



# Requirement & Design Specification

**Veterinary Clinic Management System(VCMS)**

**Version: 1.0**

– Hanoi, November 2025 –

## Record of Changes

Version	Date	A* M, D	In charge	Change Description
V1.0	10/1/2026	A	QuangNP	Veterinarian UC, Screen Flow
	13/1/2026	A	QuangNP	Functional Requirement
	12/1/2026	A	ManhLD	Staff UC
	17/01/2026	A	HungVN	Clinic Owner UC
	18/1/2026	A	QuangNP	Veterinarian Functional Requirement
	20/1/2026	M	PhiNH	User Requirements update
	20/01/2026	A	ManhLD	State Diagram
	21/01/2026	A	HungVN	Description Clinic Owner

\*A - Added M - Modified D - Deleted

## Contents

Record of Changes.....	2
I. Overview .....	5
1. System Context.....	5
2. External Entities.....	5
3. Business Processes.....	5
3.1 Sale Process .....	6
3.2 Customer Support.....	6
4. User Requirements .....	6
4.1 UCs for Guest.....	7
4.2 UCs for Student.....	7
4.3 .....	7
5. System Functionalities .....	7
5.1 Screens Flow.....	7
5.2 Screen Authorization.....	8
5.3 Non-UI Functions .....	8
II. Functional Requirements.....	9
1. Feature Name1.....	9
1.1 SubFeature Name1.1 .....	9
1.2 SubFeature Name1.2 .....	9
2. User Authentication.....	9
2.1 User Register .....	9
3. System Clinic Owner Registration .....	9
3.1 Master Data .....	9
3.2 User Management .....	10
III. System Design .....	11
1. Software Architecture.....	11
1.1 Overall Architectural Diagram .....	11
1.2 Component Descriptions.....	11
2. Code Package Design .....	11
2.1. Package Diagram.....	12
2.2 Package Descriptions .....	12
3. Database Design .....	12
3.1 Database Schema.....	13
3.2 Table Descriptions.....	13



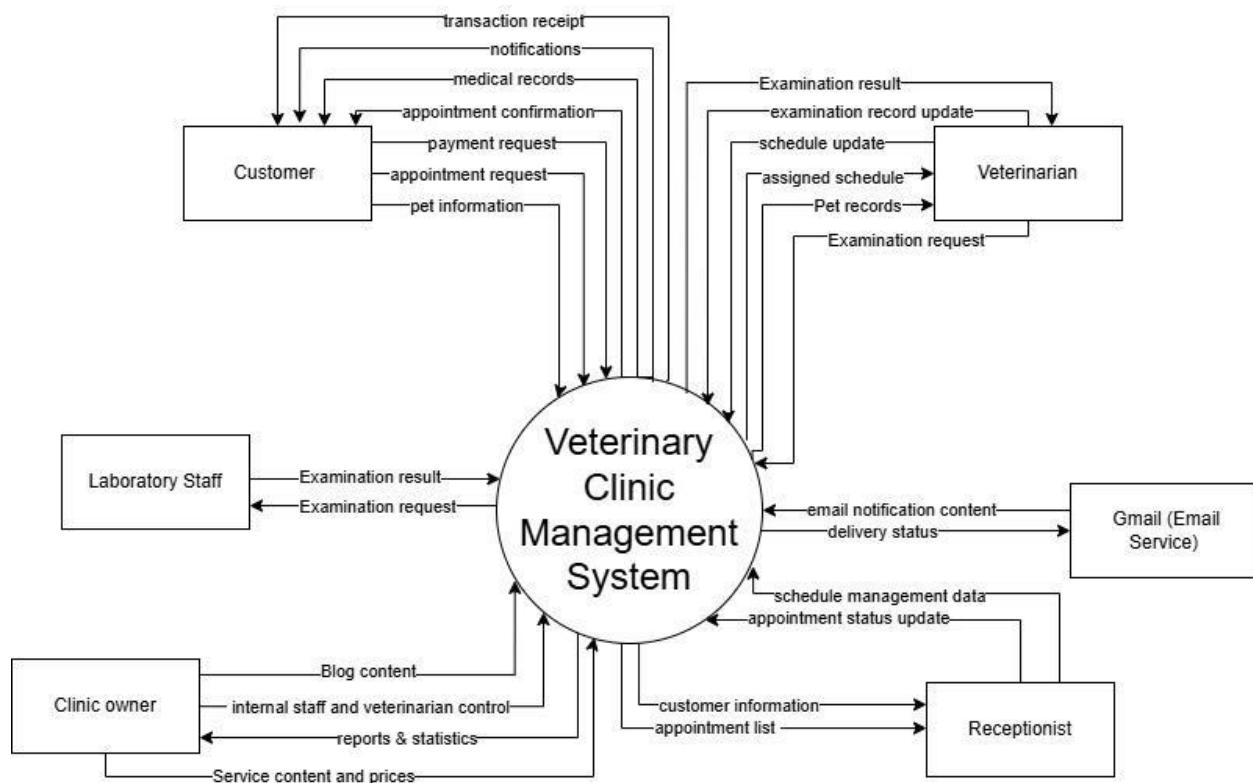
# I. Overview

## 1. System Context

The **Veterinary Clinic Management System (VCMS)** is a software system designed to support veterinary clinics in managing appointment scheduling, customer and pet information, medical records, and clinic operations. The system replaces manual or fragmented processes (such as paper records, phone calls, and spreadsheets) with a centralized digital platform.

The system allows **customers (pet owners)** to register accounts, manage their pets' profiles, book appointments, and view the medical history of their pets. **Clinic staff** can manage schedules, services, and customer records, while **veterinary doctors** can access assigned appointments, review pet medical histories, and record diagnoses and treatments. **Clinic owner** oversee user management, role-based access control, and system-level reporting.

The Veterinary Clinic Management System interacts with several external entities, including human users (customers, staff, doctors, Clinic owner) and an external email service for notification delivery. The context diagram defines the system boundary and illustrates the data flows between the system and its external entities, such as appointment requests, medical records, notifications, and Clinic owner reports.



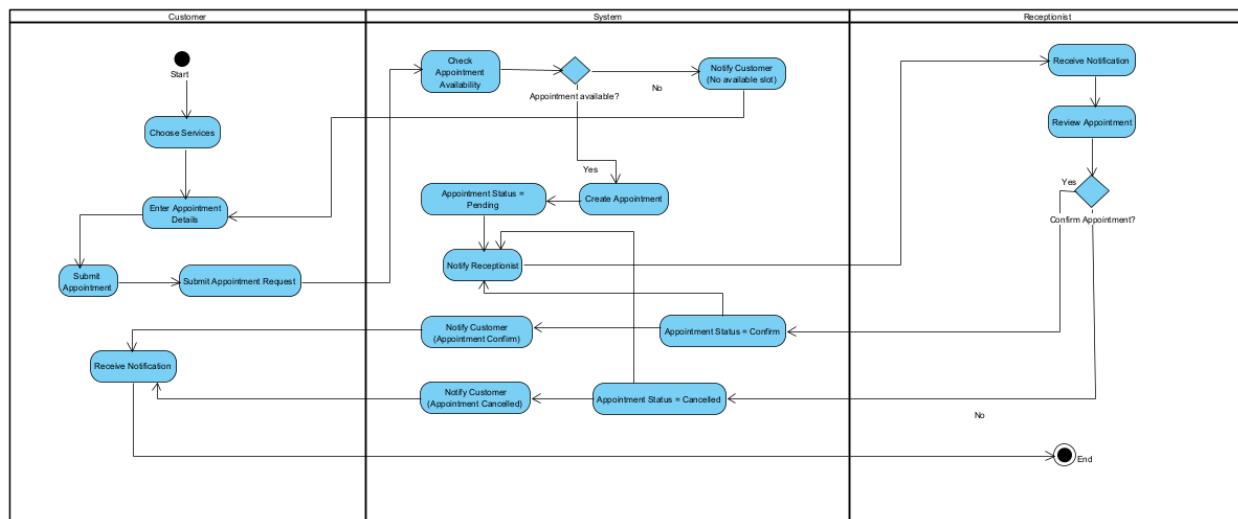
## 2. External Entities

The following table describes the external entities that interact with the Veterinary Clinic Management System, as identified in the system context diagram.

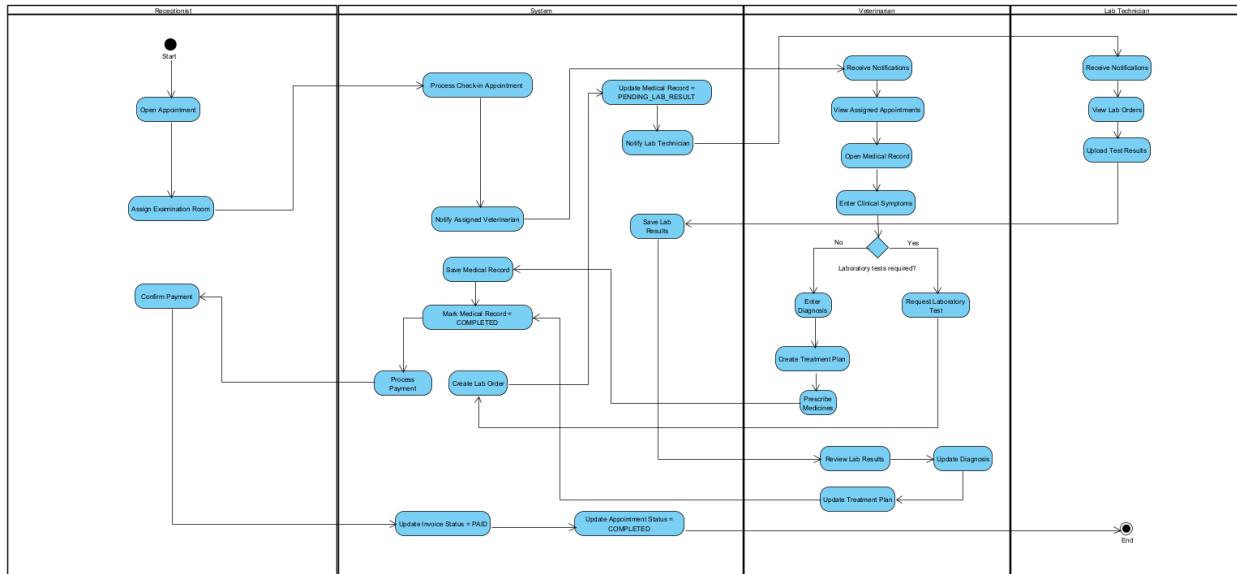
#	Entity	Description
1	Customer	A pet owner who uses the system to register an account, manage personal and pet information, book veterinary appointments, receive notifications, and view the medical history of their pets.
2	Laboratory staff	Personnel responsible for conducting laboratory tests (e.g., blood tests, urine tests) based on veterinary requests. They update test results in the system and ensure accurate and timely reporting for diagnosis and treatment.
3	Veterinarian	A licensed veterinarian who accesses assigned schedules, reviews pet medical records, records diagnoses and treatments, prescribes medication or services, and provides follow-up notes.
4	Clinic owner	System Clinic responsible for managing user accounts, assigning roles and permissions, monitoring system usage, and generating statistical reports.
5	Gmail>Email Service)	An external email service used by the system to send appointment confirmations, reminders, and other notification messages to users.
6	Receptionist	Front-desk staff who assist in managing customer check-ins, scheduling appointments, updating basic customer and pet information, and coordinating communication between customers and veterinarians.

## 3. Business Processes

### 3.1 Customer Booking Process



### 3.2 Examination & Treatment Process



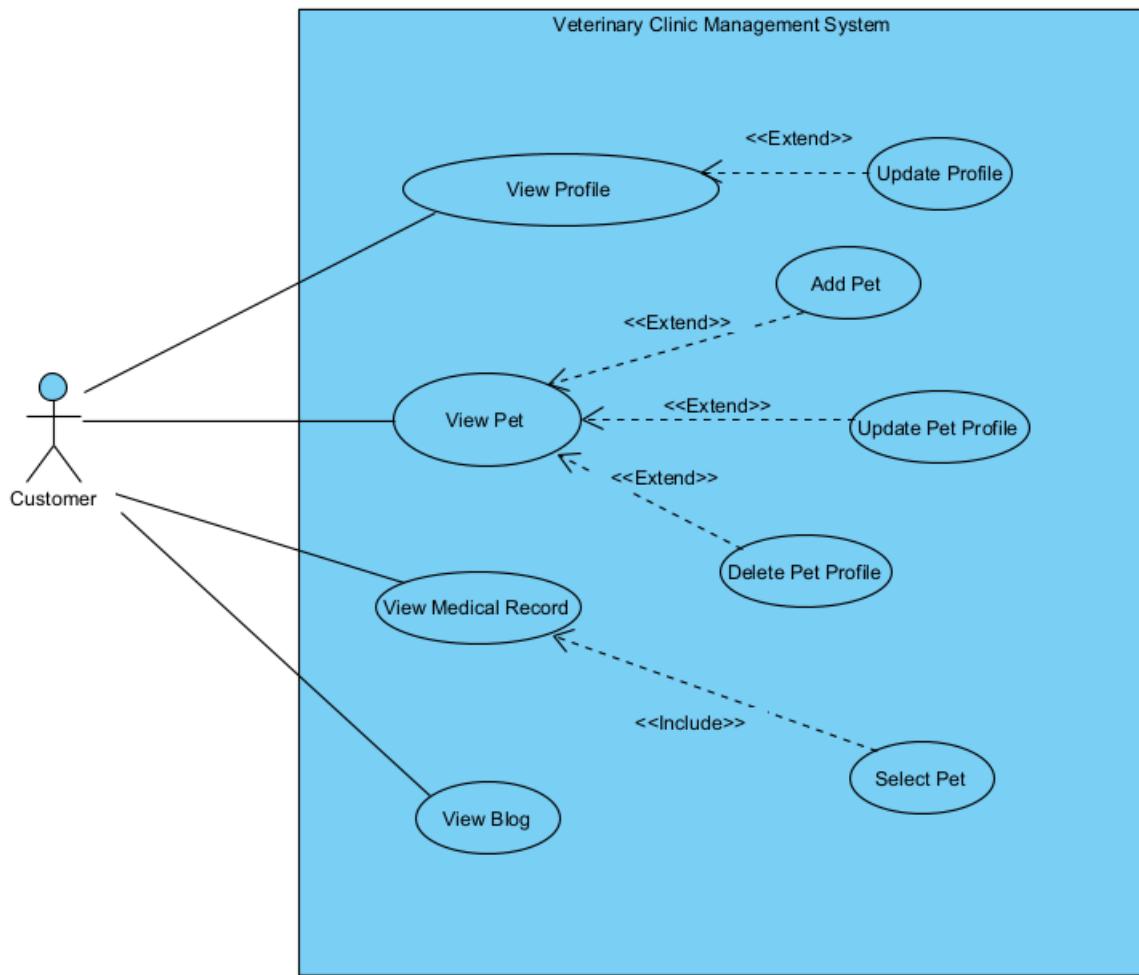
#### 4. User Requirements

ID	Use Case	Feature	Main Actor	Use Case Description
AL-01	Login	Authentication	All Users	Users can log in to the system using registered email and password to access personal features.
AL-02	Logout	Authentication	All Users	Users can log out from the system to end the current session securely.
AL-03	Reset password	Account Recovery	All Users	Users can request password reset via email when forgetting login credentials.
AL-04	Manage Profile	User Profile	All Users	Users can request password reset via email when forgetting login credentials.
AL-05	Blog List View	Blog	All Users	Users can view a list of published blog posts containing clinic news and pet care information.
AL-06	Blog Detail View	Blog	All Users	Users can read full blog content including title, text, and publish date.
CT-01	Manage Pet Information	Pet Management	Customer	Customers can add, update, and view pet information including species, breed, and age.
CT-02	Request Appointment	Appointment Management	Customer	Customers can submit an appointment request by selecting service type and preferred date.
CT-03	View Appointment Status	Appointment Management	Customer	Customers can view appointment confirmation, status, and assigned veterinarian.
CT-04	Receive Notifications	Notifications	Customer	Customers can receive email notifications for appointment confirmation and reminders.

