

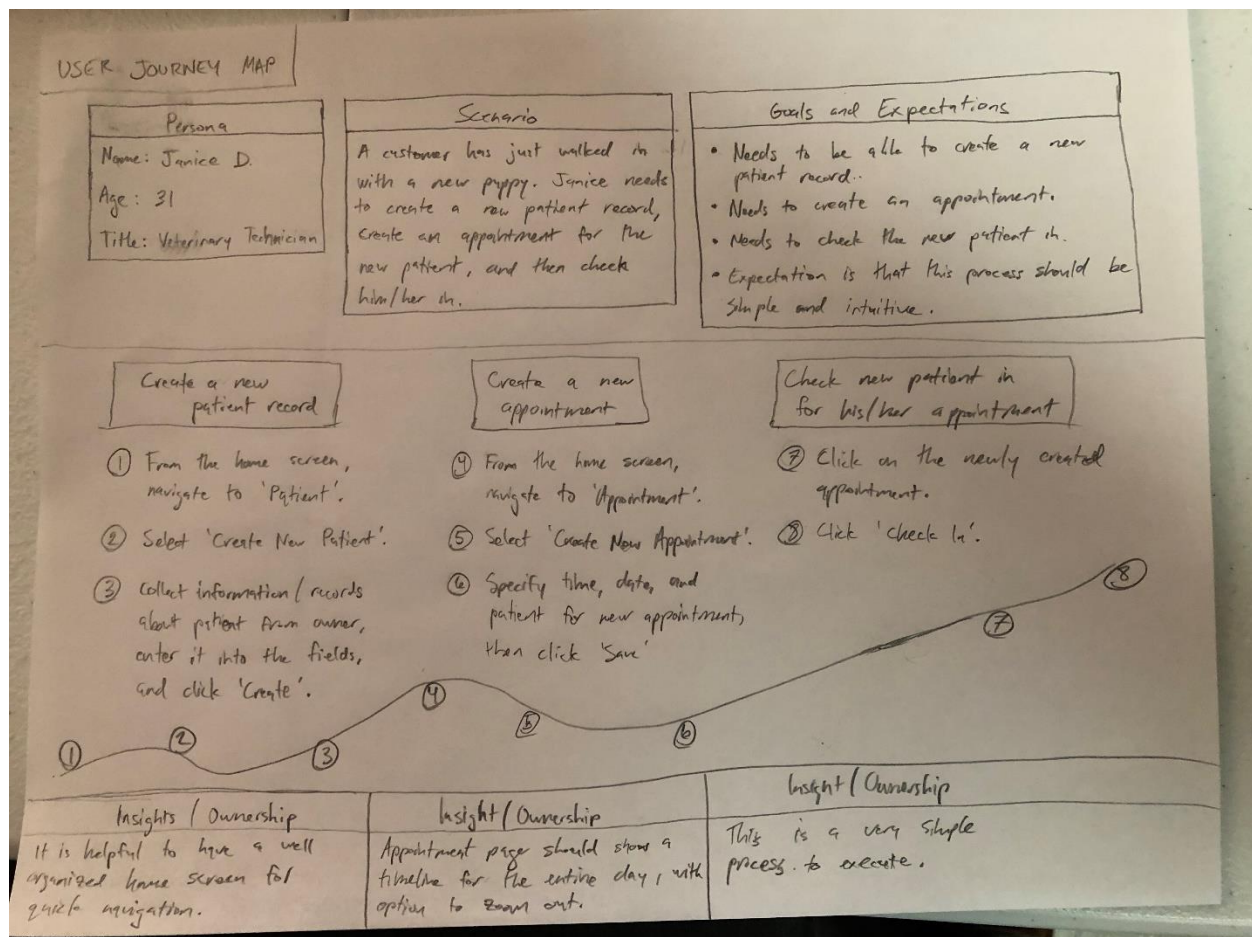
Paper Prototype

Problem Statement

Many veterinary hospitals today rely on software that is poorly designed and/or outdated [1]. As technology quickly advances, it is important that critical services such as this keep up with the times and utilize modern tools to provide the best care possible. To help solve this problem, I will be designing a prototype of a desktop software application that could be used in a veterinary hospital.

In order to get some insight about what types of functionality are important in this type of application, I will consult with Alexandria Ballou. Alex is currently studying at Virginia-Maryland College of Veterinary Medicine to get her Doctor of Veterinary Medicine (DVM) degree. She earned her B.S. in Animal and Veterinary Sciences from Clemson and has 5+ years of experience working in positions such as veterinary technician and receptionist [1]. Most of her jobs have been in a private practice setting, but she has recently gained some exposure to corporate veterinary medicine as well. Alex hopes to open her own vet clinic someday and has agreed to provide me with information that will help prototype a tool that would improve operations in a clinic.


User Journey Map



Paper Prototype
(next 5 pages)

