

# **Veterinary Practice Management System with Chatbot**

Developed For  
Cremisoft Development Pvt. Ltd., Ahmedabad

Report Part- II (Sem – VI)  
Submitted For  
The Partial Fulfillment Towards  
The Degree of  
**Bachelor of Computer Applications (BCA)**

By

Ayushi Mistry

Tanya Jagyasi

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**Under the Guidance of**

External Guide

Mr. Sunil Jagyasi

(Owner)

Cremisoft Development Pvt. Ltd.

Internal Guide

Prof. Riddhi Kundal

FCAIT, BCA

Ahmedabad



**Faculty of Computer Applications & IT**  
**BCA Programme**  
**Ahmedabad**

GLS UNIVERSITY  
Faculty of Computer Applications & IT, BCA Programme  
Ahmedabad

**CERTIFICATE**

This is to certify that

- 1) Ayushi Mistry
- 2) Tanya Jagyasi
- 3) Rahul Patel

Student/s of Semester- VI BCA (TYBCA), FCAIT, GLS University has/have successfully completed the System Development Project Part-II, System Design, Testing and Implementation work on “Veterinary Practice Management System with Chatbot ” as a partial fulfillment of the study of Third year Semester-VI, Bachelor of Computer Applications(BCA).

Date of Submission: 17<sup>th</sup> March, 2021

**Prof. Riddhi Kundal**  
Project Guide

**Prof. Tripti Dodiya**  
Project Co-Ordinator

## **ACKNOWLEDGEMENT**

We are thankful to all those persons who have directly or indirectly contributed to create this project and helped us lot to make it a great success. We would get and useful experience that will change our career.

We grab this opportunity to introduce the project of **Veterinary Practice Management System** as a part of our 6 Semester BCA.

We would like to thank my Project guide **Prof. Tripti Dodiya** for providing a vision about the system. we have been greatly benefited from their regular critical reviews and inspiration throughout my work.

We would like to express my sincere thanks to our **Dean R.P Soni Sir** and my internal guide **Prof. Riddhi Kundal** who gave me an opportunity to undertake such a great challenging and innovative work. we are grateful to them for their guidance, encouragement, understanding and insightful support in the development process.

We are extremely thankful to each and every faculty member of **Faculty of Computer Applications**. As they share their valuable time with us for our project and solve our problem.

Last but not the least we would like to mention here that we are greatly indebted to each and everybody who has been associated with our project at any stage but whose name does not find a place in this acknowledgement.

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## **COMPANY PROFILE**

**Company Name:** Cremisoft Development Pvt. Ltd

**Owner Name:** Mr.Sunil Jagyasi

**E-mail:** sunil@cremisoft.com

**Contact No:** 7567002073

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# **Project Profile**

**Project Title: Veterinary Practice System with Chatbot**

**Project Description:**

## **Web Application for veterinary System for small- to medium-sized practices:**

- The goal of this application is to create tool for managing the work flow of a veterinarian. This application is assigned to keep track of patients, appointments, procedures and medication. The second goal is mostly people run small scale animal practice without a real office or business premises so this application is easy to use and learn for various purposes in low budget and also time saving in emergency. The main features are Search, Booking an appointment, the ability to get receipts and invoices, Inventory Control and Purchasing, Payment options, patients-Doctors databases, medication and also they can communicate via this app to their doctors in emergency situations.so the user can check easily availability of everything on app at any time and also get training option how to keep healthy their pets.
- In veterinary practice management system, we are going to use an Odoo framework which has almost everything which requires to manage animal hospital.
- This Odoo module provides many different features to manage veterinary animal clinic management such as pet details management, Appointments, Pet Hospitalization, Laboratory-Lab Test, Invoicing management etc. along with different reports, Medication History, Lab tests etc.
- **CHATBOT DESCRIPTION:**
- We are using a chatbot to stimulate human conversation. Chatbot is basically a user interface (UI), but instead of going through a complicated UI, a system integrated with a chatbot is preferred.
- The chatbot platform processes users query, also once interpreted, it enquires about it in common language and passes this information to the user in a way that user understands.

## **Tentative Project Module Names with Description:**

**We are representing the ERP module for veterinary practice management system.**

### **Admin Module:**

- Admin can add doctors and also update and delete it.
- Inventory Control Management and Purchasing.
- Admin can view the appointment and invoice.
- Admin can also manage payment activities if require.
- Can view user's feedback

### **User Module:**

- User can register and login.
- Can view the doctors.
- Book an appointment
- User can reschedule an appointment
- Can view reports and invoice
- Make an payment using Cash or Card
- Can view history of treatment
- Can Communicate with doctors in case of emergency (when doctor is available)
- Can Communicate with chatbot
- Can give feedback

### **Doctor Module:**

- Can login
- View and Confirm appointment

- Can view Pet's history about treatment

## **System Requirement**

### **Software Used:**

- **Frontend:**

- Visual Studio Code/PyCharm
  - For Python and AI Chatbot
- Odoo Framework

- **Backend:**

- PHPmyAdmin
  - For Postgresql



## **Existing System**

Veterinary Management ERP technology solutions at Hvantage Technologies  
Which Has Following Features:

- Pet information portal
- Appointment scheduling
- Laboratory inventory
- Notification reminder
- ICU information portal
- Invoice Records
- Pediatrics details
- Warehouse management records

## **Proposed System**

The project maintains two levels of users:

- Administrator Level
- User Level:
  - Owner
  - Doctor

Which includes Activities like:

Maintaining Pet Details, Providing Prescription and Diet Advice.