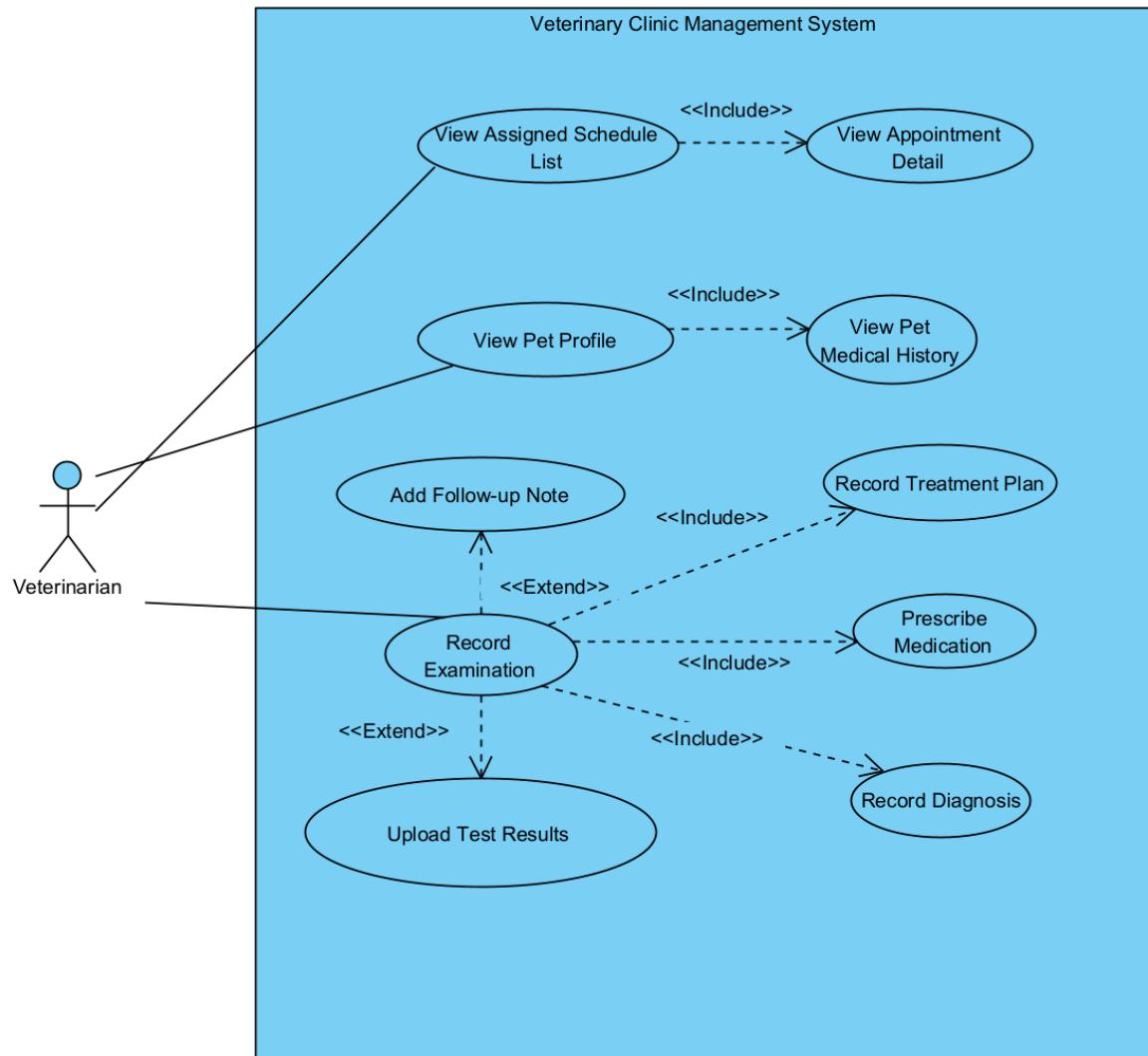
CT-05	View Medical Records	Medical Record	Customer	Customers can view pet medical records after examination by veterinarian.
CT-06	View Payment Receipt In Previous Visits	Payment	Customer	Customers can view and receive transaction receipt after successful payment.
CT-07	View Schedule	Schedule Management	Customer	Veterinarians can view the assigned appointment schedule.
VT-01	Update Availability	Schedule Management	Veterinarian	Veterinarians can update availability or request leave.
VT-02	Update Examination Record	Medical Record	Veterinarian	Veterinarians can create and update diagnosis, treatment, and prescriptions.
VT-03	View Schedule	Schedule Management	Veterinarian	Veterinarians can view the assigned appointment schedule.
VT-04	Access Pet Records	Medical Record	Veterinarian	Veterinarians can access pet medical history for assigned appointments.
VT-05	Request Examination	Laboratory Management	Veterinarian	Veterinarians can request laboratory tests for pets.
ST-01	Manage Appointments	Schedule Management	Staff	Staff can view, confirm, reschedule, or cancel appointments.
LB-01	View Examination Requests	Laboratory Management	Laboratory Staff	Laboratory staff can view incoming examination requests.
LB-02	Record Examination Results	Laboratory Management	Laboratory Staff	Laboratory staff can upload and update examination results.
LB-03	Update Examination Status	Laboratory Management	Laboratory Staff	Laboratory staff can update test status (pending, completed).
RC-01	Manage Appointments	Schedule Management	Receptionist	Receptionists can confirm, reschedule, or cancel appointments.
RC-02	Manage Clinic Schedules	Schedule Management	Receptionist	Receptionists can manage clinic schedules and assign veterinarians.
RC-03	View Customer Information	Customer Management	Receptionist	Receptionists can configure available services and pricing.
RC-04	Search Appointments	Appointment Management	Receptionist	Receptionists can search appointments by date, customer, or pet.
CO-01	Assign Roles	Authorization	Clinic owner	Clinic owners can assign roles and permissions to users.
CO-02	View Shop User List	User Management	Clinic owner	Clinic owners can view the list of all users (staff and veterinarians) belonging to their clinic.

CO-03	View Reports	Reporting	Clinic owner	Clinic owners can view system reports and statistics such as appointments, revenue, and service usage of their clinic.
CO-04	Manage System Configuration	Configuration	Clinic owner	Clinic owners can configure system settings including email, notification, and security policies for their clinic system.
CO-05	Manage Services	Service Management	Clinic owner	Clinic owners can create, update, and remove veterinary services and configure service pricing for their clinic.
CO-06	Clinic Owner Dashbroad	Dashboard	Clinic owner	Clinic owners can view an overview dashboard displaying key system information such as total users, appointments, revenue statistics, and system status for monitoring and decision-making.
CO-07	Manage Services	Service Management	Clinic Owner	Clinic owners can create, update, or remove clinic services.
CO-08	Blog Manage	Blog Management	Clinic Owner	Clinic owners can create, update, publish , or remove blog posts.

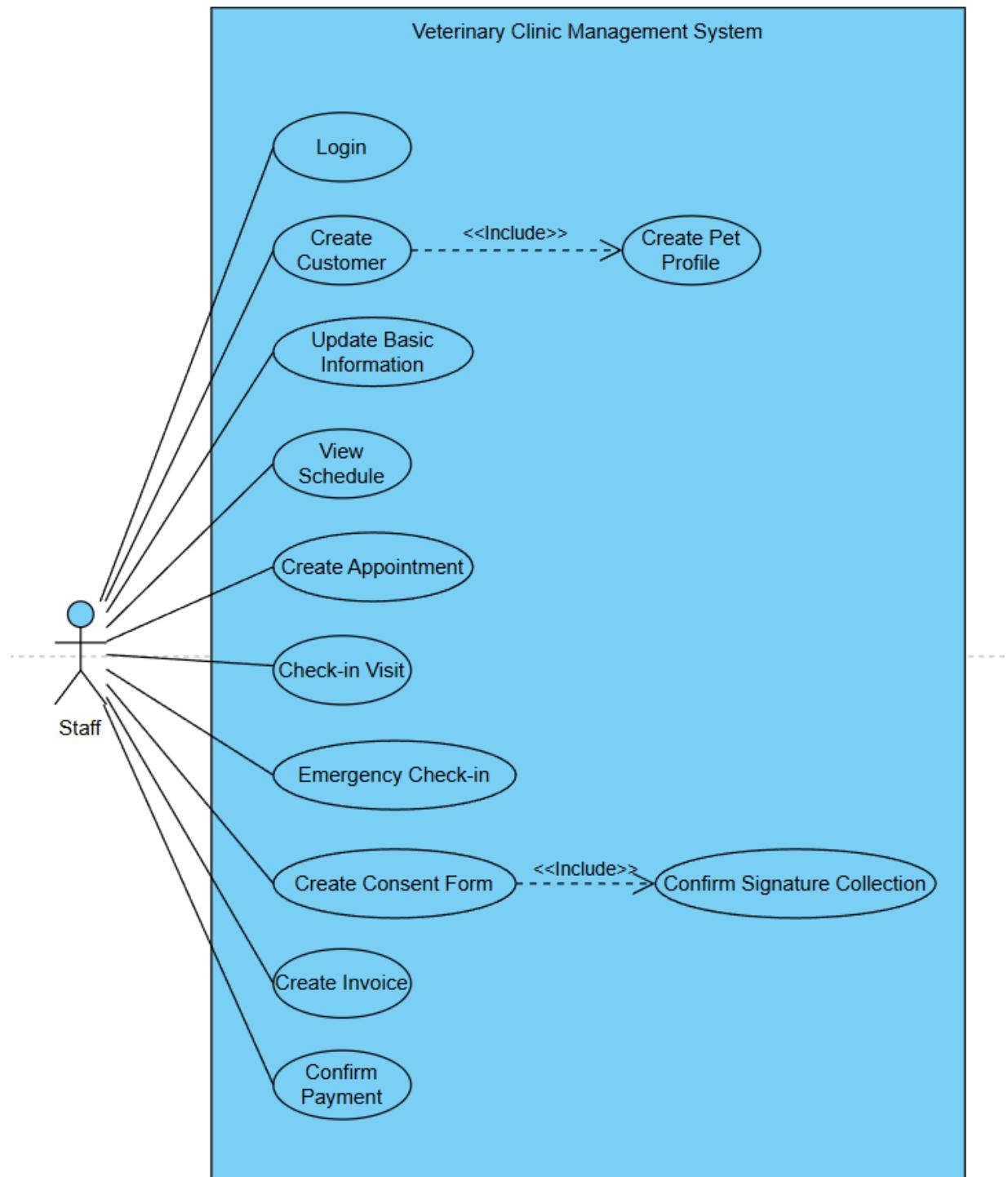
#### 4.1 UCs for Customer



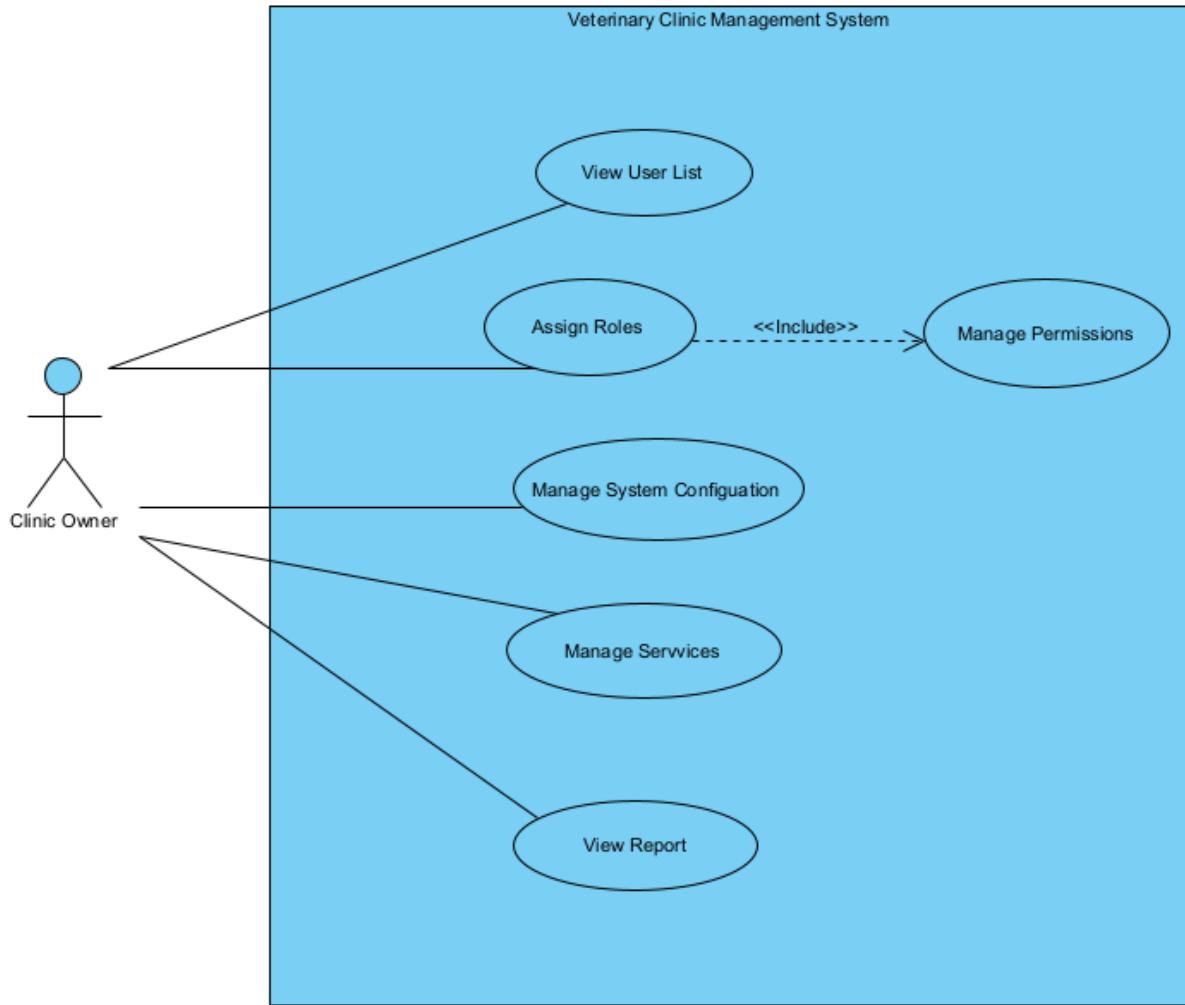
#### 4.2 UCs for Veterinarian



#### 4.3 UCs for Staff

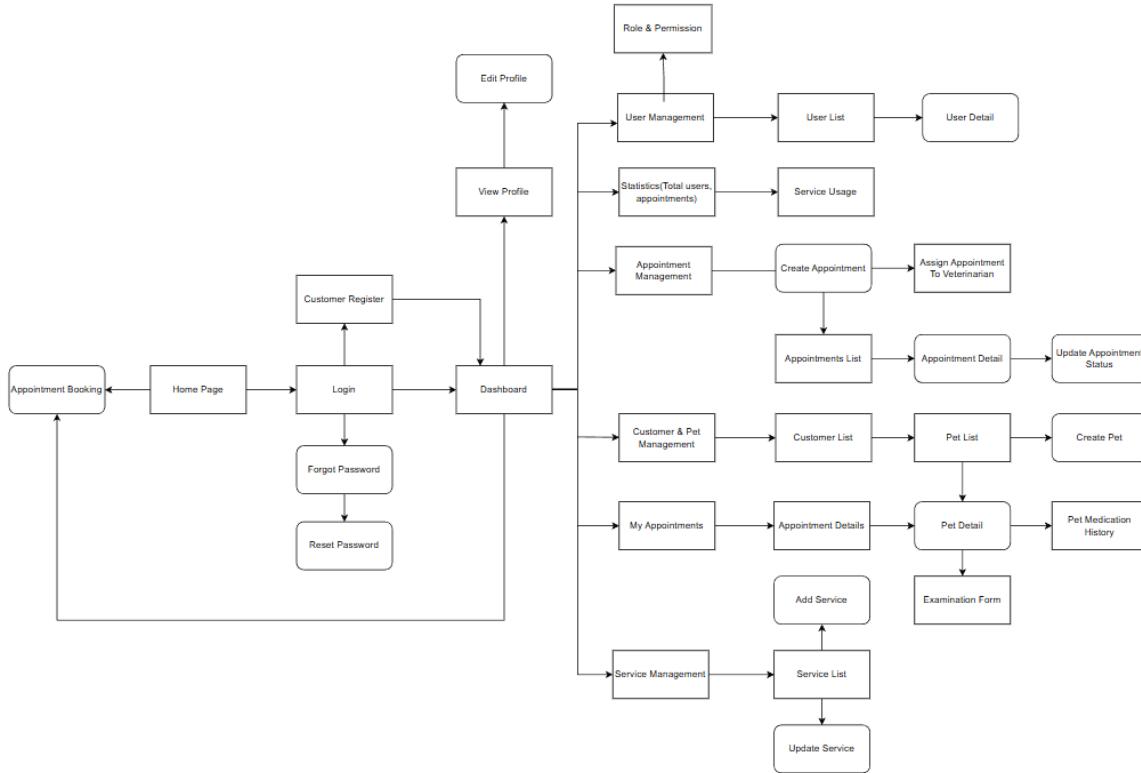


#### 4.4 UCs for Clinic Owner



### 5. System Functionalities

#### 5.1 Screens Flow



## 5.2 Screen Authorization

Screen	Customer	Shop owner	Staff	Veterinarian
Homepage	X	X	X	X
Login	X	X	X	X
Register	X			
Forgot Password	X	X	X	X
Reset Password	X	X	X	X
Appointment Booking	X			
Appointment Status	X		X	X
Appointment Notification	X			
Profile	X	X	X	X
View Profile	X	X	X	X
Edit Profile	X	X	X	X
User Management		X		
Edit Role		X		
View Employee		X		
Assign Role		X		
Statistics		X		
Total Users		X		
Total Appointments		X		
Appointment Management	X		X	X
Create Appointment	X			

View Appointment List/ Detail	X		X	X
Assign Appointment			X	
Update Appointment Status			X	
Service Management			X	
Create Service			X	
View Service	X	X	X	X
Edit Service			X	
Delete Service			X	
Pet Management	X		X	X
Create Pet	X			
View Pet Detail	X		X	X
View Pet Medication History	X		X	X
Examination Form				X

### 5.3 Non-UI Functions

[Provide the descriptions for the non-screen system functions, i.e batch/cron job, service, API, etc.]

