight, length, species, and any medications. If there are medications, the name of the medication being prescribed and the amount of dose prescribed.
* view record use case – to view a record, any veterinarian, including head vet or vet assistant must enter the name of the pet and their owner.
* edit record use case – to edit a record, any veterinarian, including head vet or vet assistant must select the information to edit and what the new information should state.
* print record use case - to print a record, any vet or assistant must enter the name of the pet and their owner. The currently selected record will be sent to printer to create a hard copy.
* practice log on use case - a practice logon is started from within a vet session when the user attempts to access the medical record software. The user is prompted to enter their logon credentials. If the user is not a vet or a vet assistant, they are denied access to the medical record software. If the user is a vet or vet assistant, they are permitted access and all actions in the medical record software are recorded to their account.