Providing and Maintaining all Kinds of tests for Billing and Report generation.

AI ChatBot : The chatbot platform processes users query, also once interpreted, it enquires about it in common language and passes this information to the user in a way that user understands.

## **ADMIN PANEL SCREENSHOTS**

DiscussSalesEquiClinicVeterinaryInvoicingEmployeesAppsSettings

Your logo

Doctor

Powered by Odoo

Doctor

Search...

CreateImport

1-1 / 1

|                          | Doctor Id | Name  | Specification | Degree | Phone No.   | Email Id        |
|--------------------------|-----------|-------|---------------|--------|-------------|-----------------|
| <input type="checkbox"/> | 1         | tanya |               |        | 123,456,789 | tanya@gmail.com |
|                          |           |       |               |        |             |                 |
|                          |           |       |               |        |             |                 |
|                          |           |       |               |        |             |                 |

DiscussSalesEquiClinicVeterinaryInvoicingEmployeesAppsSettings

Your logo

Employees

Powered by Odoo

EmployeesDepartmentsConfigurationSettingsEmployee TagsJob Positions

Employees

Search...

1-22 / 22

Antoine Langlais

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Jimmy Kosikin

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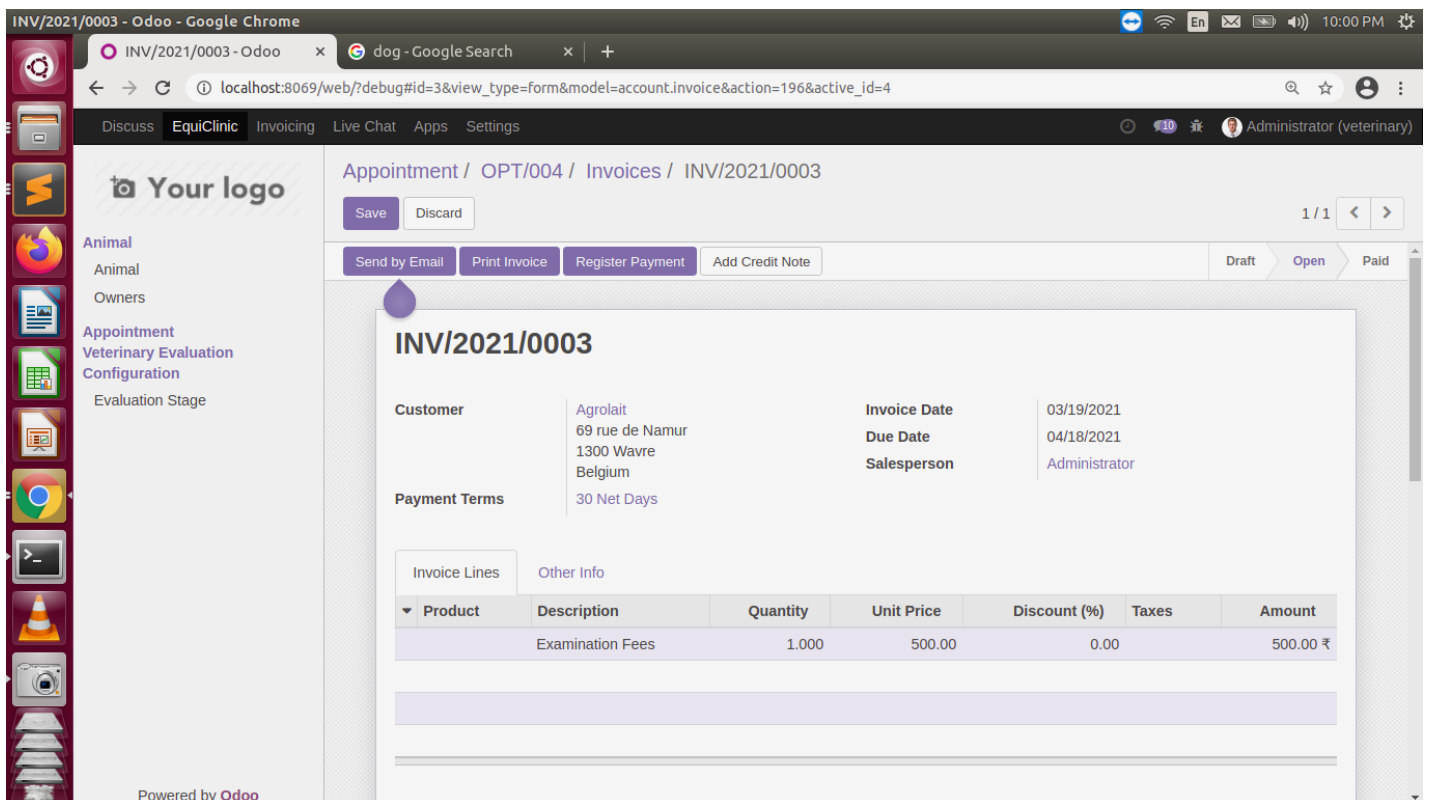
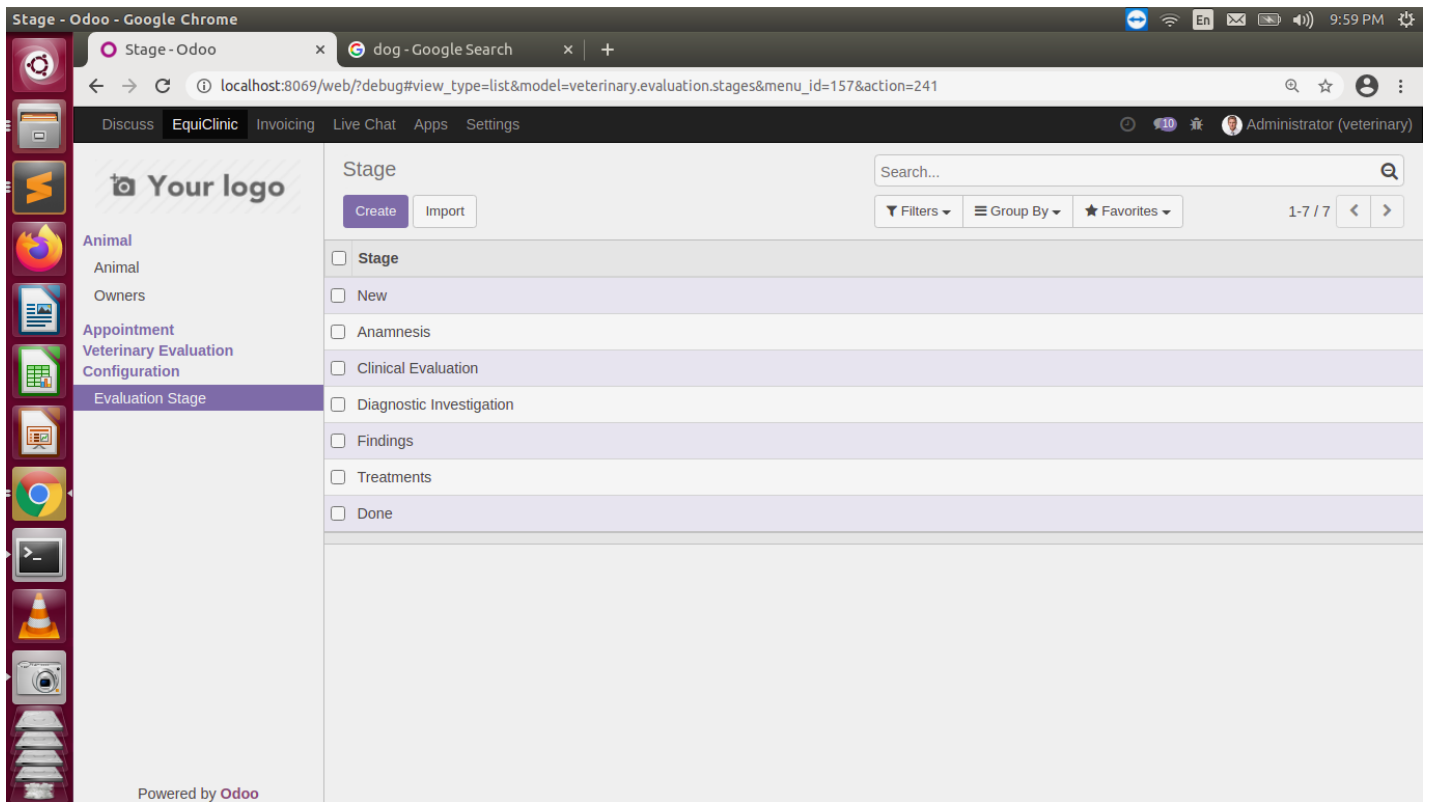
João Gomer