#	Feature	System Function	Description
1	<<Feature Name>>	<<Function Name1>>	<<Function Name1 Description>>
2	...		

### 6. Business Rule

ID	Rule Definition
BR01	Only the Transport Mechanic (P.CDVT) can verify material quantities approved before issuing from the warehouse.
BR02	Equipment and material data may not be deleted if it is being used in a repair request or related ticket
....	

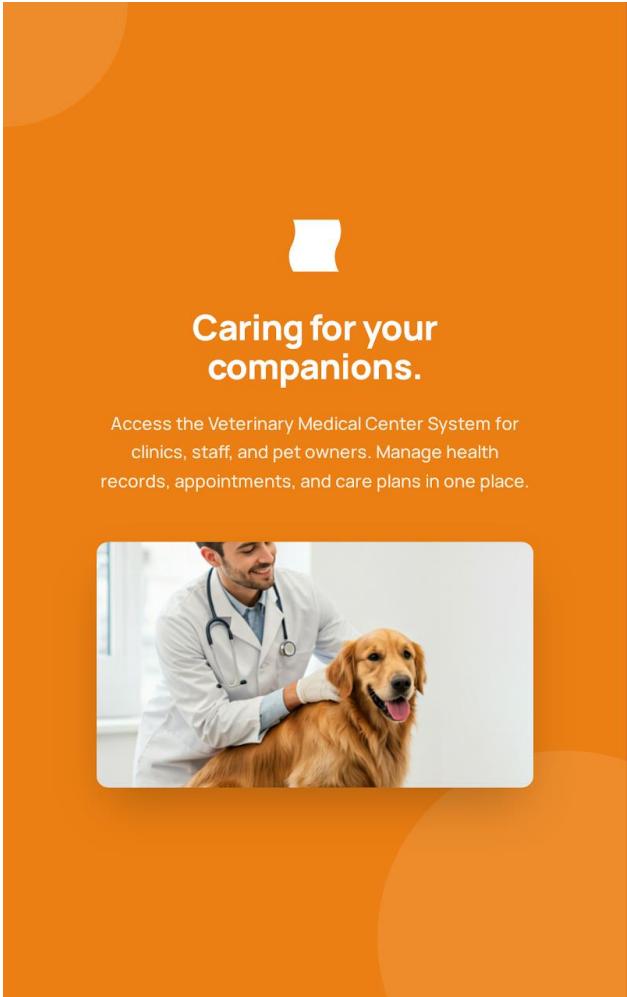
### 7. State Machine Diagram

## II. Functional Requirements

1.

### 1.1 User Login

#### 1.1.1 Login Screen



#### Welcome back

Please enter your details to sign in.

Email Address

name@example.com

Password

[Forgot password?](#)

Enter your password



Remember for 30 days

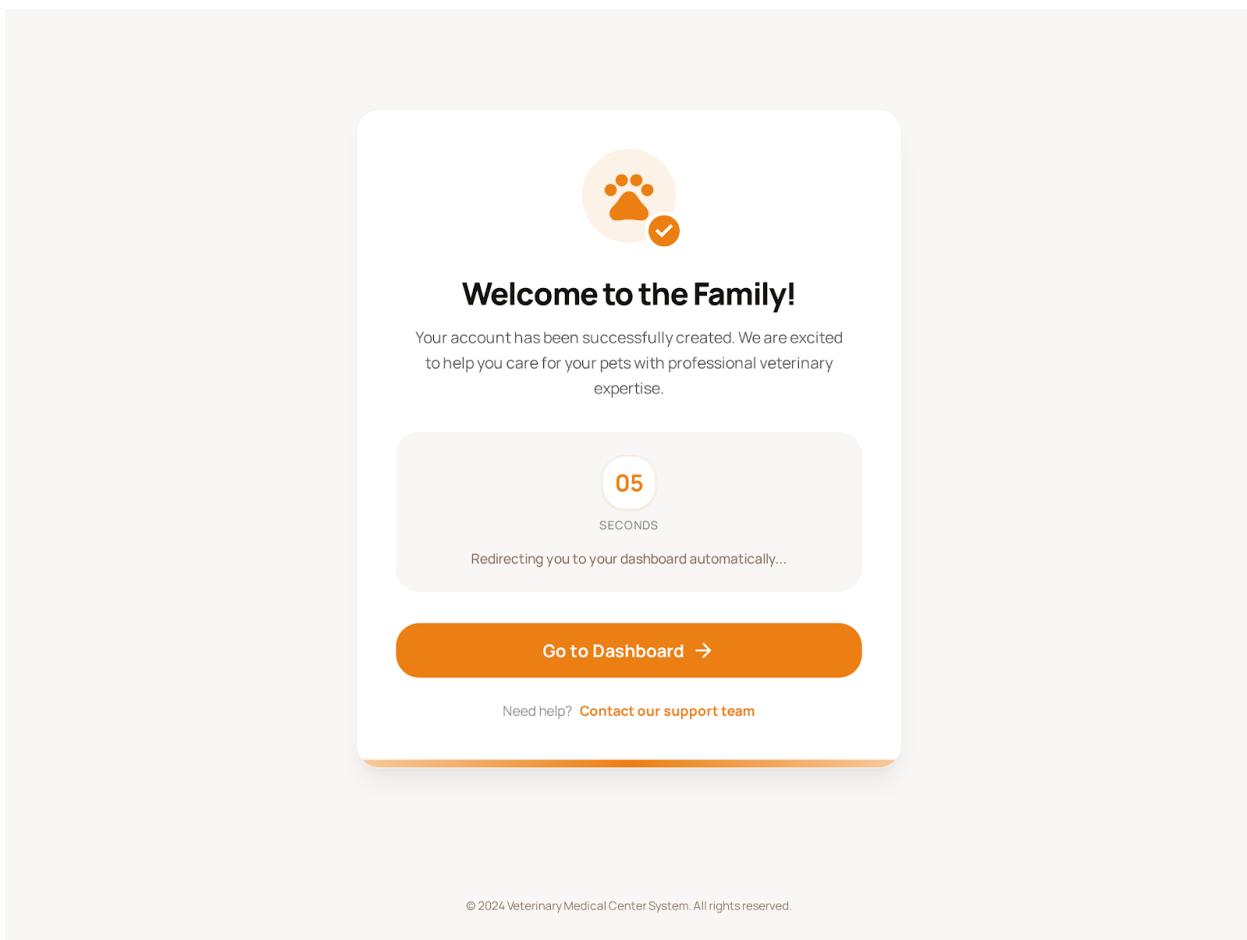
**Login**

Or continue with

[Login with Google](#)

Don't have an account? [Sign up for free](#)

[Privacy Policy](#)   [Terms of Service](#)   [Support](#)

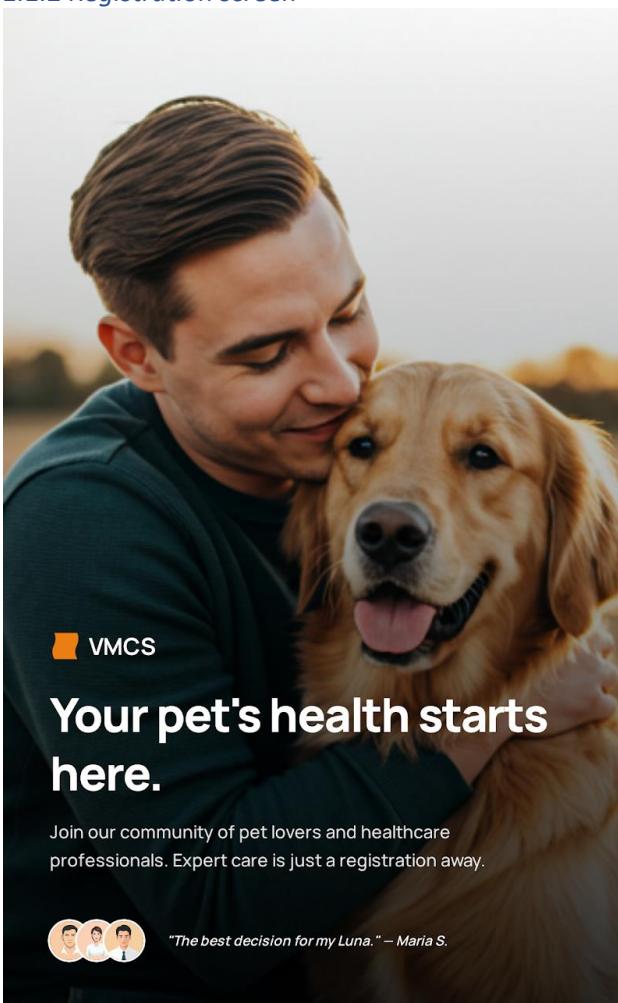


The Login screen allows registered users to access the system by entering their Email/Username and password.

After successful authentication, the system redirects the user to the appropriate dashboard based on their role (Shop owner, Staff, Doctor, or Customer).

<b>Field Name</b>	<b>Description</b>
Email / Username	Input field. Allows users to enter a registered email address for authentication.
Password	Password input. Allows users to enter password; characters are masked.
Show/Hide Password Icon	Icon button. Toggles visibility of password text.
Forgot Password Link	Text link. Navigates users to the Forgot Password screen.
Remember Me Checkbox	Checkbox. Allows system to remember user login session for 30 days.
Login Button	Primary action button. Submits login credentials for authentication.
Divider ("Or continue with")	UI separator. Visually separates standard login from social login.
Login with Google Button	OAuth button. Allows users to log in using Google authentication.
Sign Up Link	Text link. Redirects users to the Customer Registration screen if they do not have an account.

### 1.1.2 Registration screen

The registration screen features a large background image of a man with dark hair hugging a golden retriever dog. In the bottom left corner of the image, there is a small circular icon containing three smaller circular profiles of people. To the right of the image, the VMCS logo (an orange square with a white stylized 'M') is displayed next to the text "Your pet's health starts here." Below this, a subtitle reads "Join our community of pet lovers and healthcare professionals. Expert care is just a registration away."

**Create an Account**

Join our family of pet owners and start managing your pet's wellness journey.

**Full Name**

**Email Address**

**Phone Number**

**Password**   
Confirm Password

By creating an account, you agree to VMCS [Terms of Service](#) and [Privacy Policy](#).

**Create Account →**

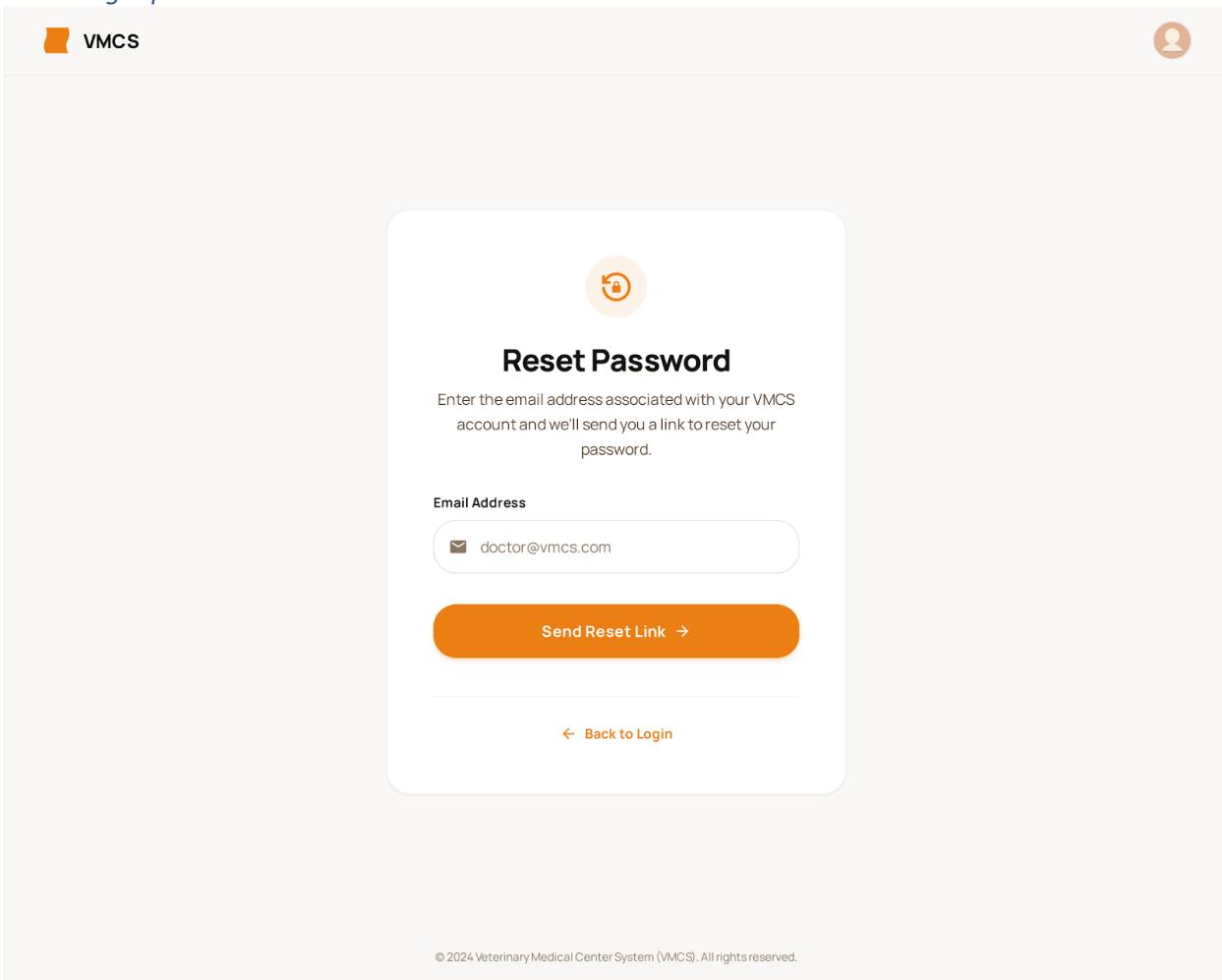
OR SIGN UP WITH

**Google**  **Facebook** 

Already have an account? [Sign in here](#)

<b>Field Name</b>	<b>Description</b>
Full Name Field	Text input. Allows user to enter their full legal name for account creation.
Email Address Field	Password input. Allows users to enter password; characters are masked.
Phone Number Field	Numeric input. Stores contact number for notifications and verification.
Password Field	Password input. User enters a secure password; characters are masked.
Confirm Password Field	Text link. Navigates users to the Forgot Password screen.
Terms & Privacy Checkbox	Checkbox. User must agree to Terms of Service and Privacy Policy before registering.
Create Account Button	Primary action button. Submits registration data to create a new account.
Divider ("OR SIGN UP WITH")	UI separator. Separates traditional registration from social login options.
Sign Up with Google Button	OAuth button. Allows registration using Google account.
Sign Up with Facebook Button	OAuth button. Allows registration using Facebook account.
Sign In Link	Text link. Redirects users to Login screen if they already have an account.

### 1.1.3 Forgot password screen





## Check your email

We have sent a password recovery link to your registered email address. Please check your inbox and follow the instructions to securely reset your password.

[Resend Email](#)

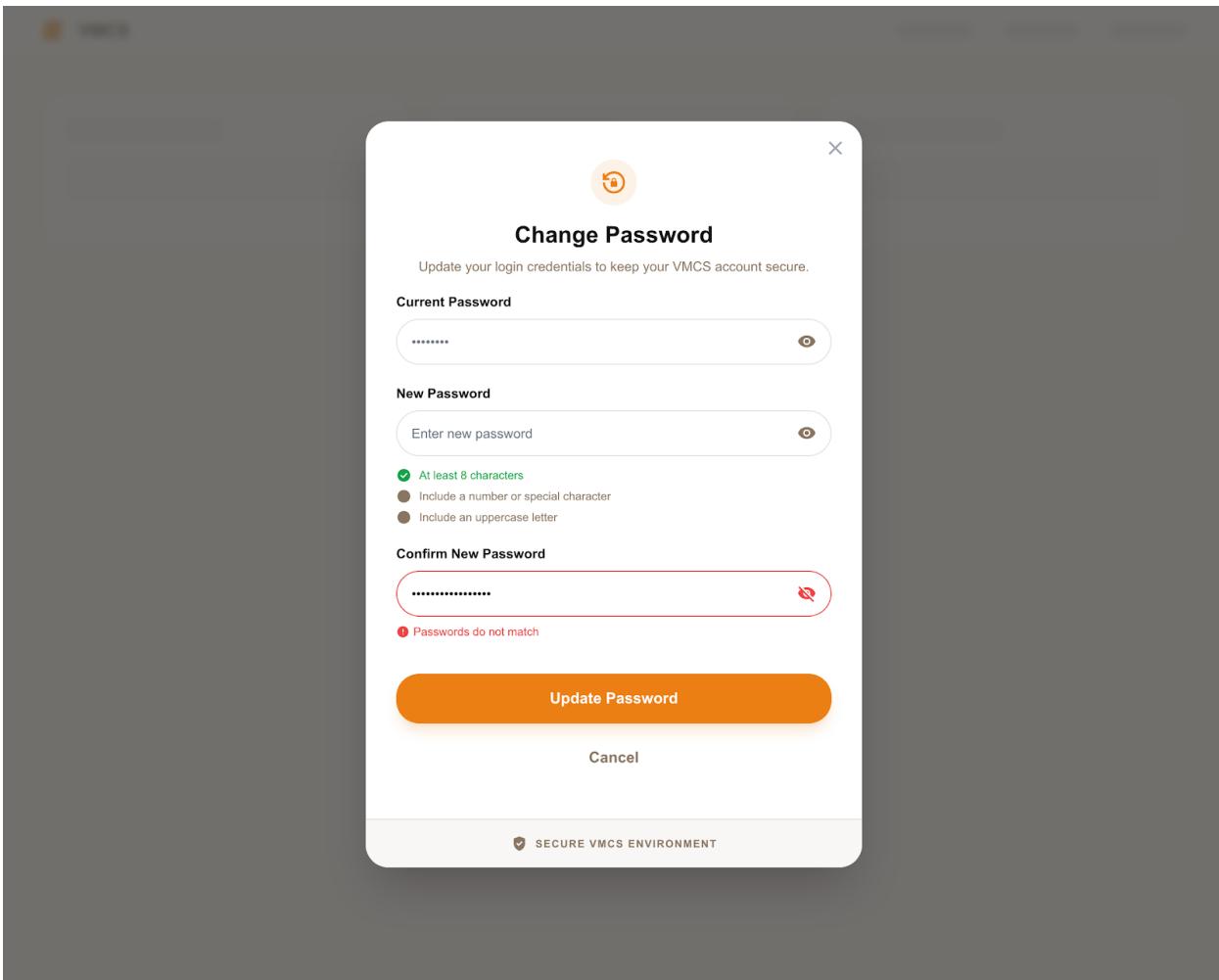
Didn't see the email? Check your spam folder or wait a few minutes.

