Client Introduction and Current Situation

Our client is Scalawags Veterinary Clinic. The clinic is owned by Dr. Randi Stedman and it is located in Henderson, Nevada. Her business has slowly been growing over the past six years. Currently, Scalawags is still using the file system. This has been shown to be very inefficient. Often time files will get misplaced and cannot be found for hours. This usually occurs during shift changes. They are also experiencing inefficiency when training new employees because of all codes for the treatments.

Scalawags has hired us to do two main things: 1) to get her record keeping up to date and 2) to offer more services to her clients. They are on a tight budget but understand that there will be start up costs. Dr. Randi is willing to incur them if it allows her more independence in the running of her business.