Experienced Developer

John Doe

Marketing and Community Manager

# ADMIN PANEL SCREENSHOTS



# ADMIN PANEL SCREENSHOTS

OPT/003 - Odoo - Google Chrome

OPT/003 - Odoo | dog - Google Search

localhost:8069/web/?debug#id=2&view\_type=form&model=veterinary.evaluation&menu\_id=155&action=240

Discuss | EquiClinic | Invoicing | Live Chat | Apps | Settings

Administrator (veterinary)

Your logo

Animal

Animal

Owners

Appointment

Veterinary Evaluation

Configuration

Evaluation Stage

Veterinary Evaluation / OPT/003

Edit

Print | Attachment(s) | Action

1 / 4

Send by Email

Animal

Stage

Owner

DOG

New

Agrolait

Appointment

OPT/003

Musculoskeletal

Respiratory

Cardiovascular

Gastrointestinal

Nervous

Reproductive and Urinary

Skin

Conformation

LF

LH

Neck Back Pelvis

Ridden

Walk

ddd

dd

Feet and Shoeing

RF

RH

Flexion Tests

Diagnostic Imaging

Trot

Other

Overall Assessment

Recommendations

Send message

Log note

Following

1

Today

Note by YourCompany, Administrator - 2 hours ago

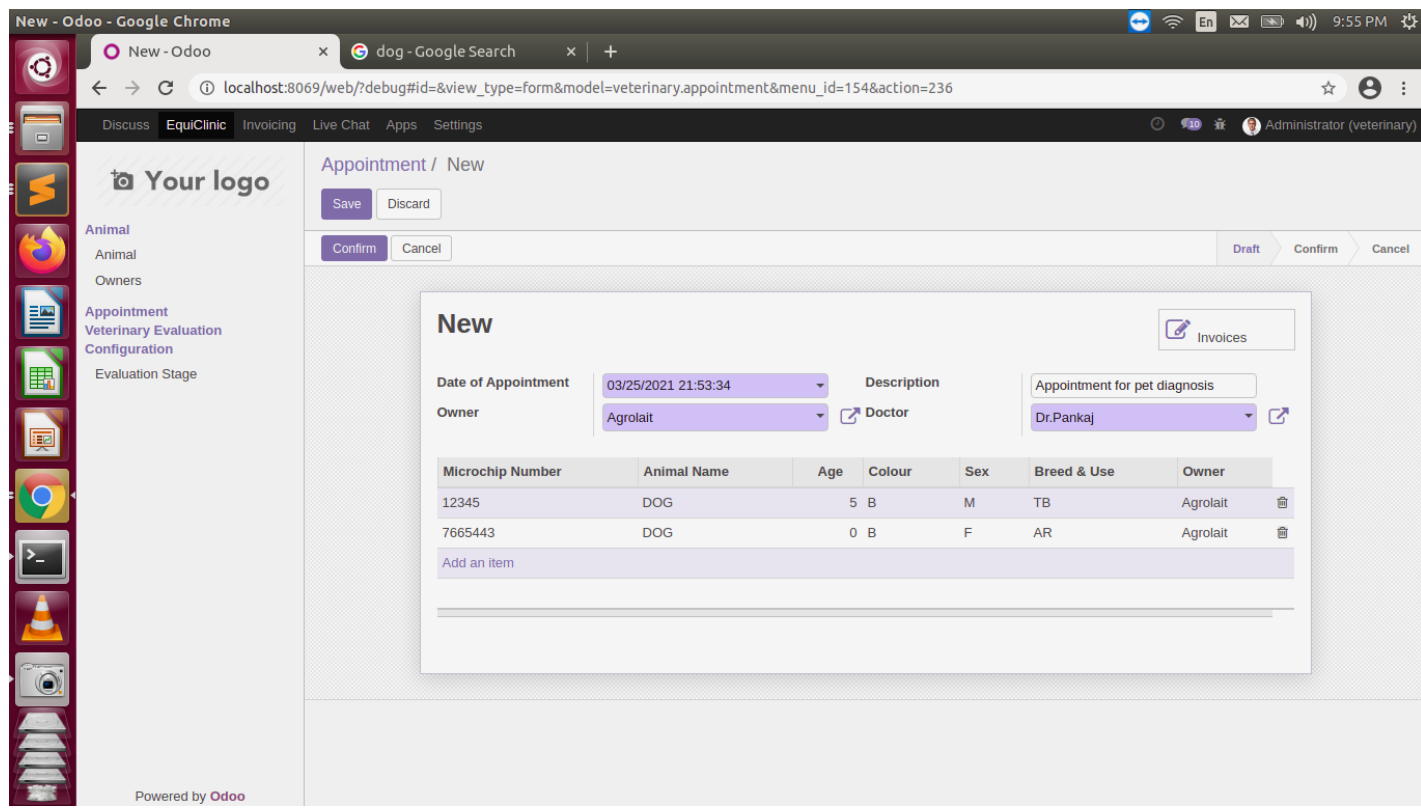
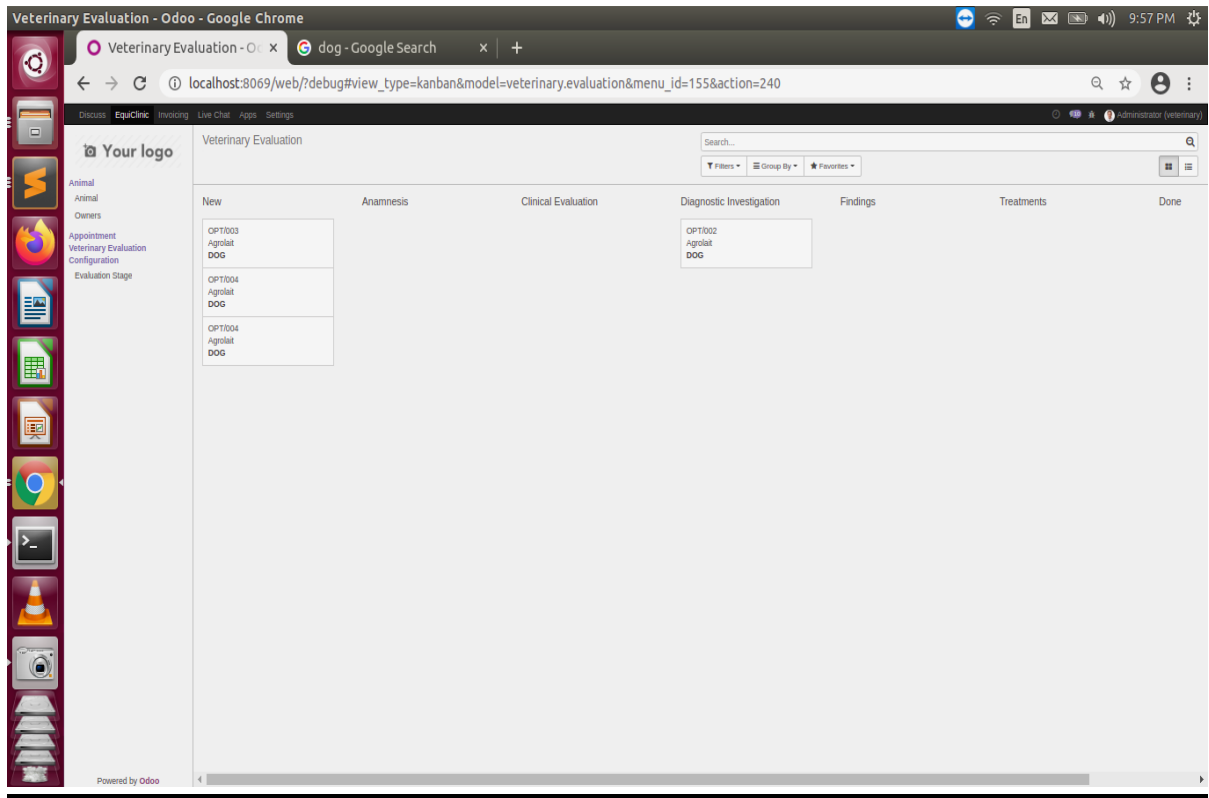
• Doctor: Administrator