[← Return to Login](#)

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Field Name	Description
Full Name Field	Text label describing the email input field.
Email Address Field	Input field. User enters the email address associated with their VMCS account. Includes email icon for clarity.
Phone Number Field	Primary action button. Submits the email address and triggers sending a password reset link via email.

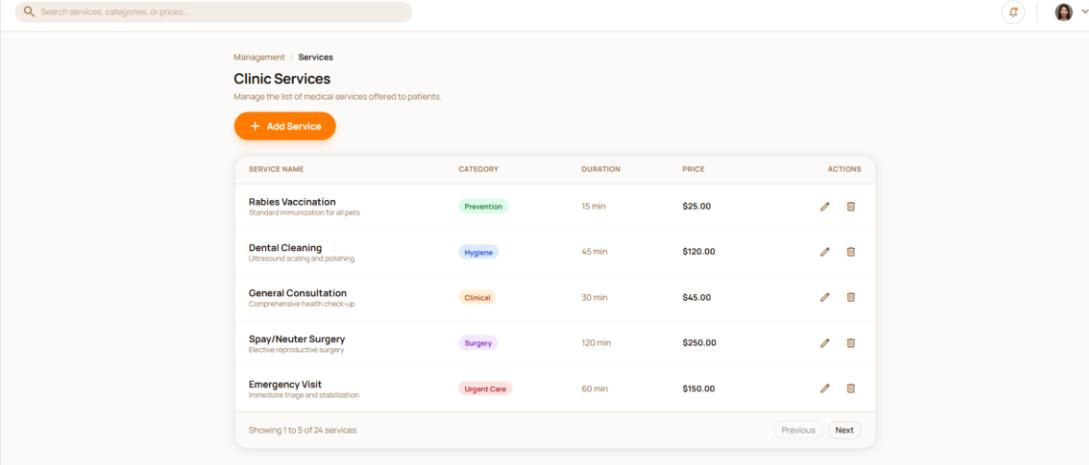
### 1.1.2 Change password



Field Name	Description
Current Password	New password set by the user; must meet security requirements (minimum length, character rules).
New Password	New password set by the user; must meet security requirements (minimum length, character rules).
Confirm New Password	Re-entered a new password to ensure it matches the new password entered above.
Update Password	Action button to submit and save the new password after successful validation.
Cancel	Cancels the password change process and closes the screen without saving changes.
Password Strength Indicator	Visual indicator showing whether the new password meets security criteria.
Error Message	Displays validation errors such as weak password or mismatched confirmation.

## 2. Service Management

### 2.1 Service List



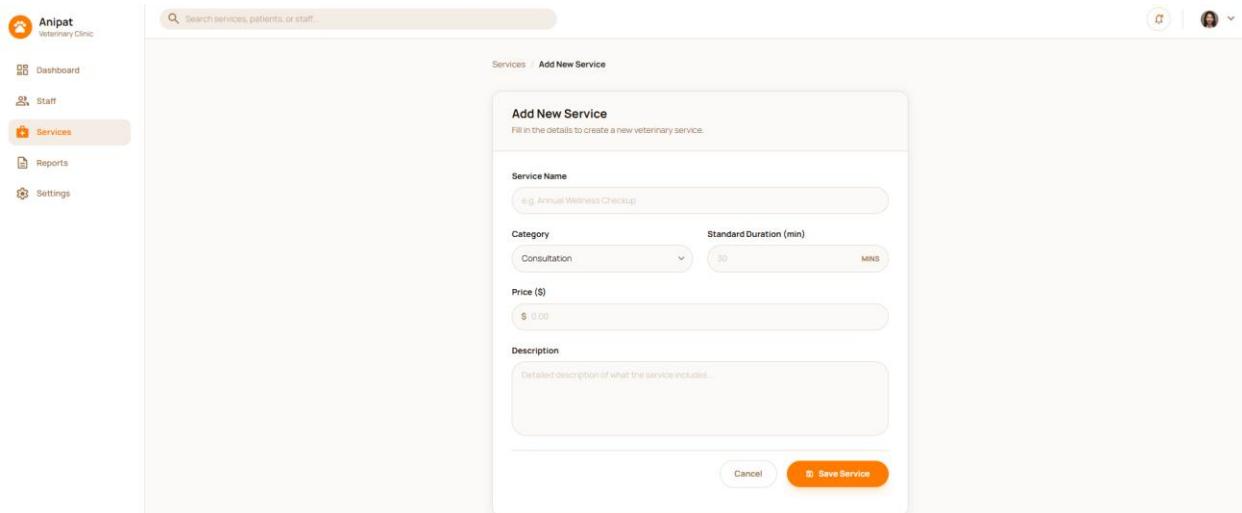
The screenshot shows the 'Clinic Services' page of the Anipat Veterinary Clinic software. The left sidebar has navigation links: Dashboard, Services (which is selected and highlighted in orange), Staff, Reports, and Settings. The main content area has a search bar at the top. Below it, the title 'Management / Services' and 'Clinic Services' is displayed, with a sub-instruction 'Manage the list of medical services offered to patients.' A large orange button labeled '+ Add Service' is centered. Below this, a table lists five service items:

Service Name	Category	Duration	Price	Actions
Rabies Vaccination Standard vaccination for all pets	Prevention	15 min	\$25.00	
Dental Cleaning Ultrasonic scaling and polishing	Hygiene	45 min	\$120.00	
General Consultation Comprehensive health check-up	Clinical	30 min	\$45.00	
Spay/Neuter Surgery Elective reproductive surgery	Surgery	120 min	\$250.00	
Emergency Visit Immediate triage and stabilization	Urgent Care	60 min	\$150.00	

At the bottom of the table, it says 'Showing 1 to 5 of 24 services'. There are 'Previous' and 'Next' buttons on the right.

Field Name	Description
Search Bar	A search field at the top to look for services, categories, or prices within the system.
Add Service	A call-to-action button to create and add a new medical service to the list.
Service Name	Displays the name of the service (e.g., Rabies Vaccination) along with a brief description.
Category	Indicates the classification of the service, such as Prevention, Hygiene, or Clinical.
Duration	Shows the estimated time required to perform the service in minutes.
Price	Displays the cost of the service in a specific currency (USD).
Actions	Provides quick access to "Edit" or "Delete" a specific service record.
Pagination	Navigation controls (Previous/Next) to move through multiple pages of services.
Navigation Sidebar	Menu containing links to Dashboard, Services, Staff, Reports, and Settings.

## 2.2 Add Service



The screenshot shows the 'Add New Service' form within the Anipat Veterinary Clinic application. The left sidebar includes links for Dashboard, Staff, Services (which is highlighted in orange), Reports, and Settings. The main header says 'Services / Add New Service'. The form itself has a title 'Add New Service' and a subtitle 'Fill in the details to create a new veterinary service.' It contains fields for 'Service Name' (with placeholder 'e.g. Annual Wellness Checkup'), 'Category' (set to 'Consultation'), 'Standard Duration (min)' (set to 30), 'Price (\$)' (set to \$0.00), and a 'Description' text area. At the bottom are 'Cancel' and 'Save Service' buttons.

Field Name	Description
Service Name	A text input field to enter the formal name of the veterinary service (e.g., Annual Wellness Checkup).
Category	A dropdown menu to select the classification of the service (e.g., Consultation, Prevention).
Standard Duration (min)	A numeric input field to set the estimated time required for the service in minutes.
Price (\$)	An input field to define the monetary cost of the service in USD.
Description	A large text area for entering detailed information about what the service includes.
Cancel	A button to discard the current entries and return to the previous screen without saving.
Save Service	A primary action button to submit the form and add the new service to the database.
Search Bar	Located at the top, used for global searches of services, patients, or staff.

### 2.3 Edit Service

The screenshot shows the 'Edit Service' modal window. At the top, there is a search bar labeled 'Search services, patients, or staff...'. Below the search bar, the title 'Edit Service' is displayed with the subtitle 'Modify the details of the existing veterinary service.' The modal contains the following fields:

- Service Name:** Annual Vaccination
- Category:** Vaccination
- Standard Duration (min):** 20 MINS
- Price (\$):** \$ 50.00
- Description:** Includes full physical exam, core vaccinations (Rabies, Distemper/Parvovirus), and a brief consultation regarding pet wellness.

At the bottom of the modal, there are two buttons: 'Cancel' and 'Update Service' (highlighted in orange). A note at the bottom of the page states: 'All changes are automatically logged for the audit trail.'

Field Name	Description
Service Name	A text input field to enter the formal name of the veterinary service (e.g., Annual Wellness Checkup).
Category	A dropdown menu to select the classification of the service (e.g., Consultation, Prevention).
Standard Duration (min)	A numeric input field to set the estimated time required for the service in minutes.
Price (\$)	An input field to define the monetary cost of the service in USD.
Description	A large text area for entering detailed information about what the service includes.
Cancel	A button to discard the current entries and return to the previous screen without saving.
Save Service	A primary action button to submit the form and add the new service to the database.
Search Bar	Located at the top, used for global searches of services, patients, or staff.

### 3. System zxc

#### 3.1 Master Data

##### 3.1.1 Setting List

##### Setting List

(1)	(2)	All Types	All Statuses	Enter keyword(s) to search	Search	New Setting
Id	Name	Type	Value	Priority	Status	Action
1	Manager	User Role		2	Active	<a href="#">Edit</a> <a href="#">Deactivate</a>
3	Admin	User Role		1	Inactive	<a href="#">Edit</a> <a href="#">Activate</a>
4	Teacher	User Role		4	Active	<a href="#">Edit</a> <a href="#">Deactivate</a>

(3)

This screen allows the Shop owneristrator to:

- View Setting List: view list of current master data.
- Filter Setting List: filter master data by data types, statuses
- Search Settings: enter keyword(s) to search master data by their names or values
- Sort Setting List: sort master data list (ascending, descending) by clicking column headers

On the screen, s/he can also

- Activate/Deactivate Setting: change status of a specific inactive/active master data
- Choose to go to the Setting Details screens for adding new or updating an existing master data by clicking the New Setting or Edit link.

##### Field Description

Field Name	Description
(1)	Initial values: all the active setting names with null or blank type

	Hover the mouse to show the field name: "Setting Type"
(2)	Initial values: All Statuses, Active, Inactive (default value "All Status") Hover the mouse to show the field name: "Setting Status"
(3)	The change-status action is Activate or Deactivate depending on the current status of the relevant setting (Inactive or Active, respectively).

### 3.1.2 Setting Details

This screen allows the Shop owneristrator to:

- Add New Setting: add new master data.
- Update Setting Details: update details of a specific master data

#### Field Description

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

## 3.2 User Management

### 3.2.1 User List

...

## 4. Veterinarian

### 4.1 Appointment Management

#### 4.1.1 View Appointment Schedule

The screenshot shows the Anipat Veterinary Software interface. At the top left is the logo 'Anipat'. A search bar at the top center contains the placeholder text 'Search patients, owners or records...'. On the right side of the header are icons for notifications and user profile.

The main title 'Good Morning, James' is displayed prominently. Below it, a message says 'Monday, October 23rd, 2023 • You have 12 appointments today.' Three summary boxes are shown: 'Total Appointments 12' (with a calendar icon), 'CheckedIn 4' (with a green checkmark icon), and 'Pending Tasks 2' (with a clipboard icon).

A section titled 'Today's Schedule' lists four appointments:

- 09:00 AM**: Buddy (GOLDEN RETRIEVER) - Owner: Sarah Jenkins • Vaccination. Status: COMPLETED.
- 10:30 AM**: Luna (PERSIAN CAT) - Owner: Mike Ross • General Checkup. Status: IN PROGRESS. Action button: Start Exam.
- 01:00 PM**: Max (BULLDOG) - Owner: Elena Gilbert • Dental Cleaning. Status: CONFIRMED. Action button: Prepare Room.
- 02:30 PM**: Available Slot (indicated by a dashed box).

Field Name	Description
Anipat Logo	Click to return to the home dashboard
Dashboard	The current view providing a high-level overview of daily statistics and schedules.
Schedule	Navigates to a detailed calendar view
Patients	Manages the database of pets, including their profiles and medical history.
Records	Accesses medical records, treatment history, and billing documents.
User Profile	Displays the logged-in doctor's information and provides account logout/profile options.

This screen allows the Veterinary to:

- **Track Daily Progress:** Monitor the total volume of appointments and the progress of patient check-ins for the current day.
- **Facilitate Patient Flow:** Initiate upcoming appointments ahead of schedule using the "Start Early" function for confirmed bookings.
- **Monitor Task Completion:** Stay updated on outstanding administrative or clinical "Pending Tasks" that require immediate attention.
- **Search Records:** Quickly look up specific patients, owners, or medical records using the global search bar at the top.
- **Navigate System Modules:** Access core areas of the application including the full Schedule, Patient list, Medical Records, and System Settings via the side navigation bar.
- **View Appointment Details:** See a summary of each appointment, including the pet's name, breed, owner's name, and the specific reason for the visit (e.g., Vaccination, Dental Cleaning).
- **Check Notifications:** Monitor system alerts and notifications through the bell icon.

#### 4.1.2 View Appointment List

The screenshot displays the Anipat software interface. On the left is a sidebar with navigation links: Dashboard, Schedule (which is highlighted in red), Patients, Records, and Settings. The main content area is titled 'Appointments' and includes a sub-header 'Manage and monitor today's scheduled visits'. A date selector shows 'November 12, 2023'. A red button '+ New Appointment' is visible. Below this is a table listing 24 appointments. The columns are labeled: PET INFO, OWNER, TIME, SERVICE, DOCTOR, and ACTIONS. Each row contains a small pet icon, the pet's name, the owner's name, the appointment time, the service type, the assigned doctor (or 'Unassigned'), and three buttons: 'Details', 'Confirm' (only visible for Cooper), and 'Reject'. At the bottom of the table, it says 'Showing 1-10 of 24 appointments' and includes a page navigation with numbers 1, 2, 3, and arrows.

Field Name	Description
Anipat Logo	Click to return to the home dashboard
Global Search	Allows searching for patients, owners, or records across the system.
Notification Icon	Displays system alerts and notifications.
User Profile	Shows the logged-in user's profile and account options.
Sidebar Navigation	Provides access to core modules: Dashboard, Schedule, Patients, Records, Settings.

Field Name	Description
User Profile	Displays the logged-in doctor's information and provides account logout/profile options.
Date Selector	Allows the user to toggle between different dates to view specific schedules.
Filter Tabs	Categorizes the list into <b>All Appointments, Upcoming, In Progress, and Completed</b> for easier tracking.

This screen allows the Veterinary to:

- **Monitor Daily Sessions:** View a chronological list of all scheduled appointments for the current day.
- **Track Appointment Duration:** See the specific start time and the estimated duration (e.g., 45 mins, 90 mins) for each session.
- **Identify Patient and Owner:** Quickly identify the pet's name (e.g., Luna, Max) alongside their respective owner's name.
- **Review Service Types:** Categorize appointments by the type of medical service required, such as Vaccination, Dental Cleaning, Consultation, or Surgery.
- **Update/View Status:** Monitor the real-time status of each patient, including "Checked-in," "Scheduled," or "In Recovery."
- **Filter Appointments:** Sort the view by appointment status using tabs for "All Appointments," "Upcoming," "In Progress," and "Completed."
- **Search Patients:** Utilize the search bar to find specific patient records quickly.
- **Navigate Dates:** Switch between different dates using the calendar navigation arrows at the top of the screen.
- **Access Actions:** Use the "more" icon (three dots) on individual appointment rows to perform additional administrative or clinical tasks.

