

Hospital Redesign Project ERD Justifications

Contact Form

CONTACT FORM ==> RESPOND WAY

- Each contact form can only choose one preferred way to get a response.
- There can be hundreds of users who prefer to get responses via email (or SMS, or phone calls).

For example, Tony has an inquiry and he wants to contact the MIC's hospital through the contact form feature on the website. When he is filling the contact form, he could only choose one way to receive responses (email, or SMS, or a phone call) on a dropdown list. He can not choose "email and a phone call".

CONTACT FORM ==> CONTACT FORM STATUS

- Each contact form can only in one status ("new" or "solved").
- There can be many new contact forms from users. There also can be many solved contact forms in the hospital CMS.

For example, Thor is a MIC's hospital staff who is responsible for replying to users' inquiries through the contact form feature. When a new contact form comes in through the MIC's hospital website, the default contact form status is "new". After he replies to the user via email, or SMS, or a phone call, he should update this contact form information's status to "solved" by clicking the radio button on the update page then clicking "Save".

CONTACT FORM

1. ContactForm id (PK)
2. Subject
3. Firstname
4. Lastname
5. Email
6. Phone
7. Message
8. Respond way id (FK)
9. Status id (FK)

RESPOND WAY (for Users)

1. Respond way id (PK)
2. Respond way

CONTACT FORM STATUS (for Admin)

1. Status id (PK)

2. Contact form status

USER REGISTRATION

USER REGISTRATION ==> ROLES

- Each registering user can only choose one role. Users can only register the current account to make appointments for medical treatment or register the current account to obtain volunteer qualifications and volunteer recruitment information.
- There could be many users registered as volunteers. There can also be many users registered as patients.

For example, Natasha wants to be a volunteer at MIC's hospital, when she is registering on the website through the user register feature, she has to choose the role on the radio "volunteer". After a month, Natasha feels a little uncomfortable and wants to book an appointment with a doctor online. She has to register another account used for booking appointments with MIC's hospital doctors.

USER REGISTRATION

1. Registration id (PK)
2. Username
3. Password
4. Firstname
5. Lastname
6. Email
7. Phone
8. Age
9. Occupation
10. Emergency Contact
11. Role id (FK)

REGISTRATION ROLES

1. Role id (PK)
2. Role name