

CASE STUDY

Staff

There are three types of staff at Happy Clinic sdn bhd which are doctor, pharmacist, and receptionist. Each staff must belong to only one subtype and cannot be in many positions at one time. Each staff has unique staff id, staff name, phone number, email, and address.

Doctor - diagnose zero or many patients at one day, doctor handle zero or many appointments per day. A patient is diagnosed by one or many doctors, every diagnosis such as diagnose name, date, medical history (if any) and allergies(if any) are recorded. All doctors have consultation price and specialist.

Pharmacist – at least handle one or many medicines on that day. Each medicine is handled by one and only one pharmacist at a time. A patient will receive one or many medicine and each medicine that has prepared by pharmacist will have one and only one patient. Pharmacist has a license number and experience. Medicine is assigned with an unique id and has a data about medicine name, category, company, cost, type, dose and description.

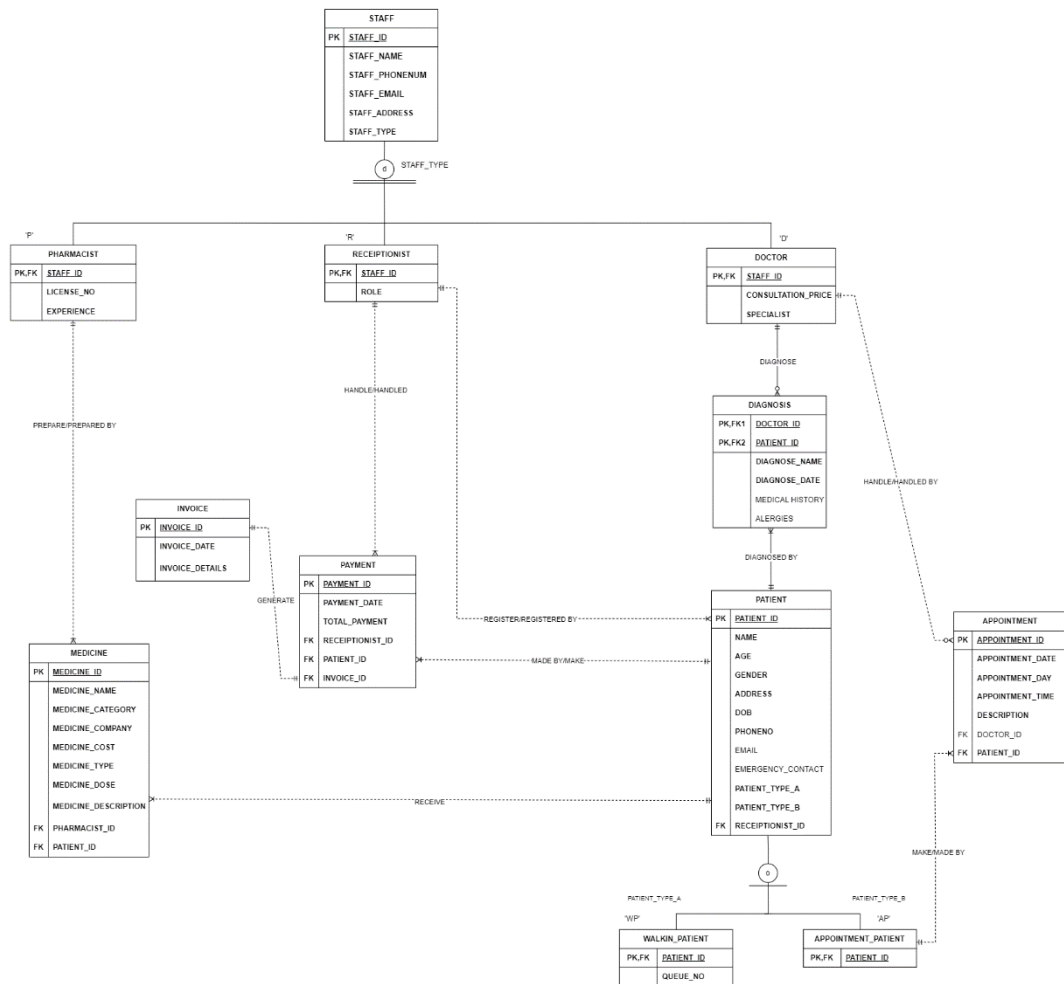
Receptionist – receptionist is responsible to register at least one or many patients per day and patients is registered by one and only one receptionist. Receptionist must handle at least one or many payments per day and each payment record is handle by one and only one receptionist at one time. Payment will generate one and only one invoice that record the unique id, date, and details once patient made a payment. Each payment is made by one and only one patient and patient can make one or many payments. Receptionist has a role record. In payment there are a unique payment id, date and total of payment.

Patient

The patient of Happy Clinic is categorized by two type one is walk-in patient and the other is appointment patient. Patient who come to the clinic by walk-in must take the queue number after registration. All patients have their own unique id. Name, age, address, date of birth, phone number, email (if any), and emergency contact (if any). Every patient may be walk-in or appointment.

Walkin patient – the queue number need to record.

Appointment patient – An appointment patient can make one or many appointments and an appointment can made by one and only one patient. An appointment has it own unique id, date, day, time, and description.





You

what we call the staff at counter who manage patient registration and payment at clinic?



ChatGPT

The staff at the counter who manage patient registration and payment at a clinic are often referred to as "receptionists" or "front desk staff." Their role involves greeting patients, collecting necessary information for registration, verifying insurance details, scheduling appointments, and handling payment transactions. The specific title may vary depending on the healthcare facility, and in some cases, there might be separate roles for registration and billing, each with its own title such as "patient registration clerk" or "billing coordinator."