#### 4.1.3 View Appointment Detail

The screenshot shows the Anipat Veterinary Clinic software interface. On the left is a sidebar with navigation links: Dashboard, Schedule (selected), Patients, Staff, Reports, and Settings. The main content area is titled "Appointment Details" for "Appointment APT-4829 Confirmed". It shows a patient profile for "Buddy" (Patient #P-9021), which includes a photo, species (Dog, Golden Retriever), age (3 years, Male), and weight (32.4 kg). To the right is "Owner Information" for Sarah Jenkins, listing phone (+1555-0123), email (sarah.j@email.com), and address (123 Maple Street, Springfield, IL 62704). Below this is a section titled "VISIT LOGISTICS" with details: Date (Oct 24, 2023), Time (10:30 AM (45 min)), Veterinarian (Dr. Elena Rodriguez), and Service (Post-Op Surgery Follow-up). There is also an "INTERNAL NOTES" section with a note about a previous abdominal surgery. At the bottom are buttons for "Back to Schedule", "Cancel Appointment", and "Start Examination".

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

This screen allows the Veterinarian to:

- Review Patient Profile:** Access essential medical data including the animal's species, breed, age, gender, and current weight (e.g., 32.4 kg).
- Verify Owner Contact Information:** View the owner's full name, phone number, email address, and home address for communication purposes.
- Analyze Visit Logistics:** Confirm the scheduled date, precise time, expected duration, and the specific service type assigned (e.g., Post-Op Surgery Follow-up).
- Read Internal Notes:** Review clinical observations or temperament warnings from previous visits to provide tailored care.
- Initiate Medical Procedures:** Use the "Start Examination" action to begin the formal check-up process.
- Manage Appointment Status:** Update or modify the visit by using "Edit Details" or "Cancel Appointment".
- Track Record History:** View the "View Log" to see the audit trail of changes made to the appointment.

- **Check Status Freshness:** See exactly when the appointment information was last updated (e.g., 15 minutes ago).
- **Access System Alerts:** Monitor notifications through the global bell icon in the header.

## 4.2 Appointment Management

### 4.2.1 View Pet Profile

The screenshot shows the Anipat software interface. On the left is a sidebar with icons for Dashboard, Schedule, Patients (which is selected and highlighted in orange), Records, and Settings. The main area displays a pet profile for 'Luna' (P-1024). At the top, there's a search bar and a notification bell icon. Below the search bar, the navigation path is 'Patients > Luna (P-1024)'. The pet's image is a fluffy orange cat named 'Luna' (IN TREATMENT), with a patient ID of P-1024. Below the image, details show 'Persian Cat • Female', '3 Years 2 Months', and '4.2 kg'. To the right of the profile are two cards: 'Owner Information' (Mike Ross, Active Client since 2021) and 'Upcoming' (Dental Cleaning on Nov 12, 2023 at 10:30 AM). Below the profile are sections for 'Recent Medical History' (FVRCP Vaccination on Oct 15, 2023, and General Checkup on Aug 22, 2023).

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

#### 4.2.1.3 Record Medical Examination

The screenshot displays the Anipat Portal's 'New Examination Record' interface. On the left, a sidebar lists 'Dashboard', 'Patients' (which is the active tab), 'Appointments', 'Inventory', and 'Settings'. The main content area is titled 'New Examination Record' and shows a patient profile for 'Luna (Golden Retriever)'. It includes sections for 'Symptoms' (with options like Lethargy, Loss of Appetite, Coughing, Vomiting, Fever, Diarrhea), 'Treatment Plan' (Prescribed Medication dropdown set to 'Amoxicillin 250mg'), 'Diagnosis' (Primary Diagnosis dropdown set to 'V10.2 - Canine Parvovirus'), and 'Follow-up' (Next Visit Required: Yes). A 'Quick Action' button is located at the bottom left.

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

## 4.3 Notification Center

### 4.3.1 Receive Appointment Notifications

The screenshot shows the 'Notification Center' page for Dr. Smith. The top navigation bar includes 'Dashboard' and 'Notifications'. On the left, a sidebar lists 'Dashboard', 'Calendar', 'Patients', 'Lab Results', and 'Notifications'. The main area displays a 'Global activity feed for Dr. Smith' under the heading 'Notification Center'. The feed is organized by time: 'TODAY' and 'YESTERDAY'. Under 'TODAY', there are two notifications: 'Upcoming Appointment: Buddy • Vaccination' (today, 2:00 PM) and 'Emergency Alert: Luna • Urgent Care' (2 hours ago). Under 'YESTERDAY', there are two more: 'Lab Result Ready: Bella • Blood Work' (4:30 PM) and 'Appointment Complete: Cooper • Rabies Booster' (10:15 AM). A message at the bottom right says 'You're all caught up!' with a checkmark icon.

Field Name	Description
Name	Data type: non-digit string, max length of 20 characters
Type	Initial data values: all active setting names (with null or blank type)
Value	Data type: any string, max length of 100 characters
Priority	Data type: a positive integer
Description	Data type: any string, max length of 200 characters

## 5. Customer Management

### 5.1 Customer Profile

#### My Profile

View and update your personal information



Change Photo

Full Name

Sarah Johnson

Email Address

sarah.j@email.com

Phone Number

+1 (555) 123-4567

Date of Birth

03/15/1985



Address

123 Main Street, Apartment 4B

New York

NY

10001

Gender

Female

Update Profile

Cancel



Privacy Notice: Your personal information is securely stored and only used for appointment scheduling and medical record management. We never share your data with third parties.

Screen Description

This screen allows the user to view and update their personal profile information within the system. The user can review their current details, modify personal information, update their profile photo, and save changes to keep their account information up to date.

The screen is designed to provide a simple and secure way for users to manage their own profile without accessing administrative functions.

#### User Can

On this screen, the user can:

- View their current profile information.
- Update personal details such as full name, phone number, address, and gender.
- View (and edit if allowed) email address information.
- Select and upload a new profile photo.
- Update date of birth using a date picker.
- Save updated profile information.
- Cancel changes without saving.

#### Screen Components & Functions

##### Profile Photo Section

- Displays the current profile photo of the user.
- Includes a “Change Photo” button to upload a new image.
- The uploaded image will replace the existing profile picture after saving.

##### Field Description

Field Name	Description
Full Name	Displays and allows editing of the user's full name.
Email Address	Displays the user's registered email address (read-only or editable depending on system rules).
Phone Number	Allows the user to update their contact phone number.

Date of Birth	Allows the user to select or modify their date of birth using a date picker.
Address	Allows the user to enter or update their street address.
City	Displays the city part of the address.
State	Displays the state/province part of the address.
Zip Code	Displays the postal/zip code.
Gender	Allows the user to select or view their gender.

## 5.2 Pet Management

### 5.2.1 Pet List

The screenshot shows the PetCare Dashboard. On the left, there's a sidebar with a logo and navigation links: Dashboard (highlighted in red), Appointments, Medical Records, Profile, and Settings. The main area has a title "Overview" and a sub-section "Welcome back, manage your pets and their health records." It features three summary cards: "TOTAL Pets Registered" (4), "UPCOMING Appointments" (2), and "ACTIVITY Total Vet Visits" (12). Below this is a section titled "My Pet Profiles" with three cards for pets Luna (Golden Retriever), Oliver (Siamese Cat), and Bella (Beagle). Each card shows a photo, the pet's name, breed, a status indicator (Luna is healthy, Oliver has a follow-up, Bella is healthy), age, last visit date, and three action buttons: View, Edit, and Records (the Records button for Oliver is highlighted in red). At the bottom left is a "Logout" link.

### Screen Description

This screen allows the user to manage their pets and view related medical information. The user can see an overview of all registered pets, monitor upcoming appointments and visit history, and perform actions such as viewing details, editing pet information, or accessing medical records.

The screen provides a centralized place for tracking pet health status and clinic interactions.

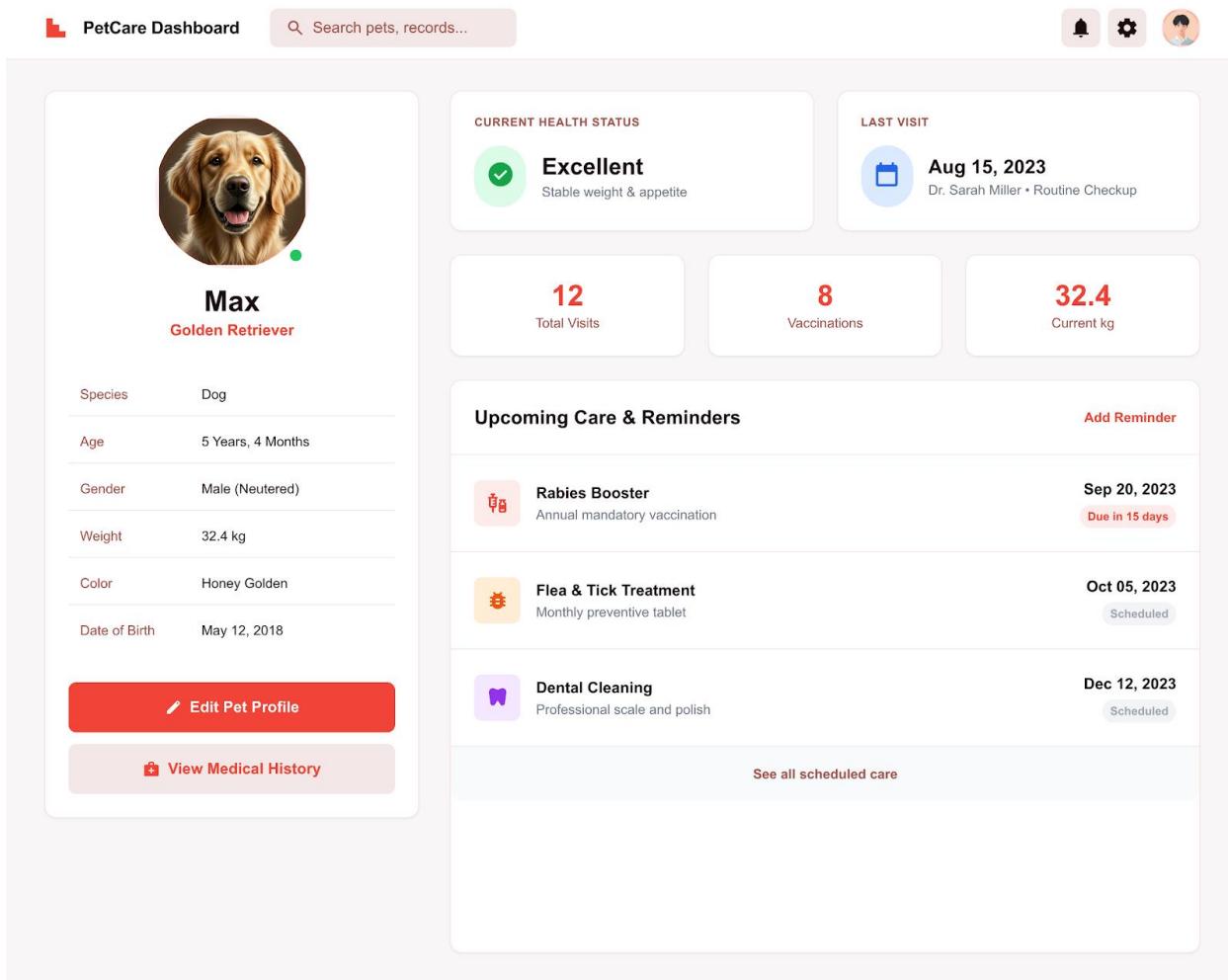
#### User Can

On this screen, the user can:

- View a summary of their pets and clinic interactions.
- View the list of all registered pets.
- See basic information for each pet such as species, breed, age, and health status.
- Monitor the last visit date of each pet.
- Add a new pet to the system.
- View, edit, or access medical records for a specific pet.

Field Name	Description
Total Pets	Displays the total number of pets registered by the user.
Upcoming Appointments	Displays the number of upcoming appointments for all pets.
Total Visits	Displays the total number of clinic visits across all pets.

### 5.2.2 Pet Details



The screenshot shows the PetCare Dashboard interface for viewing pet details. At the top, there's a navigation bar with a logo, a search bar, and user profile icons. The main content area is divided into several sections:

- Pet Profile:** Features a circular profile picture of a Golden Retriever named Max. Below the picture, the name "Max" and breed "Golden Retriever" are displayed.
- Basic Info:** A table showing pet details:

Species	Dog
Age	5 Years, 4 Months
Gender	Male (Neutered)
Weight	32.4 kg
Color	Honey Golden
Date of Birth	May 12, 2018
- Current Health Status:** Shows "Excellent" status with a green checkmark icon and the note "Stable weight & appetite".
- Last Visit:** Displays the date "Aug 15, 2023" and the note "Dr. Sarah Miller • Routine Checkup".
- Visit Summary:** Shows "12 Total Visits", "8 Vaccinations", and "32.4 Current kg".
- Upcoming Care & Reminders:** A list of scheduled appointments:

Reminder Type	Description	Date	Status
Rabies Booster	Annual mandatory vaccination	Sep 20, 2023	Due in 15 days
Flea & Tick Treatment	Monthly preventive tablet	Oct 05, 2023	Scheduled
Dental Cleaning	Professional scale and polish	Dec 12, 2023	Scheduled
- Buttons:** "Edit Pet Profile" and "View Medical History".

#### Screen Description

This screen allows the user to view detailed information about a selected pet, including basic profile details, health status, visit history summary, and upcoming care reminders. It serves as a quick overview of the pet's overall health and clinic interaction history.

#### User Can

On this screen, the user can:

- View detailed pet profile information.
- Monitor the current health status of the pet.
- View last visit information.
- See upcoming care reminders.

- Access pet medical history.
- Edit pet information.

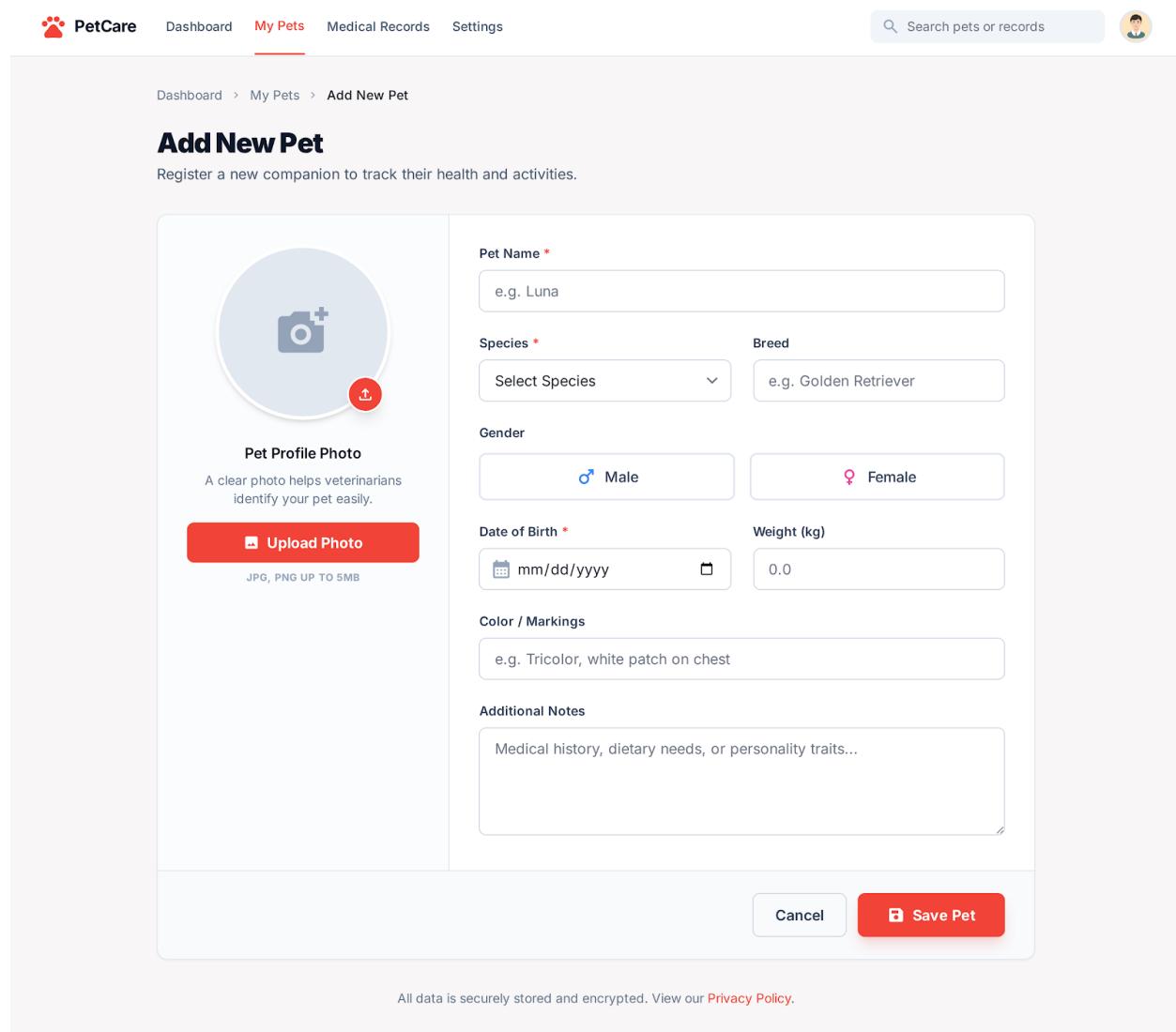
## Screen Components & Functions

### Header Section

- Displays pet name, species, breed, and age.
- Includes action buttons:
  - Edit Pet: Navigate to pet edit screen.
  - View Medical History: Navigate to the medical history screen of the pet.

