Vet Questionnaire: Pet Health Records

Section 1: Your Current Workflow *(Goal: Understand your day-to-day context.)*

1. To start, could you briefly walk me through a typical patient appointment, from check-in to check-out?

(Sta. Rosa Dog & Cat Animal Clinic)
The respondent's current workflow is largely manual and paper-based. - The process starts with the owner and pet checking in and filling up a form. This can take about three minutes , and owners sometimes leave blanks on the form. - At the end of the day, there is manual recording , which involves typing the information into Excel. - For existing patients, the first question asked is if they already have a record at the clinic. If yes, the record is checked; if no, a form is filled out.
Pet Hub Veterinary Clinic - Baliwag Branch

2. What system(s) does your clinic currently use to manage pet health records? (e.g., software, paper files)

(Sta. Rosa Dog & Cat Animal Clinic)
The current clinic does not have a system. They primarily use paper forms and Excel for manual recording.
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3. What aspects of your current system work well for you?

(Sta. Rosa Dog & Cat Animal Clinic)
The current clinic is newly opened (six months ago) , and the manual system is currently managed because of a budget constraint and a smaller number of clients. There's no explicit positive comment about the current paper/Excel system itself, but the interviewee prefers a system for its accuracy and for keeping records safe from being lost.
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4. What parts of your current record-keeping process, if any, do you find the most time-consuming?

(Sta. Rosa Dog & Cat Animal Clinic)
There is the potential for misplaced paper records, which forces a time-consuming, manual search. The whole manual process is time-consuming, including the task of manually typing the records into Excel.
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Section 2: Handling Patient History & Data *(Goal: Understand how patient history is assembled.)*

5. How often do clients bring in their own pet health records, like paper booklets or handwritten logs?

(Sta. Rosa Dog & Cat Animal Clinic)
The transcript does not explicitly detail how pet owners share information like observations from home or records from an emergency clinic. However, the current paper-based process is noted to cause issues, as forms filled by owners are sometimes left with blanks and are inaccurate.
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6. When a new patient transfers to your clinic, what is your process for getting their medical history from a previous vet?

(Sta. Rosa Dog & Cat Animal Clinic)
The first question to a client is simply if they already have a record at the current clinic. If not, then they fill out a form.
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7. What challenges, if any, typically come up during that "pet transfer" process?

(Sta. Rosa Dog & Cat Animal Clinic)
The current paper-based process causes several problems: Forms are sometimes left with blanks, and information can be missing, such as a contact number. Misplaced Records: The paper itself is misplaced sometimes, which makes finding the record for a new appointment challenging, requiring a manual, one-by-one search.
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8. How do you currently integrate information provided by the owner (e.g., home observations, diet) with the official medical record?

(Sta. Rosa Dog & Cat Animal Clinic)
The transcript does not explicitly detail how pet owners share information like observations from home or records from an emergency clinic. The current system involves staff manually recording info into Excel at the end of the day.
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Section 3: Communication & The "Single Record" Idea *(Goal: Understand the flow of information.)*

9. After a visit, how do you typically share medical information (like test results or vaccination schedules) with pet owners?

(Sta. Rosa Dog & Cat Animal Clinic)
Since they don't have a lot of clients, they manage things manually by setting up a calendar and using patient info and client's the contact info. Then they message them using the contact number.
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10. Our project is exploring the idea of a "single, trustworthy source of truth" for a pet's health. In your opinion, what is the biggest barrier to achieving that right now?

(Sta. Rosa Dog & Cat Animal Clinic)
The first question to a client is simply if they already have a record at the current clinic. If not, they fill out a form
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Section 4: Concept Feedback (Our Proposed App) *(Goal: To get your direct feedback on our idea.)*

Now, I'd like to briefly describe the system we're proposing:

"Our app, **'rePawsitory'**, is a single, shared digital profile for a pet.

1. The **pet owner** creates the profile.
2. They can then grant you (as a verified vet) permission to access that pet's record.
3. You would be able to view the pet's entire history and add new, official medical entries (like diagnoses or vaccinations) directly to that shared profile."
11. What is your initial gut reaction to this concept?

12. What potential benefits, if any, do you see for your practice?

(Sta. Rosa Dog & Cat Animal Clinic)
The concept of a digital health record application is seen as beneficial because the record will be safe and not missing/lost. Records would be very accurate and safe, unlike paper. A system makes the work easier and acts as a shortcut. The clinic plans to move to a system in about six months to a year as their client base grows.
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13. What are your biggest concerns about a system like this? (e.g., privacy, data security, extra work, integration)
14. In our proposal, only verified vets can add *official* medical entries, while owners could add their own *notes* (like feeding schedules or behavior). What are your thoughts on this division of data entry?
15. In this system, the owner controls who gets to see the records. How do you feel about that?
16. What would be the single most important feature this system would *need* for you to consider using it?

(Sta. Rosa Dog & Cat Animal Clinic)
- Simplicity and Basic Functionality: The system should be a shortcut and a basic one; complex systems are disliked. - Offline Capability: The ability to access data even without an internet connection, at least for previous records, is crucial. - Unlimited Users: An ideal system would offer unlimited accounts for staff and vets.
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Section 5: Wrap-up

17. Is there anything else about managing pet records that you think is important for us to know?

(Sta. Rosa Dog & Cat Animal Clinic)
- Canvas per Clinic: The developers should do a canvas per clinic to determine their most needed, basic features. - User Limits: Be aware of other systems that limit the number of users and charge for more people; an unlimited account system is preferred. - QR Code Use: While some systems offer QR codes, it may be a "bit difficult" because not everyone is used to using QR codes.
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18. Would you be open to giving feedback on an early design of this application in the future?