Interview Outline

Interviewee:
Dr. Asmaa Taha
HR and owner of Skyline Clinic (Vet clinic)

Interviewer:
Eng. Rawan El-Sayed Hashim

Location/Medium:
Skyline Clinic, 2nd District, 6th of October City

Appointment Date: March 9th, 2023
Start Time: 6:30 pm
End Time: 7:18 pm

Objectives:
- The preferred UI
- Requirement elicitation of reservation
- How the current system works

Reminders:
Consultant anesthesia, radiology, and animal surgeries.
Faculty of Veterinary Medicine

Agenda:	Approximate time:
Introduction	2 minutes
Background on project	2 minutes
Overview of interview	
Topics to be covered	2 minutes
Permission to record	No permission granted.
The presence of a system	1 minute
Issues of the previous system	1 minute
Wanted features for the client	2 minutes
Wanted features for the owner	5 minutes
UI of the old system	1 minute
Points around the start page	1 minute
Additional services	4 minutes
Supplies management	3 minutes
Follow up management	2 minutes
Inventory management	1 minute
Case history management	2 minutes

Agenda:	Approximate Time:
Appointment management	2 minutes
Maintenance management	1 minute
Staff management	2 minutes
General finance	5 minutes
Marketing	2 minutes
Verification of the appointments	1 minute
Summary of major points	5 minutes
Questions from interviewee	2 minutes
Closing	1 minute

General Observations:

Interviewee uses papers instead of a PC- prefers traditional ways.

Interviewee gave long answers- probably likes the idea of this new system.

Unresolved Issues, Topics Not Covered:

Choosing the suitable supplier, didn't have time to discuss.

Interviewee:	Date:
Dr. Asmaa Taha	March 9th, 2023
HR and owner of Skyline Clinic (Vet clinic)	

Questions:	Notes:

Question: 1

Do you have a working system?

Answer

Currently, no. I used to have one.

Question: 2

What made you leave the old system?

Answer

Due to the continuous usage of the Internet, bad interface and troubles in the communication with customers. Also, the system crashes occasionally.

Question: 3
What features do you want to be available for the clients?

Answer
I want the following features for the online reservation:
- *Date of reservation, client's name and phone number should be required.*
- *Customer's (animal's) data; name of the animal, species, breed, sex, date of birth, coat color, type and vaccination history.*
- *The complain of the client (the symptoms that appear on the animal.)*
- *After sending the previous data and the verification of the reservation, a number will be sent to them indicating their turn to visit the clinic.*

Question: 4
What about the features for the owner?

Answer
For the first page, I want it to show the following:
- *Case history (diabetes, blood pressure, breeding history, etc.)*
- *The history of the client's complaints.*
- The present disease or symptoms.

For the second one:
- *Selecting a grade for the illness (whether it was mild or not), the symptoms, the present disease and general examination.*

After updating the animal's profile, the case history appears in order from the newest to the oldest case.

And finally, fill out the things that were done to set the visit cost.

Question: 5
What was your old system like?

Answer
It functioned as an Excel Sheet.

Question: 6
What are the additional services that you want in your system?

Answer
Online purchase of the medicine, vaccines, food, and pet products.

Question: 7
How do you want this system to deal with the supplying system?

Answer
I want the system to check the inventory and send a notification to me at the end of each working day to notify me if we needed restocking and will send a notification for suppliers.

Question: 8
How about the maintenance?

Answer
A notification every 3 to 6 months will do.

Question: 9
Do you want anything on the system that has information of the working staff?

Answer
Yes, I want a page that is accessed by me that contains all the information of the staff, and their salaries included.

Question: 10
What about the financial department?

Answer
The price of a medical examination in the clinic is usually 90 pounds. As for the home visit, it varies according to the distance of the visit and according to the tools used in the examination if the animal needs additional tools. The clinic also records sales and purchases receipt on the system to calculate the annual net profit and the accounts suppliers and workers, and it performs this work monthly.

Question: 11
Do you have any offers for the customers?

Answer
Yes, our customers get a discount up to 10% if the value of the non-medical services to 800 pounds.

Question: 12
What about the annual net account?

Answer
The HR calculates the profits, and the staff have a share of it. Some of the income is directed towards the maintenance, suppliers and cleaning company. There's an annual increase for the staff at a rate of 15%.

Question: 13
Does the clinic print bills for customers?

Answer
Yes, each customer has a receipt on the system through which the full cost is calculated.

Question: 14
How is the clinic marketing done?

Answer
Marketing is done for the clinic with the Internet through an application in which all the jobs that the clinic performs are displayed.

Question: 15
Who does the billing for the client?

Answer
The secretary does.

Question: 16
How would you like the system to start?

Answer
I want to start the first page by creating an account, if it is the first time, or signing in if they already have an account.

Question: 17
How about resetting a passcode?

Answer
Yes, great idea.

Question: 18
What if the client decides to change your clinic?

Answer
Yes, it is unfortunate, but they can simply log out and after a certain amount of time his account will be automatically deleted.

Question: 19
Do you want to know the customer evaluation about you?

Answer
Of course, I want to know what they think about our service, it's important as it can help us improve ourselves.

Question: 20
How would you like the payment system to be?

Answer
The customer can pay online via Visa and Vodafone Cash, or Cash at the clinic.

Question: 21
Where can you keep tools and food?

Answer
I have a storage and my secretary is responsible for it.

Question: 22
How do you want the system to relate to stores?

Answer
All I want is for it to receive all the information from my assistant about the amount of medicine and food consumed, so that when it reaches a certain limit, it reaches me only by notification.

Question: 23
How would you like the follow-ups to be?

Answer
I want the follow-up to be online and the time of the follow-up is decided by me (vet) and I want the system sends a notification for the customer.

Question: 24
Do you want to send a confirmation message for the reservation date?

Answer
Yes, I want the system to send 2 notifications after the verification of the appointment. One for the customer and the other for the vet. And it can be sent in various ways, like a message, an SMS or an email.

Question: 25

How is the verification of the chosen time of the requested appointment?

Answer

I will verify the chosen time of the requested appointment and I want my secretary to keep a record for it.

Question: 26

Are there any additions to case history?

Answer

Create case history if it was the animal's first visit. And update it every time the animal visits the clinic. I also want the case history is displayed to me (vet) in order of the newest to the oldest case.

Question: 27

Who's responsible for all the bills?

Answer

E-bills will be automatically made by the system as it'll just add the purchased items, clint name and the discount if found. If it's paper bills (normal one from the clinic), it'll have the same information as the electronic one in addition to the visit cost by the secretary.

Question: 28

Do you give any offers or discounts? And who makes them?

Answer

There are some discounts, done by the owner.

Question: 29

What are the salary raises and do you provide bounces?

Answer

We have a 15% yearly raise, and the bounces depends on the net profit.