Login Page

VetWare

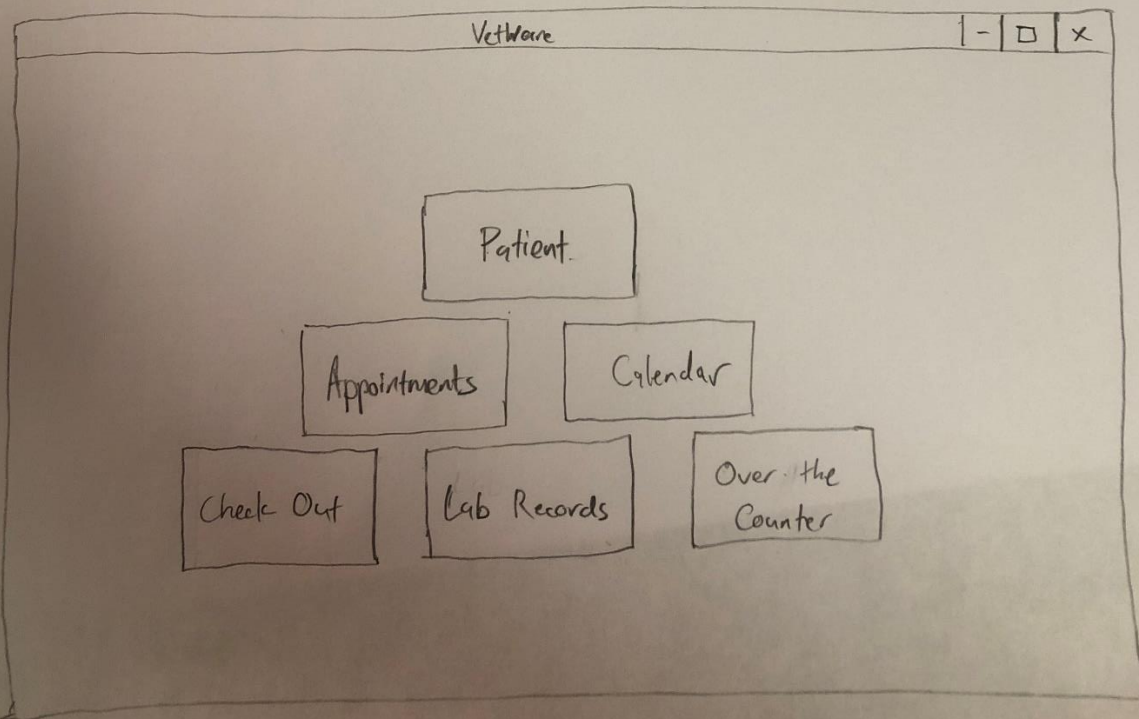
VetWare 

User ID

Password

Forgot Password

Home Page



Patient

VetWare

[-] [] [x]

🏠 < >

Patient Search

Client Last Name First Name

Address

Phone #

👤 Smith, John. Pet(s): Rocco 🐾

👤 Smith, Alice. Pet(s): Sprinkles 🐾

👤 Smith, Alan. Pet(s): Cooper 🐾, Max 🐾

Patient → Search

VetWare

[-] [] [x]

🏠 < >

Client Information

Name: Smith, Alan

Address: 123 Something Ln.
Clemson, SC 29631

Phone #: 123-456-7890

Pets




Cooper 🐾

Max 🐾

Species: Canine
Breed: German Shephard
Age: 6
Sex: Male (neutered)
Pre-existing Conditions:
• ~~~~~
• ~~~~~

Appointments

VetWgre




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Today's Date: Wednesday, October 31, 2018

| Time | | Doctor 1 Appts. | Doctor 2 Appts. | Surgery Appts. |
|----------|---|------------------|----------------------------|----------------|
| 10:00 am | ^ | • ~~~~ • ~~~~ | • ~~~~ | |
| 11:00 am | | • ~~~~ | • ~~~~ • ~~~~ • ~~~~ | • ~~~~ |
| 12:00 pm | v | | • ~~~~ | |

Calendar

VetWgre




- | 0 | x

◀
October 2018
▶



| | | | | | | |
|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |

Check Out

VetWare






Ready For Check Out


| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| _____ | ^ |
| _____ | |
|  Smith, Alan. Pet(s): Cooper  | |
| _____ | v |

Check Out 2

VetWare



Client: Smith, Alan

Patient: Cooper 



Invoice

- Physical Exam ————— \$20
- Rabies Vaccine ————— \$10
- Heartworm Prevention ——— \$5

Total = \$35

Lab Records



NetWare - | D | x

| Patient | Test | Results |
|---------|-------|--------------------|
| ~~~~~ | ~~~~~ | • ~~~~~ • ~~~~~ |
| | | |
| | | |

Over the Counter

VetWare 1 - 1 0 1 x

| Item # | Item Description | Price |
|--------|------------------|-------|
| 121 | Dog Food | \$20 |
| 5 | Cash | \$10 |
| 11 | Cat Toy | \$2 |
| | | |

TOTAL = \$32

References

[1] Eric C Paulz and Alexandria L Ballou. 2018. An Interview with Alexandria Ballou. (October 2018).

Appendix

Interview with Alexandria Ballou

1. How many years of experience do you have working with software tools in vet clinics?
 - 5+ years.
2. On average, do you feel that the software you've used was user friendly and/or intuitive?
 - No. It tends to overly complicated, requiring training and instructions.
3. What is some of the key functionality needed in these systems?
 - Database to store patient information.
 - Ability to search patients by name
 - make a box that stays with patient name, owner name, animal species, breed, m/f, neutered/spayed?, microchip id
 - Create new patients
 - Schedule/cancel appointments
 - Check out
4. What would you say is the number one flaw shared between the systems that you have use in the past?
 - Information overload. Too many options on one screen at any given time.
5. On average, how many hours per day does an employee of a vet clinic spend on a computer?
 - They would be on a computer consistently throughout their shift, excluding breaks.
6. Would you like to see the software be adaptable to smartphones/tablets, or is it needed strictly for a desktop computer?
 - A tablet application would be very helpful.
7. In your opinion, is it more important for this type of software to be visually appealing or functional?
 - Functionality is most essential, but a well defined and consistent color scheme would make it easier to navigate the screens.
8. Any other brief comments about design for a better vet clinic software?
 - It's important that the program flows well, and that you are able to navigate efficiently throughout it.
 - You should be able to easily get to where you need to get no matter where you currently are in the software.