Veterinary clinic

Use Cases

UC1. Authorize

UC2. Registrate

UC3. Login

UC4. Manage Client Profile

UC5. Change Personal Information (Owner)

UC6. Change Contact Data (Owner)

UC7. Manage a List of Pets

UC8. View Vet List

UC9. Search a Vet by Experience/Specialisation/Initials

UC10. Check the Vet's Availability

UC11. View Vet Profile

UC12. Book an Appointment

UC13. View Slots

UC14. View Available Slots

UC15. View Booked Slots

UC16. Manage Booking Slots

UC17. Manage a Schedule

UC18. Change Appointment Status

UC19. View Appointment Status

UC20. Manage Vet Profile

UC21. Change Personal Information (Vet)

UC22. Change Contact Data (Vet)

UC23. Start an Appointment

UC24. Finish an Appointment

UC25. Write Notes after an Appointment

UC26. Record Appointment Result

UC27. Give a Diagnosis after an Appointment

UC28. View a History of Appointments

Functional

- REQ1. The system should allow Owner create an account, log in the system.

- REQ2. The system should allow Vet to create an account, log in the system.

- REQ3. The system should allow the Vet to view and change his personal and contact data.

- REQ4. The system should allow the Owner to view and change his personal and contact data, modify a list of his pets.

- REQ5. Vet should be able to view and manage his weekly schedule.

- REQ6. Vet should be able to manage booking slots depending on occasions and schedule.

- REQ7. Owner should be able to view a list of Vets at the clinic.

- REQ8. Owner should be able to sort and filter a list of Vets by specialization, experience, initials and availability.

- REQ9. Owner should be able to enter the Vet profile from the list, view his personal and contact data.

- REQ10. Owner should be able to view available and booked slots of the exact Vet.

- REQ11. Owner should be able to book an available slot for an appointment.

- REQ12. The system should allow both Owner and Vet, which are present on the appointment, to view its status.

- REQ13. The system should allow the Vet to change the status of the appointment at the beginning from "Scheduled" to "In progress" and at the end of the appointment to "Completed".

- REQ14. The system shouldn`t allow Vet to finish an appointment if he didn`t write medical notes, didn`t record the result or the payment wasn`t made.

- REQ15. The system should allow Vet to write a diagnosis after an appointment if its result is "Diagnosed" or "Recovered".

- REQ16. Vet should provide a price before starting an appointment

- REQ17. Vet can update a price during an appointment if necessary.

- REQ18. Owner should be able to pay for an appointment.

- REQ19. The system must accept card payments via an online gateway.

- REQ20. The system must allow payments made in cash or by card offline.

- REQ21. The system should allow both Owner and Vet to view a history of their own appointments.

- REQ22. The system should allow both Owner and Vet to view a history of pet diagnoses based on appointments and diagnoses existing at all.

Non-Functional

- FREQ1. **System Response Time:** The loading time for any page or form, especially during booking, must not exceed 3 seconds under normal load (up to 100 concurrent users).

- FREQ2. **Booking Processing:** Appointment confirmation (Book an Appointment) must occur in less than 3 second after the "Book" button is clicked.

- FREQ3. **Uptime**: The system must be available to users 98% of the time.

- FREQ4. **Fault Tolerance/Recovery**: All critical data (pet history, schedule) must be backed up daily with the capability to restore to an operational state within 4 hours.

- FREQ5. **Password Strength**: The system must enforce passwords to have a minimum of 8 characters, including uppercase letters, numbers, and special characters.

- FREQ6. **Interface Clarity**: The Manage a Schedule interface for the Vet must have an intuitive calendar view that requires no additional training.

- FREQ7. **Responsiveness**: The interface must display and function correctly on mobile devices for the Owner, especially for (Book an Appointment) and (View Appointment Status).

- FREQ8. **Error Messaging**: The system must provide users with clear, non-technical error messages that allow the user to self-remediate the issue.

- FREQ9. **Database Scalability**: The system must support an increase in the number of records (Appointments) up to 100,000 without performance degradation.

- FREQ10. **Compatibility**: The system must function correctly across all major web browsers (Chrome v100+, Firefox v100+, Safari v15+, Edge v100+).

- FREQ11. **Usability**: The system must provide easy and comfortable user interface.

- FREQ12. **Localization**: The system must provide alternativity of UI languages: Ukrainian, Polish, English.