Note by YourCompany, Administrator - 2 hours ago

veterinary.evaluation created

Powered by Odoo

# ADMIN PANEL SCREENSHOTS



# ADMIN PANEL SCREENSHOTS

Agrolait - Odoo - Google Chrome

Agrolait - Odoo x dog - Google Search x +

localhost:8069/web/?debug#id=9&view\_type=form&model=res.partner&menu\_id=153&action=49

Discuss EquiClinic Invoicing Live Chat Apps Settings

Administrator (veterinary)

Your logo

Animal

Animal

Owners

Appointment

Veterinary Evaluation

Configuration

Evaluation Stage

Customers / Agrolait

Edit Create

Print Attachment(s) Action

1 / 6

Agrolait

Active 800.00 ₹ Invoiced Animals

Address 69 rue de Namur Wavre 1300 Belgium

Phone +32 10 588 558

Mobile

Email agrolait@yourcompany.example.com

Website http://www.agrolait.com

Language English

GSTIN Tags Components Buyer Partner / IT Services

Contacts & Addresses Internal Notes Sales & Purchases Invoicing Animal

Edward Foster Sales Representative efoster@seagate.com

Laith Jubair Director laith.jubair@axelor.example.com

Michel Fletcher Analyst

Thomas Passot Functional Consultant

Powered by Odoo

file-2020030....jpg

Show all

Customers - Odoo - Google Chrome

Customers - Odoo x dog - Google Search x +

localhost:8069/web/?debug#view\_type=list&model=res.partner&menu\_id=153&action=49

Discuss EquiClinic Invoicing Live Chat Apps Settings

Administrator (veterinary)

Your logo

Animal

Animal

Owners

Appointment

Veterinary Evaluation

Configuration

Evaluation Stage

Customers

Create Import

Customers Country Search...

Filters Group By Favorites

Name Phone

Belgium (2)

Agrolait +32 10 588 558 agrolait@yourcompany.example.com

YourCompany, Demo Portal User www.yourcompany.com@yourcompany.example.com

China (1)

China Export +86 21 6484 5671 chinaexport@yourcompany.example.com

France (1)

Camptocamp +33 4 49 23 44 54 camptocamp@yourcompany.example.com

United Kingdom (1)

Think Big Systems +1 857 349 3049 thinkbig@yourcompany.example.com

United States (1)

The Jackson Group +1 786 525 0724 jackson@yourcompany.example.com

Powered by Odoo

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Show all

# ADMIN PANEL SCREENSHOTS

Customers - Odoo - Google Chrome

localhost:8069/web/?debug#view\_type=kanban&model=res.partner&menu\_id=153&action=49

Discuss EquiClinic Invoicing Live Chat Apps Settings

Administrator (veterinary)

**Your logo**

Animal

Owners

Appointment  
Veterinary Evaluation  
Configuration  
Evaluation Stage

Powered by Odoo

file-2020030....jpg

Show all

**Customers**

Create Import

Filters Group By Favorites 1-6 / 6

Agrolait  
Components Buyer Partner / IT Services  
Wavre, Belgium  
agrolait@yourcompany.example.com

camp tocamp  
Partner / Gold Services  
Le Bourget du Lac, France  
campcamp@yourcompany.example.com

China Export  
Consultancy Services Manufacturer  
Shanghai, China  
chinaexport@yourcompany.example.com

The Jackson Group  
Partner / Gold Partner / IT Services  
Miami, United States  
jackson@yourcompany.example.com

Think Big Systems  
Partner / Silver  
London, United Kingdom  
thinkbig@yourcompany.example.com

YourCompany, Demo Portal User  
Vivegnis, Belgium  
demo.portal@yourcompany.example.com

DOG - Odoo - Google Chrome

localhost:8069/web/?debug#id=1&view\_type=form&model=veterinary.animal&menu\_id=152&action=233

Discuss EquiClinic Invoicing Live Chat Apps Settings

Administrator (veterinary)

