HIPO Diagram:

Shop:

* Browse items
* Add item to cart
* View items in cart
* Remove item from cart
* Checkout
  + Add to billing history

Appointment:

* View available dates
* Add appointment
  + Choose pet
  + Choose type of appointment
  + Add to billing history
* Cancel appointment
* Reschedule appointment (time & date)

Client:

* View pets
  + View medical history
* View upcoming appointments
* Edit client
  + update/save info
* View billing history

Employee

* Add shift
* Remove shift
* Edit employee
  + enter/edit info
  + update/save info
* Vet
  + View medical history
  + Edit medical history
    - Add condition/treatment
  + View appointments
* Admin
  + Book appointment
  + Send appointment reminder

Blog

* View article
* View post
* Submit question