Field Name	Description
Pet Photo	Displays the pet's profile image.
Gender	Displays the pet's gender.
Weight	Displays the pet's weight (kg).
Color	Displays the pet's color.
Date of Birth	Displays the pet's birth date.
Last Visit	Displays the most recent visit date and doctor.
Current Health Status	Displays current health status (e.g., Healthy).
Upcoming Care	Lists upcoming vaccinations or recommended treatments.
Quick Stats	Displays total visits and total vaccinations.

### 5.2.3 Add Pet



The screenshot shows the 'Add New Pet' page of the PetCare application. At the top, there's a navigation bar with links for Dashboard, My Pets (which is highlighted in red), Medical Records, and Settings. To the right of the navigation is a search bar labeled 'Search pets or records' and a user profile icon. Below the navigation, the breadcrumb path 'Dashboard > My Pets > Add New Pet' is displayed. The main title 'Add New Pet' is centered at the top of the form. A sub-instruction 'Register a new companion to track their health and activities.' follows. On the left side of the form, there's a large circular placeholder for a pet photo, featuring a camera icon with a plus sign and a red upload button. Below this is a section titled 'Pet Profile Photo' with the sub-instruction 'A clear photo helps veterinarians identify your pet easily.' and a red 'Upload Photo' button. The file type 'JPG, PNG UP TO 5MB' is noted below the button. The right side of the form contains several input fields: 'Pet Name \*' (e.g. Luna), 'Species \*' (Select Species dropdown), 'Breed' (e.g. Golden Retriever), 'Gender' (Male and Female radio buttons), 'Date of Birth \*' (calendar date mm/dd/yyyy), 'Weight (kg)' (0.0), 'Color / Markings' (e.g. Tricolor, white patch on chest), and 'Additional Notes' (Medical history, dietary needs, or personality traits...). At the bottom right are 'Cancel' and 'Save Pet' buttons. A note at the bottom states 'All data is securely stored and encrypted. View our [Privacy Policy](#)'.

#### Screen Description

This screen allows the user to add a new pet to their account by entering pet information and uploading a pet photo. Required fields must be completed before the pet can be saved.

#### User Can

- Upload a pet photo.
- Enter basic and additional pet information.
- Save or cancel pet creation.

## Screen Components & Functions

### Pet Photo Upload

- Allows the user to upload a pet profile image.
- Displays a preview after upload.

Field Name	Description
Pet Name	Required field to enter pet name.
Species	Required dropdown to select pet species.
Breed	Allows entering pet breed.
Gender	Select pet gender (Male/Female).
Date of Birth	Required date picker input.
Weight	Allows entering pet weight (kg).
Color / Markings	Optional description of pet appearance.
Additional Notes	Optional notes related to the pet.
Save Pet	Saves pet information and adds the pet to the system.
Cancel	Discards entered information and returns to previous screen.

## 5.3 Medical History

The screenshot shows the PetCare Pro Medical History dashboard. At the top, there's a navigation bar with links for Dashboard, **Medical History** (which is highlighted in red), Appointments, Pets, and Settings. There's also a search bar and a user profile icon.

The main area is titled "Medical History" and has a subtitle "Track your pet's visits, diagnoses, and treatments." A red button on the right says "+ Add New Record".

Below this is a "Filter Records" section with dropdown menus for "SELECT PET" (set to "All Pets") and "DATE RANGE" (set to "Last 6 Months"). There are also "Apply Filters" and "Reset" buttons.

The main content area displays a table of medical records:

VISIT DATE	PET	DOCTOR	DIAGNOSIS	TREATMENT	AC
Oct 24, 2023	Buddy	Dr. Sarah Miller Bark City Clinic	ROUTINE Annual Vaccination &...	Rabies Booster, Hear...	<a href="#">View Details</a>
Sep 12, 2023	Luna	Dr. James Wilson Paws & Claws Med	EMERGENCY Minor Ear Infection	Otic Suspension, We...	<a href="#">View Details</a>
Aug 05, 2023	Buddy	Dr. Sarah Miller Bark City Clinic	FOLLOW-UP Weight Management...	Prescription diet, Incr...	<a href="#">View Details</a>

At the bottom of the table area, it says "Showing 1 to 3 of 24 records" and has a paginated navigation bar with buttons for 1, 2, 3, ..., 8, >.

A tip box at the bottom left says: "Pro Tip: You can download a full medical history report as a PDF by clicking on the individual record view. For urgent medical emergencies, please contact your vet directly via the clinic numbers provided in the 'Doctor' column."

### Screen Description

This screen allows the user to view the medical history and visit records of their pets. Users can filter records by pet and date range and view detailed information for each visit.

### User Can

- Select a pet to view medical records.
- Filter records by date range.
- View visit summaries.
- Navigate through paginated medical records.
- View detailed visit information.

<b>Field Name</b>	<b>Description</b>
Select Pet	Dropdown to choose a pet.
Date Range	Allows filtering records by predefined date ranges.
Apply Filters	Applies selected filters to the record list.
Visit Date	Date and time of the visit.
Doctor	Veterinarian in charge of the visit.
Diagnosis	Displays diagnosis summary.
Treatment	Displays treatment provided.
Action	Allows viewing visit details.

## 6. Clinic Owner management

### 6.1 Manage Shop Users and Roles

The screenshot shows the 'Manage Shop Users and Roles' page. On the left is a sidebar with navigation links: Dashboard, Appointments, Patients, Staff & Roles (highlighted in orange), Inventory, and Reports. At the top right, it says 'Dr. Sarah Miller Clinic Owner' with a profile picture. The main area has a table with columns: Staff Member, Email, Current Role, Status, and Actions. The table contains three rows of staff information:

Staff Member	Email	Current Role	Status	Actions
Dr. James Wilson Joined Oct 2023	j.wilson@anipatclinic.com	Veterinarian	Active	<button>ASSIGN ROLE</button>
Elena Rodriguez Joined Jan 2024	e.rodriguez@anipatclinic.com	Vet Technician	Active	<button>ASSIGN ROLE</button>
Robert Chen Joined Feb 2024	r.chen@anipatclinic.com	Receptionist	On Leave	<button>ASSIGN ROLE</button>

At the bottom, it says 'Showing 1 to 4 of 24 clinic staff' with a page navigation. Below the table are three summary boxes: 'Veterinarians 12', 'Technicians 8', and 'Receptionists 4'. A 'Log out' button is at the bottom left.

#### Screen Description:

This screen allows the Clinic Owner to manage clinic staff accounts and assign appropriate roles within the veterinary clinic system. The Clinic Owner can view the list of staff members, check their current roles and statuses, search or filter staff records, and assign or update roles as needed.

This screen allows the Clinic Owner to:

- View the list of all clinic staff members, including veterinarians, technicians, and receptionists.
- View detailed staff information such as staff name, email, current role, and account status.
- Assign or change roles for clinic staff members (e.g., Veterinarian, Vet Technician, Receptionist).
- Monitor staff working status (e.g., Active, On Leave).
- Add new staff members to the clinic system.

On the screen, s/he can also

- Search staff members by name or email using the search box.

- Filter staff records based on predefined conditions (e.g., role or status).
- Navigate between pages of staff records using pagination controls.
- View summarized statistics of clinic staff by role, including:
  - Total number of Veterinarians
  - Total number of Technicians
  - Total number of Receptionists

#### **Field Description**

<b>Field Name</b>	<b>Description</b>
Search Staff	Allows the Clinic Owner to search staff members by entering staff name or email address.
Filter	Allows filtering staff list based on role or status criteria.
Add New Staff	Button that allows the Clinic Owner to create a new staff account for the clinic.
Staff Member	Displays the full name and basic profile information of the staff member.
Email	Displays the registered email address of the staff member.
Current Role	Displays the currently assigned role of the staff member (e.g., Veterinarian, Vet Technician, Receptionist).
Status	Displays the current working status of the staff member (e.g., Active, On Leave).
Assign Role	Action button that allows the Clinic Owner to assign or update the role of a selected staff member.
Pagination	Allows navigation between multiple pages of staff records.
Role Summary Cards	Displays total number of staff grouped by roles (Veterinarians, Technicians, Receptionists).

## 6.2 Clinic Reports and Statistics


**Anipat**

- Dashboard
- Appointments
- Customers
- Reports
- Inventory

 Dr. Sarah Wilson  
Clinic Owner

### Clinic Reports & Statistics

Detailed insights into your veterinary practice performance

Oct 01, 2023 - Oct 31, 2023
Excel
Export PDF

 +12.5%
 

Total Revenue  
**\$45,231.89**

 +8.2%
 

Total Appointments  
**1,284**

 +0.4%
 

New Pets  
**342**

 4.9/5
 

Customer Satisfaction  
**98%**

**Revenue Growth**  
Daily revenue breakdown for the current month

This Month ▾

Week	Revenue
Week 1	\$10k
Week 2	\$12k
Week 3	\$11k
Week 4	\$13k

**Revenue by Category**  
Income source distribution



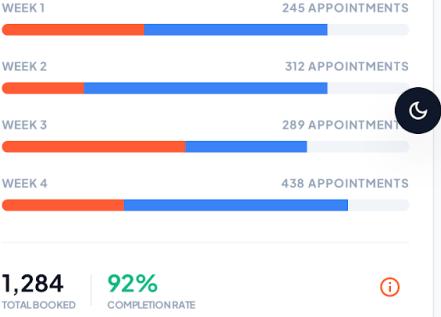
Category	Percentage
Consultation	75%
Surgery	15%
Pharmacy	10%

**Top Performing Services**

Service Name	Bookings	Revenue	Status
Annual Vaccination	423	\$12,690	▲ 12%
General Checkup	312	\$15,600	▲ 8%
Pet Grooming	284	\$8,520	▼ 3%
Blood Test	145	\$10,875	▲ 15%

**Appointment Statistics**

Monthly booking volume by type



Week	Emergency	Regular
WEEK 1	245	250
WEEK 2	312	320
WEEK 3	289	290
WEEK 4	438	440

TOTAL BOOKED: **1,284** COMPLETION RATE: **92%**

### Screen Description:

This screen provides the Clinic Owner with an overview of clinic performance through visual reports and statistical data. It supports decision-making by presenting key business metrics such as revenue, appointment volume, customer growth, and service performance in charts and summary indicators.

This screen allows the Clinic Owner to:

- View key performance indicators (KPIs) of the clinic, including:
  - Total Revenue
  - Total Appointments
  - Number of New Pets
  - Customer Satisfaction Rate
- Monitor revenue trends over a selected time period.

GAMS-SRS\_v1.0

Page 48 / 20

- Analyze revenue distribution by service category (e.g., Consultation, Surgery, Pharmacy).
- View appointment statistics by week and appointment type.
- Identify top-performing services based on number of bookings and revenue contribution.

On the screen, s/he can also

- Select a date range to filter report data.
- Export reports in Excel format.
- Switch between different reporting views (e.g., monthly or weekly statistics).
- Quickly assess clinic performance using visual charts and summary cards.

#### **Field Description**

<b>Field Name</b>	<b>Description</b>
Date Range Selector	Allows the Clinic Owner to select a specific time period for viewing report data.
Export Excel	Allows exporting the displayed report data to an Excel file.
Total Revenue	Displays the total revenue generated by the clinic within the selected time period.
Total Appointments	Displays the total number of appointments booked in the selected time period.
New Pets	Displays the number of newly registered pets during the selected time period.
Customer Satisfaction	Displays the overall customer satisfaction rate based on feedback or ratings.
Revenue Growth Chart	Bar chart showing revenue trends over time (e.g., weekly revenue in the selected month).
Revenue by Category	Pie chart showing revenue distribution by service categories such as consultation, surgery, and pharmacy.
Top Performing Services	Displays a list of services with the highest performance, including bookings, revenue, and growth rate.
Appointment Statistics	Displays appointment volume statistics by week and appointment type (e.g., emergency, regular).

## 6.3 Services and System Configuration

The screenshot shows the 'Services & System Configuration' page for Anipat Clinic. At the top, there's a header with the clinic logo and navigation links for 'Clinic Services' and 'System Settings'. Below the header is a search bar and a button to 'Add New Service'. A table lists three services: 'Annual Vaccination', 'Full Grooming', and 'General Consultation', each with its category, duration, price, and edit/delete options. The footer includes the clinic name and a copyright notice.

Service Name	Category	Duration	Price	Actions
Annual Vaccination Core vaccines for dogs/cats	Preventative Care	20 mins	\$45.00	Edit Delete
Full Grooming Bath, trim, nails, ears	Grooming	90 mins	\$65.00	Edit Delete
General Consultation Basic health check-up	Examination	30 mins	\$35.00	Edit Delete

### Screen Description:

This screen allows the Clinic Owner to manage clinic services and configure basic system settings related to service offerings. The Clinic Owner can view, add, update, and remove veterinary services, including service details such as category, duration, and pricing.

This screen allows the Clinic Owner to:

- View the list of all available clinic services.
- Create new veterinary services for the clinic.
- Update existing service information such as:
  - Service name
  - Service category
  - Service duration
  - Service price
- Remove services that are no longer provided by the clinic.
- Manage clinic offerings to ensure accurate service information for appointment booking and billing.

On the screen, s/he can also

- Search services by service name using the search box
- Switch between Clinic Services and System Settings tabs
- Quickly access service actions such as Edit and Delete
- Maintain up-to-date service configurations for customer booking and internal operations.

#### Field Description

Field Name	Description
Clinic Services Tab	Displays the list of all veterinary services provided by the clinic.
System Settings Tab	Allows navigation to system-level configuration settings.
Search Services	Allows the Clinic Owner to search services by entering service name keywords.
Add New Service	Button that allows the Clinic Owner to create a new clinic service.
Service Name	Displays the name of the veterinary service.
Category	Displays the service category (e.g., Preventative Care, Grooming, Examination).
Duration	Displays the estimated service duration in minutes.
Price	Displays the service price charged to customers.
Edit Service	Allows updating details of an existing service.
Delete Service	Allows removing a service from the clinic system.

## 6.4 Clinic Owner Dashboard

Anipat Clinic

Dashboard

Users

Roles

Services

Reports

Settings

Shop Owner Dashboard

Welcome back, here's what's happening today.

Search records...

Alex Harrison  
Shop Owner

Total Users: 2,845 (▲ 12%)

Today's Appointments: 42 (▲ 8%)

Monthly Revenue: \$24,580 (▼ 2%)

System Status: 99.9% (Stable)

Revenue vs. Appointments

Data tracking for the current month

Last 30 Days

WEEK 1 WEEK 2 WEEK 3 WEEK 4

Revenue Appointments

Recent Activity

New Appointment Cooper (Golden Retriever) at 02:30 PM 2 MINUTES AGO

Payment Received Invoice #INV-2042 (\$150.00) 45 MINUTES AGO

New User Registered Sarah Jenkins (Customer) 2 HOURS AGO

Service Updated Vaccination pricing updated 5 HOURS AGO

View All Activities

UPGRADE PRO

Get advanced analytics and more features.

Upgrade Now

Optimize your clinic operations today!

Our new automated reporting module is now available. Generate monthly performance reports in one click.

Explore Features

### Screen Description:

The Clinic Owner Dashboard provides a high-level overview of clinic operations and system status. This screen helps the Clinic Owner quickly monitor key metrics, recent activities, and overall system performance to support timely decision-making.

This screen allows the Clinic Owner to:

- View key operational indicators, including:
  - Total number of system users
  - Number of appointments scheduled today
  - Monthly revenue
  - Overall system status and availability
- Monitor revenue and appointment trends over a selected time period.
- Track recent system activities such as new appointments, payments, user registrations, and service updates.
- Quickly assess the overall health and performance of the clinic system.

On the screen, s/he can also

- Search system records using the global search bar.
- View notifications related to system activities.
- Navigate to detailed management screens such as Users, Roles, Services, Reports, and Settings
- Access recent activities and view a full activity log
- Explore additional system features and reporting options via dashboard shortcuts.

#### Field Description

Field Name	Description
Total Users	Displays the total number of registered users in the clinic system.
Today's Appointments	Displays the total number of appointments scheduled for the current day.
Monthly Revenue	Displays the total revenue generated in the current month.
System Status	Displays the current operational status of the system (e.g., Stable, Online).
Revenue vs. Appointments Chart	Line chart comparing revenue and appointment trends over a selected period.
Recent Activity	Displays a list of the most recent system activities such as appointments, payments, and updates.
Search Records	Allows the Clinic Owner to search across system records from the dashboard.
Notifications	Displays system notifications and alerts.
Navigation Menu	Allows navigation to other Clinic Owner management modules.
Explore Features	Shortcut for accessing advanced features or reports.

