Public Health Case Management - ERD

E Account
- **Id : PK**

AccountName
AccountNumber
ParentAccountId
Language
Phone
OwnerId

E Contact
- **Id : PK**

Name
Title
Birthdate
Mobile
Email
AccountId : FK
OwnerId

E Provider__c
- **Id : PK**

Provider_External_Id
Provider_Name
Service_Category
Specialty
Capacity_Status
Accepting_New_Patients
Phone
Location
Rating
Distance_Miles

E Case
- **Id : PK**

CaseNumber
Status
Priority
Origin
SLA_Target
SLA_Status
SLA_Violation
Triage_Category
Auto_Routed_To
ContactId : FK
AccountId : FK
OwnerId

E Case_Provider__c
- **Id : PK**

Name (AutoNumber)
Case__c : FK
Provider__c : FK

E Case_Activity__c
- **Id : PK**

Activity_Type
Case__c : FK
Correlation_Id
Context
Error_Message
Stack_Trace