**Your logo**

Animal

Animal

Owners

Appointment  
Veterinary Evaluation  
Configuration  
Evaluation Stage

Powered by Odoo


file-2020030....jpg

Show all

**Animals / DOG**

Edit Create

Attachment(s) Action 1 / 2

 **DOG**  
12345

3 Appointment

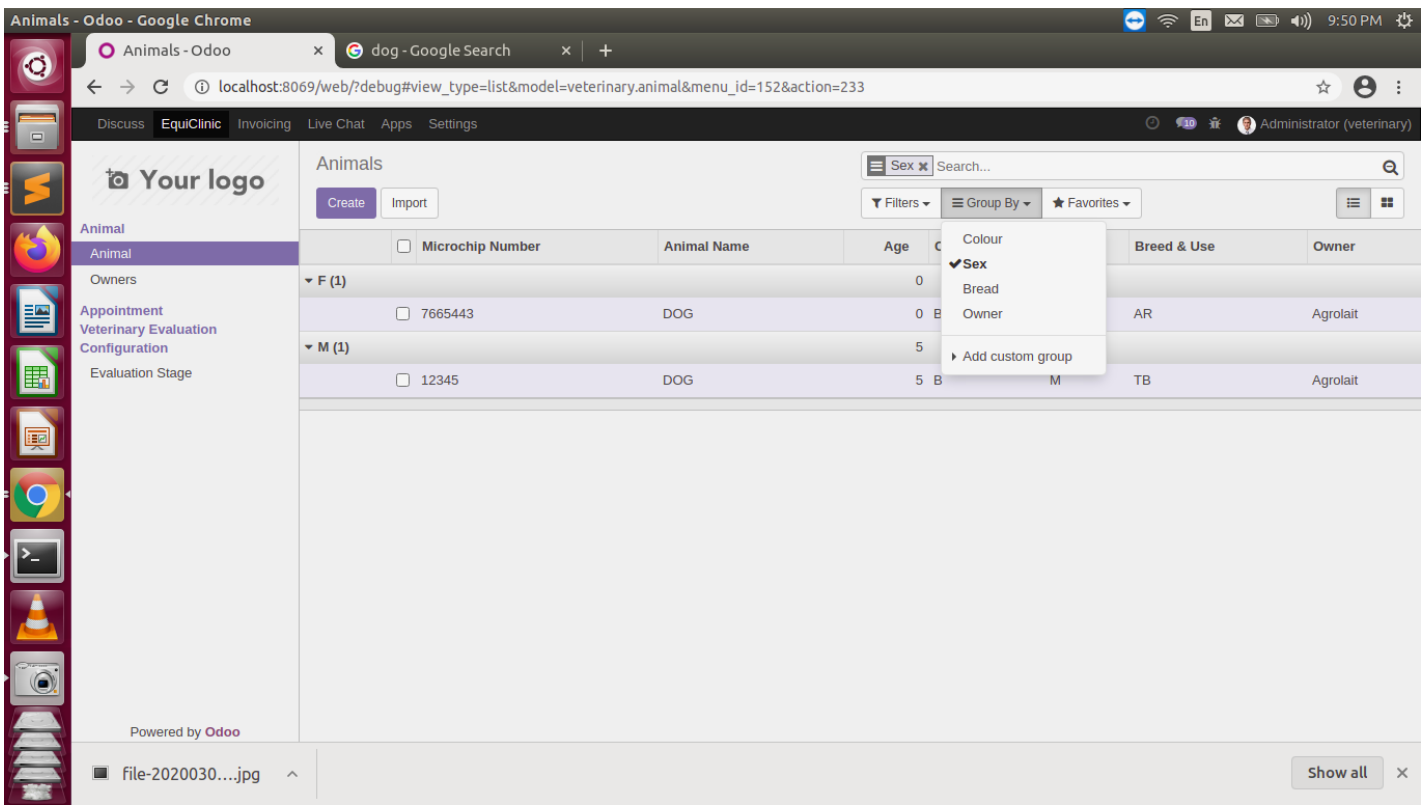
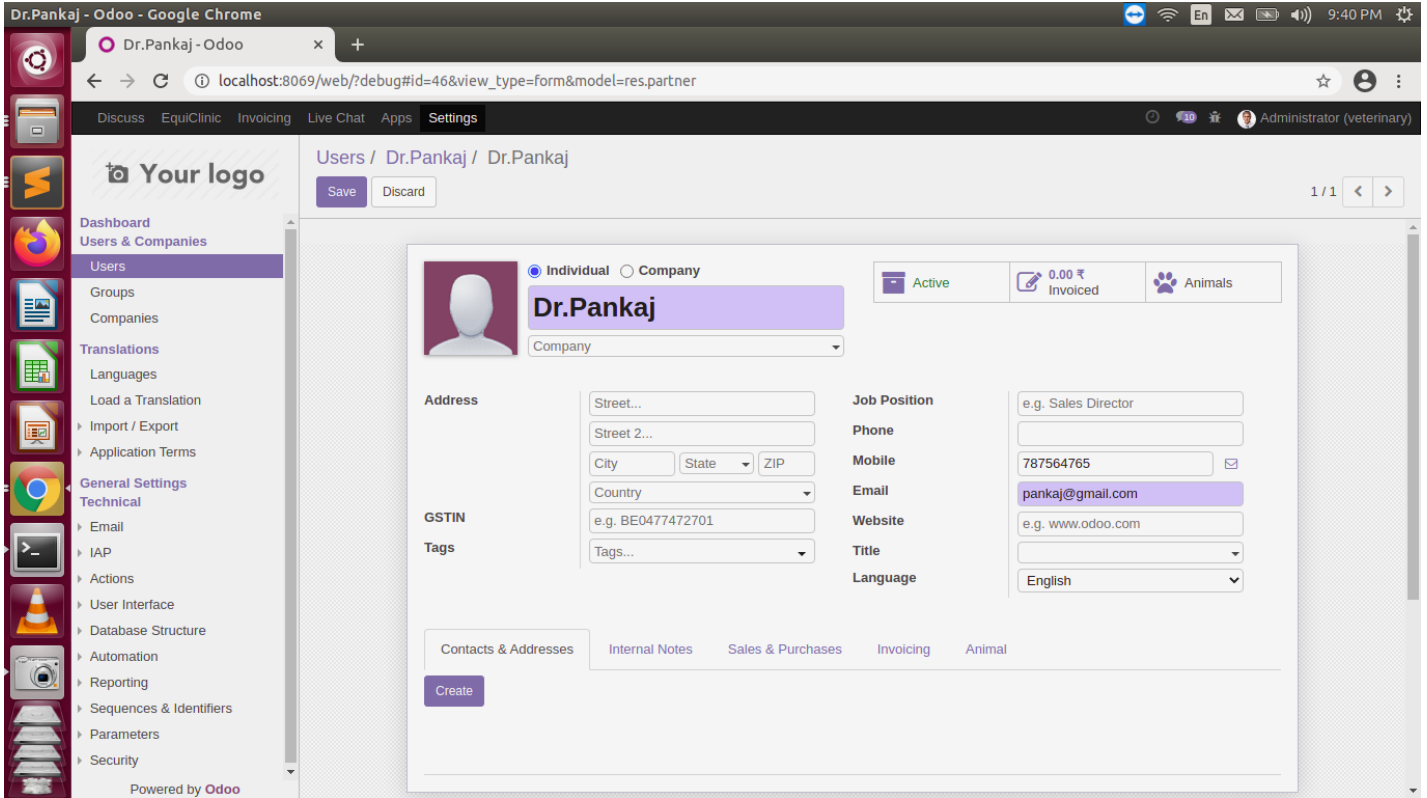
Owner Agrolait Age 5  
Sex M Colour B  
Breed & Use TB