## 7. Blog management

### 7.1 Blog Management Dashboard

The screenshot shows the 'Blog Management' dashboard. At the top right, there's a red button labeled '+ Create Blog' and a user profile for 'Dr. Sarah Wilson, Administrator'. On the left, a sidebar menu includes 'Dashboard', 'Patients', 'Appointments', a highlighted 'Blogs' option, and 'Settings'. The main area has a search bar 'Search blog posts...'. Below it is a table with columns: THUMBNAIL, BLOG TITLE, STATUS, AUTHOR, CREATED, LAST UPDATED, and ACTIONS. The table lists four blog posts:

Thumbnail	Blog Title	Status	Author	Created	Last Updated	Actions
	Post-Op Care for Pets Surgery & Recovery	Published	Dr. Sarah Wilson	12 Oct 2023	2 hours ago	
	Nutritional Needs of Kittens Nutrition	Draft	Dr. Mark Evans	15 Oct 2023	5 hours ago	
	Senior Dog Mobility Senior Care	Published	Dr. Sarah Wilson	05 Oct 2023	1 day ago	
	Vaccination Guide 2024 Preventative	Draft	Dr. Jane Doe	20 Oct 2023	Just now	

At the bottom, it says 'Showing 1 to 4 of 24 blogs' with a page navigation bar.

#### Screen Description:

The **Blog Management Dashboard** allows the **Clinic Owner** to manage all blog posts published on the Anipats Veterinary Clinic system. This screen provides an overview of existing blog posts, their publication status, authorship, and update history, enabling efficient content management and communication with customers.

This screen allows the Clinic Owner to:

- View the list of all blog posts created within the system.
- View key blog information including:
  - Blog title
  - Publication status (Draft / Published)
  - Author
  - Created date
  - Last updated time
- Create new blog posts to share clinic news and pet care knowledge.
- Edit existing blog posts to update or correct content.
- Delete blog posts that are no longer relevant.
- Manage blog publication status to control visible content for customers.

On the screen, s/he can also

- Search blog posts by blog title using the search bar.
- Quickly identify blog status through visual status labels.
- Navigate between multiple pages of blog posts using pagination controls.
- Access blog actions (Edit, Delete) directly from the blog list.

- Preview blog content by selecting a specific blog post.

### Field Description

Field Name	Description
Search Blog Posts	Allows the Clinic Owner to search blog posts by entering blog title keywords.
Create Blog	Primary action button that allows the Clinic Owner to create a new blog post.
Thumbnail	Displays a thumbnail image representing the blog post.
Blog Title	Displays the title of the blog post.
Status	Displays the current publication status of the blog post (Draft or Published).
Author	Displays the name of the user who created the blog post.
Created Date	Displays the date when the blog post was created.
Last Updated	Displays the most recent update time of the blog post.
Edit Blog	Action icon that allows editing the selected blog post.
Delete Blog	Action icon that allows deleting the selected blog post after confirmation.
Pagination	Allows navigation between multiple pages of blog posts.

## 7.2 Create New Blog Post

The screenshot shows the 'Create New Blog Post' interface. At the top, there's a breadcrumb navigation: Dashboard / Blogs / Create New Post. Below it is a 'Create New Blog Post' button. The main area is divided into sections: 'Blog Title' (with a placeholder 'Enter a catchy title for your blog post...'), 'Thumbnail Image' (with a placeholder 'Click to upload or drag and drop (JPG, PNG, JPEG) or GIF (max 400x400)'), 'Post Settings' (with 'Publication Status' options: 'Draft' (selected) and 'Publish'), and 'Blog Content' (a rich text editor with a placeholder 'Start writing your pet care tips, medical insights, or clinic stories here...'). At the bottom, there are buttons for 'Save as Draft' and 'Publish Blog'. A note about image file size (400x400) is shown above the content editor. Below the content editor, there are two informational boxes: one about 'Blog Title' and another about 'SEO Preview'.

### Screen Description:

The **Create New Blog Post** screen allows the **Clinic Owner** to create and publish new blog content for the Anipats Veterinary Clinic system. This screen provides a structured form for entering blog information, uploading a thumbnail image, composing rich text content, and configuring publication settings before saving or publishing the blog post.

This screen allows the Clinic Owner to:

- Enter a blog title to define the main subject of the blog post.
- Upload a thumbnail image to visually represent the blog content.
- Write and format blog content using a rich text editor.

- Configure the publication status of the blog post (Draft or Published).
- Save the blog post as a draft for later editing.
- Publish the blog post to make it visible to customers.
- Cancel the blog creation process and return to the blog list.

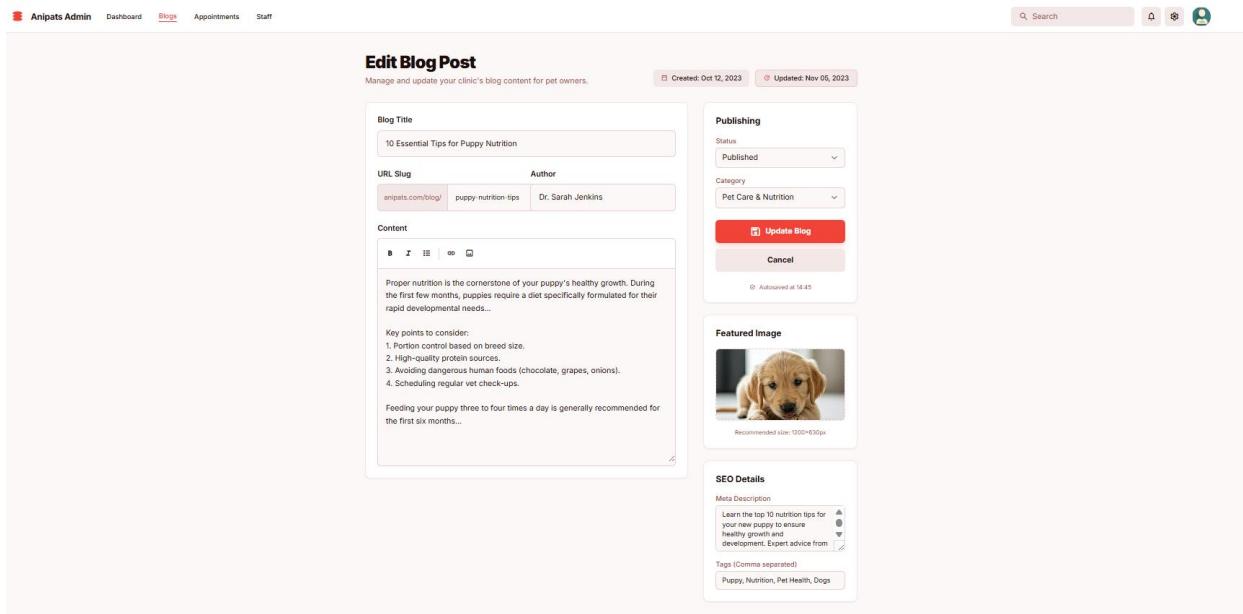
On the screen, s/he can also

- Navigate back to the blog management screen using the **Back to Blogs** option.
- Preview uploaded thumbnail images before publishing.
- Automatically save draft content to prevent data loss.
- Receive system guidance through informational tips and SEO preview sections.
- Review basic SEO preview information related to the blog post.

#### **Field Description**

<b>Field Name</b>	<b>Description</b>
Blog Title	Text input field that allows the Clinic Owner to enter the title of the blog post.
Thumbnail Image	Upload area that allows the Clinic Owner to upload a thumbnail image for the blog post (supports common image formats).
Publication Status	Option that allows selecting the blog status as Draft or Published.
Blog Content	Rich text editor that allows composing and formatting the main content of the blog post.
Back to Blogs	Navigation button that returns the user to the blog management screen without saving changes.
Save as Draft	Action button that saves the blog post as a draft without publishing it.
Publish Blog	Primary action button that publishes the blog post and makes it visible to customers.
Cancel	Action button that discards changes and exits the blog creation screen.
SEO Preview	Displays a preview snippet showing how the blog post may appear in search results.
Pro Tip	Informational section providing content creation tips to the Clinic Owner.

### 7.3 Edit Blog Post



The screenshot shows the 'Edit Blog Post' page in the Anipats Admin system. At the top, there's a navigation bar with 'Anipats Admin', 'Dashboard', 'Blogs' (which is highlighted in orange), 'Appointments', and 'Staff'. On the right side of the header are search, filter, and user icons. The main content area has a title 'Edit Blog Post' and a subtitle 'Manage and update your clinic's blog content for pet owners.' Below this, there are several sections: 'Blog Title' (containing '10 Essential Tips for Puppy Nutrition'), 'URL Slug' (containing 'anipats.com/blog/puppy-nutrition-tips'), 'Author' (containing 'Dr. Sarah Jenkins'), 'Content' (a rich text editor with placeholder text about puppy nutrition), 'Publishing' (status set to 'Published', category 'Pet Care & Nutrition'), 'Featured Image' (a thumbnail of a puppy), 'SEO Details' (meta description and tags), and a large red 'Update Blog' button.

Screen Description:

The **Edit Blog Post** screen allows the **Clinic Owner** to modify and update existing blog content in the Anipats Veterinary Clinic system. This screen enables updating blog information, content, publishing settings, featured images, and SEO details to ensure blog posts remain accurate, up to date, and relevant to pet owners.

This screen allows the Clinic Owner to:

- View existing blog post information including creation date and last updated time
- Edit the blog title to reflect updated content
- Update the blog URL slug for better readability and SEO
- View the author information of the blog post
- Modify and format blog content using a rich text editor
- Change the publication status of the blog post (Draft / Published)
- Assign or update the blog category
- Update the featured image associated with the blog post
- Update SEO information such as meta description and tags
- Save and apply changes to the blog post.

On the screen, s/he can also

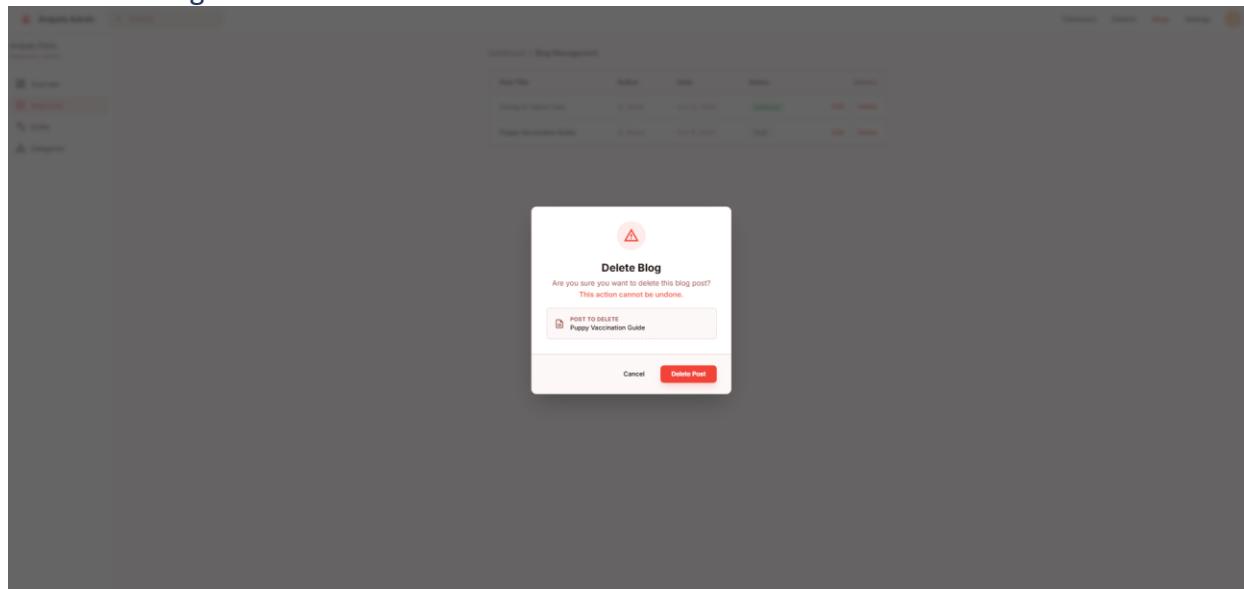
- Automatically save changes through the auto-save mechanism
- Cancel editing and return to the blog management screen without saving changes
- Preview updated content before publishing
- Review system guidance such as image size recommendations

- Track content update status through update indicators.

#### Field Description

Field Name	Description
Blog Title	Text input field that allows the Clinic Owner to enter the title of the blog post.
URL Slug	Editable field that defines the blog URL path for SEO-friendly access.
Author	Displays the name of the blog author (read-only).
Content	Rich text editor that allows editing and formatting the main blog content.
Status	Dropdown field that allows setting the blog publication status (Draft or Published).
Category	Dropdown field that allows selecting the blog category (e.g., Pet Care & Nutrition).
Update Blog	Primary action button that saves and applies all changes to the blog post.
Cancel	Action button that discards changes and exits the edit screen.
Featured Image	Displays and allows updating the featured image of the blog post.
SEO Meta Description	Text area that allows editing the meta description for search engine optimization.
SEO Tags	Input field that allows entering comma-separated tags for the blog post.
Created Date	Displays the original creation date of the blog post.
Last Updated	Displays the most recent update time of the blog post.

#### 7.3 Delete Blog Post



#### Screen Description:

The **Delete Blog** confirmation modal allows the **Clinic Owner** to permanently delete an existing blog post from the Anipats Veterinary Clinic system. This screen is designed to prevent accidental deletion by requiring explicit confirmation before the blog post is removed.

This screen allows the Clinic Owner to:

- Review the blog post selected for deletion.

- Confirm the deletion of the selected blog post.
- Cancel the deletion action and return to the blog management screen without making any changes.

On the screen, s/he can also

- View a warning message indicating that the deletion action is irreversible.  
Verify the blog post title before confirming deletion.
- Exit the confirmation modal safely without deleting the blog post.

#### **Field Description**

<b>Field Name</b>	<b>Description</b>
Delete Blog Title	Displays the title of the blog post selected for deletion.
Warning Message	Displays a warning message indicating that the deletion action cannot be undone.
Cancel	Action button that closes the confirmation modal and cancels the delete operation.
Delete Post	Destructive action button that permanently deletes the selected blog post from the system.

## 7.4 View Blog Post

The screenshot shows the Anipets Admin dashboard with the 'Blog Management' section selected. A blog post titled 'Top 5 Tips for Puppy Dental Care' is previewed. The post is published and set to public view. It features a photo of a puppy being examined by a vet. The text discusses the importance of dental health for puppies, mentioning plaque buildup, gingivitis, and periodontal disease, and emphasizes the benefits of starting a dental care routine early.

**Top 5 Tips for Puppy Dental Care**

Expert advice from our veterinary team on maintaining your pet's oral health from an early age.

Dr. Jane Smith  
CLINIC OWNER & LEAD VETERINARIAN

Published on  
October 24, 2023

Dental health is a critical but often overlooked component of your puppy's overall well-being. Just like humans, dogs can suffer from plaque buildup, gingivitis, and periodontal disease. Starting a dental care routine early not only prevents painful infections but also saves you from costly veterinary procedures down the line.

**1. Start Brushing Early**

The best time to start brushing your dog's teeth is when they are a puppy. While their deciduous (baby) teeth will eventually fall out, getting them accustomed to the sensation of a toothbrush is vital. Use a finger brush or a soft-bristled pet toothbrush with canine-specific toothpaste. Never use human toothpaste, as it contains xylitol and fluoride which are toxic to dogs.

### Screen Description:

The **View Blog Post (Preview)** screen allows the **Clinic Owner** to view the full content of a blog post as it appears to end users. This screen provides a read-only preview of the blog post, including publication status, author information, featured image, and formatted content, enabling the Clinic Owner to review published or draft blogs and manage them effectively.

This screen allows the Clinic Owner to:

- View the full blog post content in a public-style layout.
- View blog publication status (Published / Draft).
- View author information and published date.

- Review the blog title, subtitle, featured image, and formatted content.
- Access blog management actions such as editing or deleting the blog post.
- Verify how the blog post appears to customers before or after publishing.  
On the screen, s/he can also
- Navigate back to the Blog Management screen.
- Access the **Edit Blog** function directly from the preview screen.
- Access the **Delete Blog** function to remove the blog post.
- Identify whether the blog is publicly visible through status indicators.
- Use breadcrumb navigation to understand the current navigation path.
- Open the public view of the blog post.

