departments
department_id 🔑	int
name	varchar
description	text

services
service_id 🔑	int
department_id 🔗	int NN
name	varchar
average_service_time	int

counters
counter_id 🔗	int
service_id 🔗	int NN
counter_name	varchar

staff
staff_id 🔑	int
first_name	varchar
last_name	varchar
role	varchar
counter_id 🔗	int

users
user_id 🔑	int
username	varchar
password_hash	varchar
role	user_role E
staff_id 🔗	int

tickets
ticket_id 🔑	int
ticket_number	varchar
patient_id 🔗	int
service_id 🔗	int NN
status	ticket_status E
issued_at	timestamp

patients
patient_id 🔑	int
first_name	varchar
last_name	varchar
personal_number	varchar
phone	varchar
created_at	timestamp

calls
call_id 🔑	int
ticket_id 🔗	int NN
counter_id 🔗	int NN
called_at	timestamp

queue_history
history_id 🔑	int
ticket_id 🔗	int NN
status	varchar
updated_at	timestamp

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```
Enum ticket_status {
    WAITING
    CALLED
    SERVED
    CANCELLED
}


Enum user_role {
    ADMIN
    STAFF
}
```