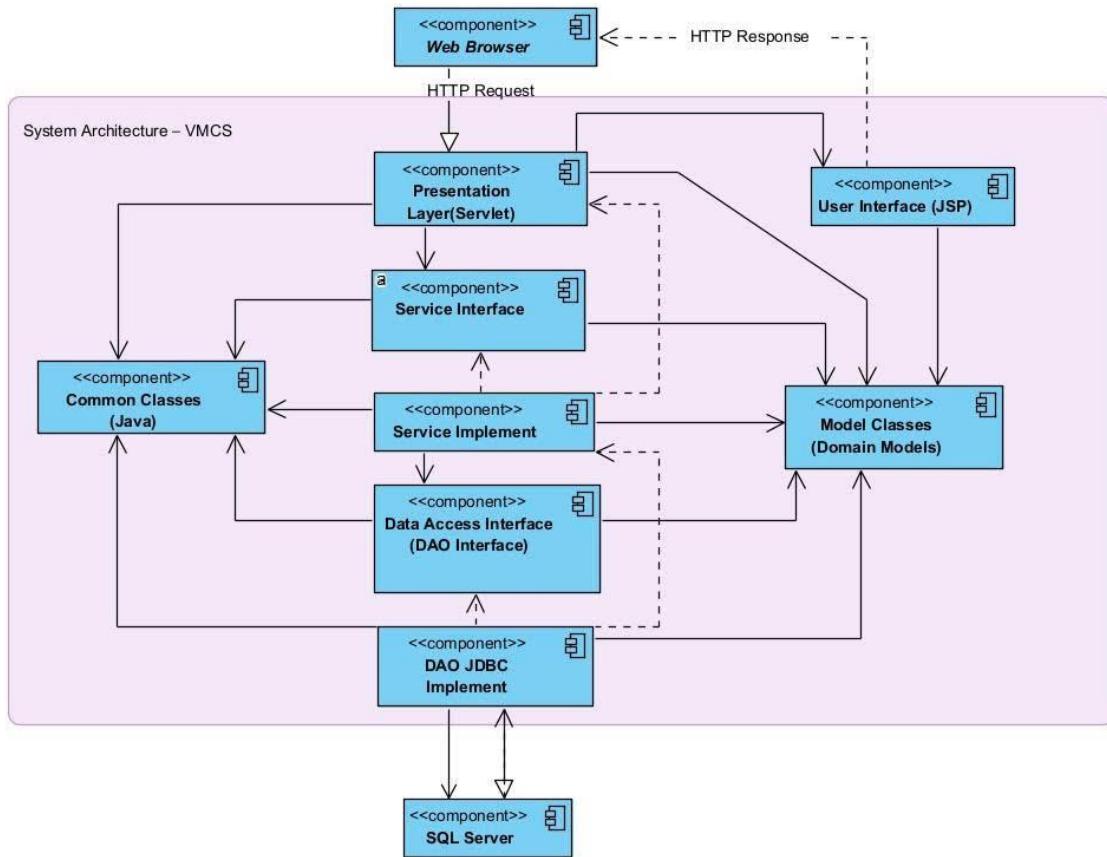
#### Field Description

Field Name	Description
Blog Title	Displays the main title of the blog post.
Publication Status	Displays the current status of the blog post (Published or Draft).
Public View Indicator	Indicates whether the blog post is publicly visible to customers.
Author Information	Displays the author's name and role information.
Published Date	Displays the date when the blog post was published.
Featured Image	Displays the main image associated with the blog post.
Blog Content	Displays the full formatted content of the blog post.
Edit Blog	Action button that navigates to the Edit Blog screen.
Delete Blog	Action button that opens the Delete Blog confirmation modal.
Breadcrumb Navigation	Displays the navigation path (Dashboard → Blog Management → Preview Post).

## III. System Design

### 1. Software Architecture

## 1.1 Overall Architectural Diagram



## 1.2 Component Descriptions

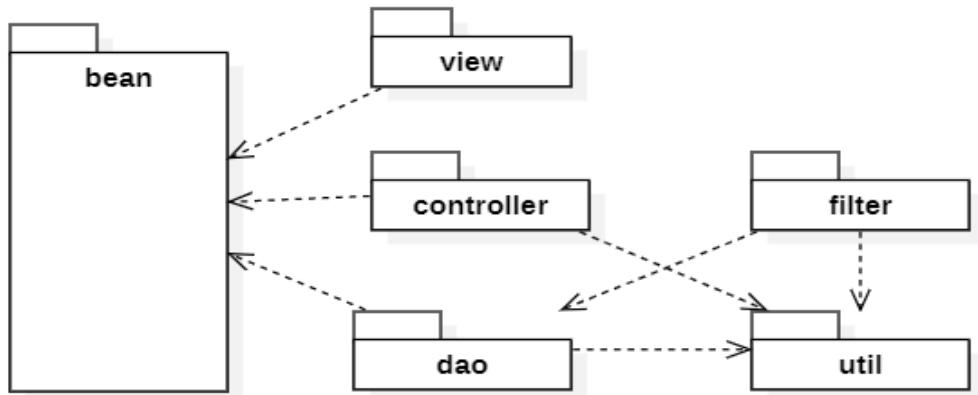
No	Component	Description
01	<i>Presentation Logic Layer</i>	Acts as the client side of the system. It sends HTTP requests to the server and receives HTTP responses. Users interact with the VMCS system through a web browser.
02	<i>User Interface</i>	Provides the graphical user interface of the system. JSP pages are responsible for displaying data to users and collecting user inputs before forwarding them to the Presentation Layer.
03	<i>Presentation Logic Layer (Servlet)</i>	Handles HTTP requests from the Web Browser. It processes user actions, controls navigation flow, validates input data, and forwards requests to the Service Interface layer.
04	<i>Service Interface</i>	Defines the service contracts of the system. It separates the presentation layer from business logic, ensuring loose coupling and better maintainability.
05	<i>Service Implement</i>	Implements business logic and use cases of the VMCS system. It processes core operations such as scheduling, customer management, veterinarian management, and clinic services.
06	<i>Model Classes (Domain Models)</i>	Represents business entities such as Customer, Pet, Appointment, Veterinarian, and Medical Record. These classes encapsulate system data and business rules.

07	<i>Common Classes (Java)</i>	<i>Contains shared utility classes and common functions such as constants, helpers, validators, and exception handling used across multiple layers.</i>
08	<i>Data Access Interface (DAO Interface)</i>	<i>Defines methods for accessing and manipulating data in the database. It abstracts database operations to isolate business logic from data persistence details.</i>
01	<i>DAO JDBC Implement</i>	<i>Implements DAO interfaces using JDBC. It executes SQL queries, handles database connections, and maps result sets to domain models.</i>
01	<i>SQL Server</i>	<i>The relational database management system used to store and manage all persistent data of the VMCS system, including users, appointments, pets, and medical records.</i>

## 2. Code Package Design

[Provide the package diagram for each sub-system. The content of this section including the overall package diagram, the explanation, package and class naming conventions in each package. Please see the sample & description table format below]

### 2.1 Package Diagram



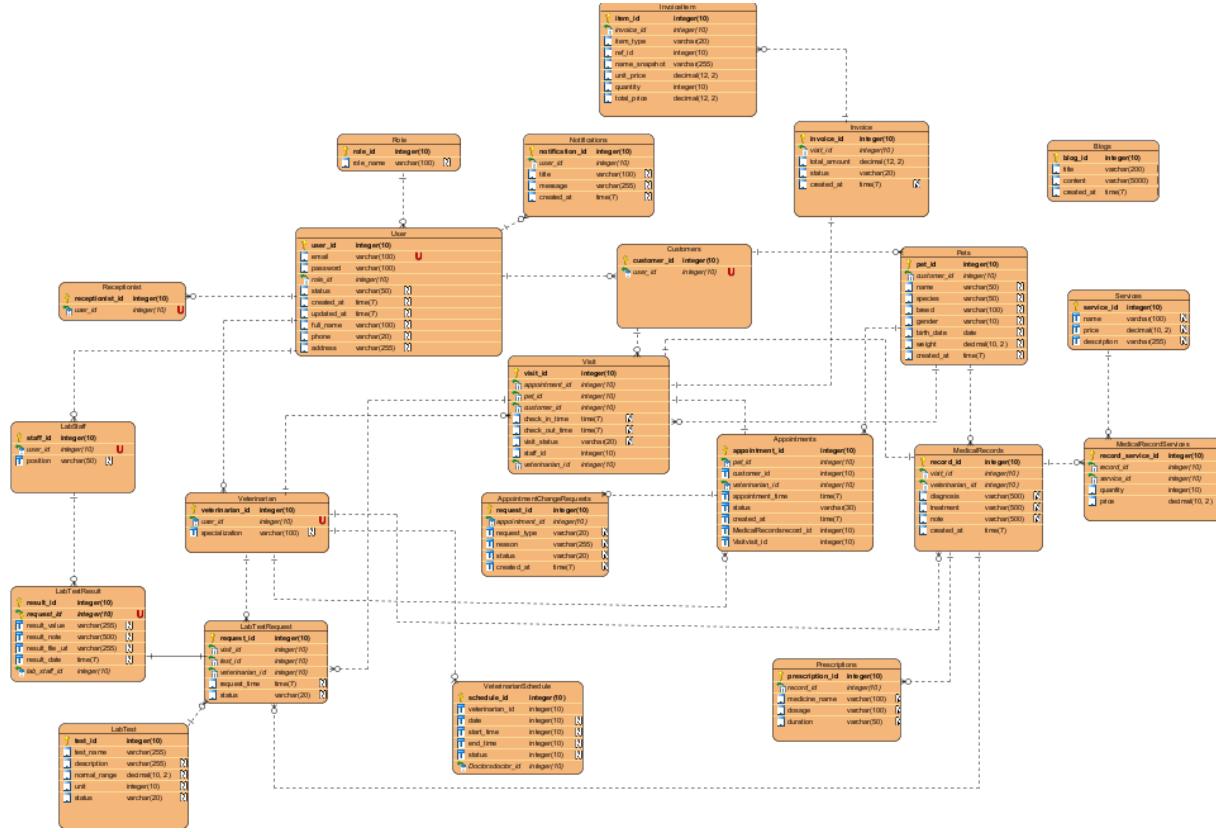
### 2.2 Package Descriptions

No	Package	Description
01	<i>View</i>	<Description of the package>
02	<i>bean</i>	<Description of the package>
03	...	

## 3. Database Design

[Provide the files description, database table relationship & table descriptions like example below]

### 3.1 Database Schema



### 3.2 Table Descriptions

#### 3.2.1 Roles

No	Field	PK	FK	UN	NN	Description
01	role_id	x			x	Primary key. Unique identifier for each role
02	role_name				x	Name of the role (Admin, Owner, Veterinarian, Receptionist, Customer, etc.)

#### 3.2.2. Users

No	Field	PK	FK	UN	NN	Description
01	user_id	x			x	Primary key. Unique identifier for each user
02	email			x	x	Email address used for login
03	password				x	Encrypted login password
04	role_id		x		x	References Roles(role_id)
05	status					Account status (Active, Inactive, Locked, etc.)
06	created_at					Account creation timestamp
07	updated_at					Last updated timestamp
08	full_name					Full name of the user
09	phone					Contact phone number
10	address					User address

### 3.2.3. Customers

No	Field	PK	FK	UN	NN	Description
01	<i>customer_id</i>	x			x	<i>Primary key of the customer</i>
02	<i>user_id</i>		x	x	x	<i>References Users(user_id)</i>

### 3.2.4. Veterinarians

No	Field	PK	FK	UN	NN	Description
01	<i>veterinarian_id</i>	x			x	<i>Primary key of the veterinarian</i>
02	<i>user_id</i>		x	x	x	<i>References Users(user_id)</i>
03	<i>specialization</i>					<i>Area of medical specialization</i>

### 3.2.5. Receptionists

No	Field	PK	FK	UN	NN	Description
01	<i>receptionist_id</i>	x			x	<i>Primary key of the receptionist</i>
02	<i>user_id</i>		x	x	x	<i>References Users(user_id)</i>

### 3.2.6. LabStaff

No	Field	PK	FK	UN	NN	Description
01	<i>staff_id</i>	x			x	<i>Primary key of lab staff</i>
02	<i>user_id</i>		x	x	x	<i>References Users(user_id)</i>
03	<i>position</i>					<i>Job position or title</i>

### 3.2.7. Pets

No	Field	PK	FK	UN	NN	Description
01	<i>pet_id</i>	x			x	<i>Primary key of the pet</i>
02	<i>customer_id</i>		x		x	<i>References Customers(customer_id)</i>
03	<i>name</i>					<i>Pet name</i>
04	<i>species</i>					<i>Species (Dog, Cat, etc.)</i>
05	<i>breed</i>					<i>Breed</i>
06	<i>gender</i>					<i>Gender</i>
07	<i>birth_date</i>					<i>Date of birth</i>
08	<i>weight</i>					<i>Weight of the pet</i>
09	<i>created_at</i>					<i>Record creation date</i>

### 3.2.8. Appointments

No	Field	PK	FK	UN	NN	Description
01	<i>appointment_id</i>	x			x	<i>Primary key of the appointment</i>
02	<i>pet_id</i>		x		x	<i>Pet being examined</i>
03	<i>customer_id</i>		x		x	<i>Customer</i>

04	<i>veterinarian_id</i>		x		x	<i>Assigned veterinarian</i>
05	<i>appointment_time</i>				x	<i>Scheduled appointment time</i>
06	<i>status</i>					<i>Appointment status</i>
07	<i>created_at</i>					<i>Creation timestamp</i>

### 3.2.9. Visits

No	Field	PK	FK	UN	NN	Description
01	<i>visit_id</i>	x			x	<i>Primary key of the visit</i>
02	<i>appointment_id</i>		x			<i>Related appointment</i>
03	<i>pet_id</i>		x		x	<i>Pet</i>
04	<i>customer_id</i>		x		x	<i>Customer</i>
05	<i>check_in_time</i>					<i>Check-in time</i>
06	<i>check_out_time</i>					<i>Check-out time</i>
07	<i>visit_status</i>					<i>Visit status</i>
08	<i>staff_id</i>		x			<i>Receptionist in charge</i>
09	<i>veterinarian_id</i>		x			<i>Attending veterinarian</i>

### 3.2.10. MedicalRecords

No	Field	PK	FK	UN	NN	Description
01	<i>record_id</i>	x			x	<i>Primary key of the medical record</i>
02	<i>visit_id</i>		x		x	<i>Related visit</i>
03	<i>veterinarian_id</i>		x		x	<i>Veterinarian who created the record</i>
04	<i>diagnosis</i>					<i>Diagnosis details</i>
05	<i>treatment</i>					<i>Treatment plan</i>
06	<i>note</i>					<i>Additional notes</i>
07	<i>created_at</i>					<i>Record creation date</i>

### 3.2.11. Services

No	Field	PK	FK	UN	NN	Description
01	<i>service_id</i>	x			x	<i>Primary key of the service</i>
02	<i>name</i>					<i>Service name</i>
03	<i>price</i>					<i>Service price</i>
04	<i>description</i>					<i>Service description</i>

### 3.2.12. MedicalRecordServices

No	Field	PK	FK	UN	NN	Description
01	<i>record_service_id</i>	x			x	<i>Primary key</i>
02	<i>record_id</i>		x		x	<i>Medical record</i>
03	<i>service_id</i>		x		x	<i>Service</i>

04	quantity					Quantity used
05	price					Price at time of use

### 3.2.13. Prescriptions

No	Field	PK	FK	UN	NN	Description
01	prescription_id	x			x	Primary key of the prescription
02	record_id		x		x	Related medical record
03	medicine_name					Medicine name
04	dosage					Dosage instructions
05	duration					Treatment duration

### 3.2.14. LabTests

No	Field	PK	FK	UN	NN	Description
01	test_id	x			x	Primary key of the lab test
02	test_name					Test name
03	description					Test description
04	normal_range					Normal reference range
05	unit					Measurement unit
06	status					Test status

### 3.2.15. LabTestRequests

No	Field	PK	FK	UN	NN	Description
01	request_id	x			x	Primary key of the request
02	visit_id		x		x	Related visit
03	test_id		x		x	Requested lab test
04	veterinarian_id		x		x	Requesting veterinarian
05	request_time					Request creation time
06	status					Request status

### 3.2.16. LabTestResults

No	Field	PK	FK	UN	NN	Description
01	result_id	x			x	Primary key of the result
02	request_id		x	x	x	Related lab test request
03	result_value					Test result value
04	result_note					Additional notes
05	result_file					Attached result file
06	result_date					Result date

07	<i>lab_staff_id</i>	x				<i>Lab staff who performed the test</i>
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### 3.2.17. Invoices

No	Field	PK	FK	UN	NN	Description
01	<i>invoice_id</i>	x			x	<i>Primary key of the invoice</i>
02	<i>visit_id</i>		x		x	<i>Related visit</i>
03	<i>total_amount</i>					<i>Total amount</i>
04	<i>status</i>					<i>Invoice status</i>
05	<i>created_at</i>					<i>Invoice creation date</i>

### 3.2.18. InvoiceItems

No	Field	PK	FK	UN	NN	Description
01	<i>item_id</i>	x			x	<i>Primary key of the invoice item</i>
02	<i>invoice_id</i>		x		x	<i>Related invoice</i>
03	<i>item_type</i>					<i>Item type (Service, Medicine, Test, etc.)</i>
04	<i>ref_id</i>					<i>Reference ID</i>
05	<i>name_snapshot</i>					<i>Item name snapshot</i>
06	<i>unit_price</i>					<i>Unit price</i>
07	<i>quantity</i>					<i>Quantity</i>
08	<i>total_price</i>					<i>Total price</i>

### 3.2.19. Notifications

No	Field	PK	FK	UN	NN	Description
01	<i>notification_id</i>	x			x	<i>Primary key of the notification</i>
02	<i>user_id</i>		x		x	<i>Recipient user</i>
03	<i>title</i>					<i>Notification title</i>
04	<i>message</i>					<i>Notification content</i>
05	<i>created_at</i>					<i>Creation date</i>

### 3.2.20. Blogs

No	Field	PK	FK	UN	NN	Description
01	<i>blog_id</i>	x			x	<i>Primary key of the blog</i>
02	<i>title</i>					<i>Blog title</i>
03	<i>content</i>					<i>Blog content</i>
04	<i>created_at</i>					<i>Creation date</i>