Veterinary Evaluation

| Animal | Appointment |
|--------|-------------|
| DOG    | OPT/002     |
| DOG    | OPT/003     |



# ADMIN PANEL SCREENSHOTS



# ADMIN PANEL SCREENSHOTS

Dr.Pankaj - Odoo - Google Chrome

Dr.Pankaj - Odoo

localhost:8069/web/?debug#id=9&view\_type=form&model=res.users&menu\_id=58&action=65

Discuss EquiClinic Invoicing Live Chat Apps Settings

Administrator (veterinary)

Your logo

Users / Dr.Pankaj

Edit Create Attachment(s) Action 3 / 4

Send an Invitation Email Never Connected Confirmed

**Dr.Pankaj**  
pankaj@gmail.com  
Related Partner Dr.Pankaj

Access Rights Preferences

**Application Accesses**

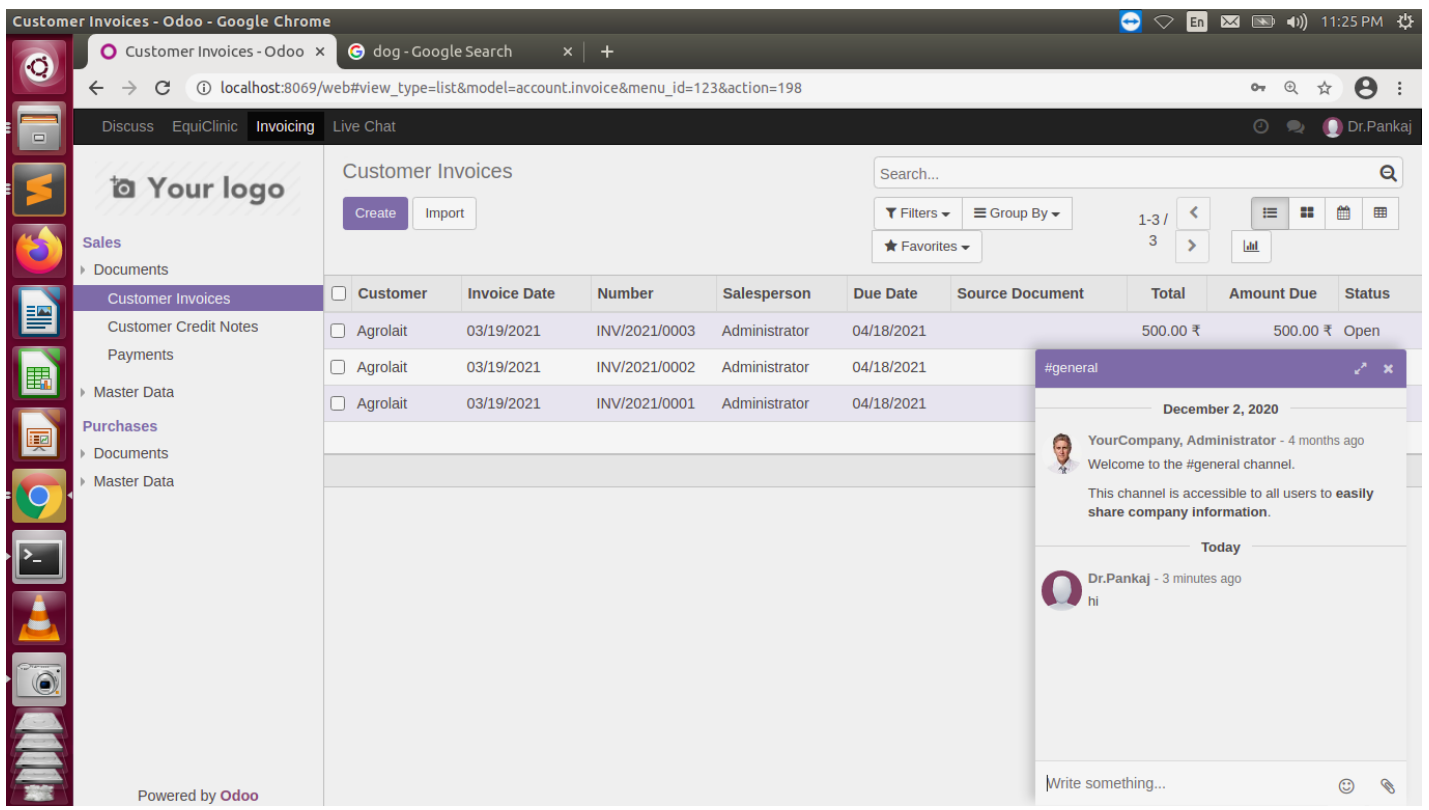
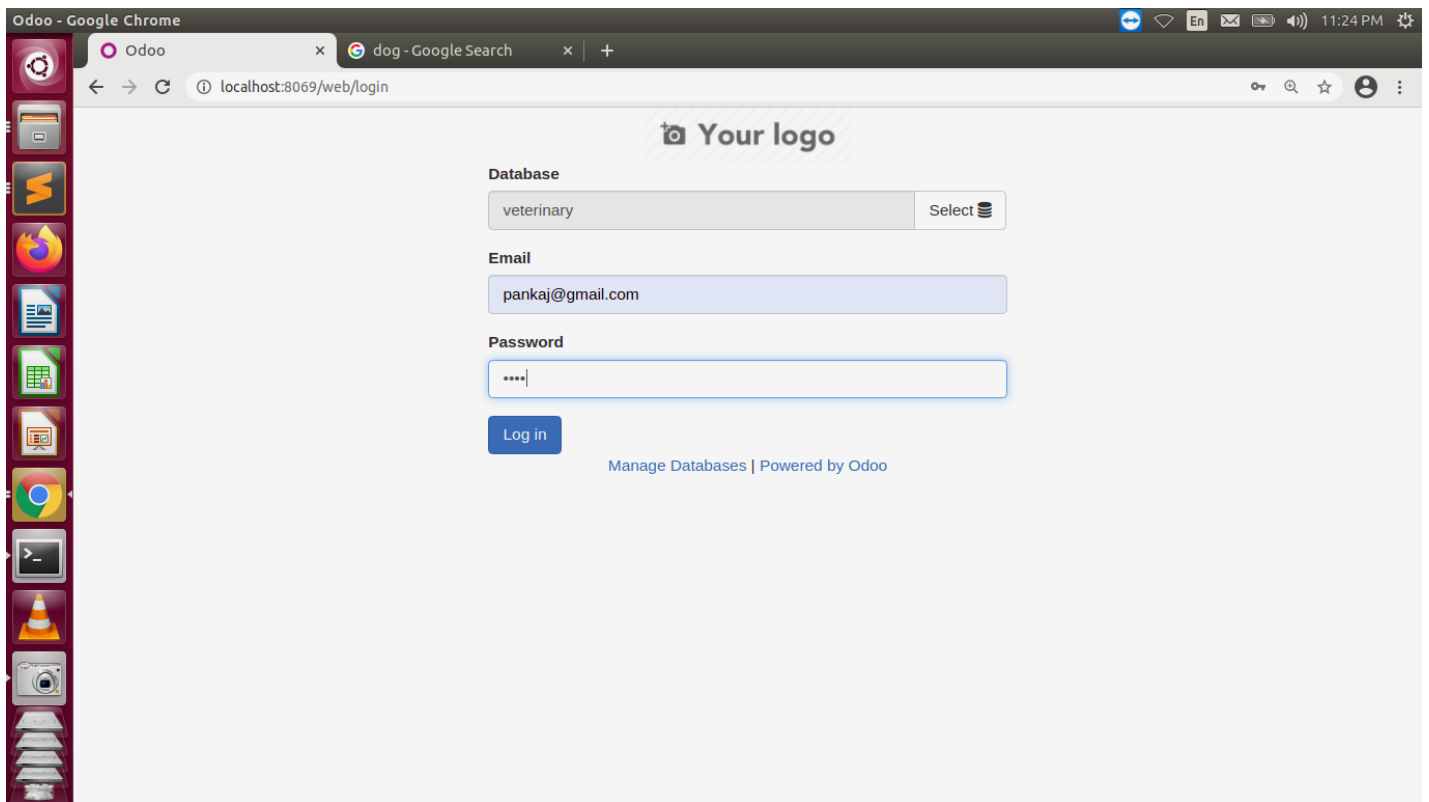
|                      |                 |
|----------------------|-----------------|
| Equi Clinic          | User            |
| Accounting & Finance | Billing Manager |
| Employees            | Employee        |
| Live Support         | Manager         |
| Administration       |                 |

**Technical Settings**

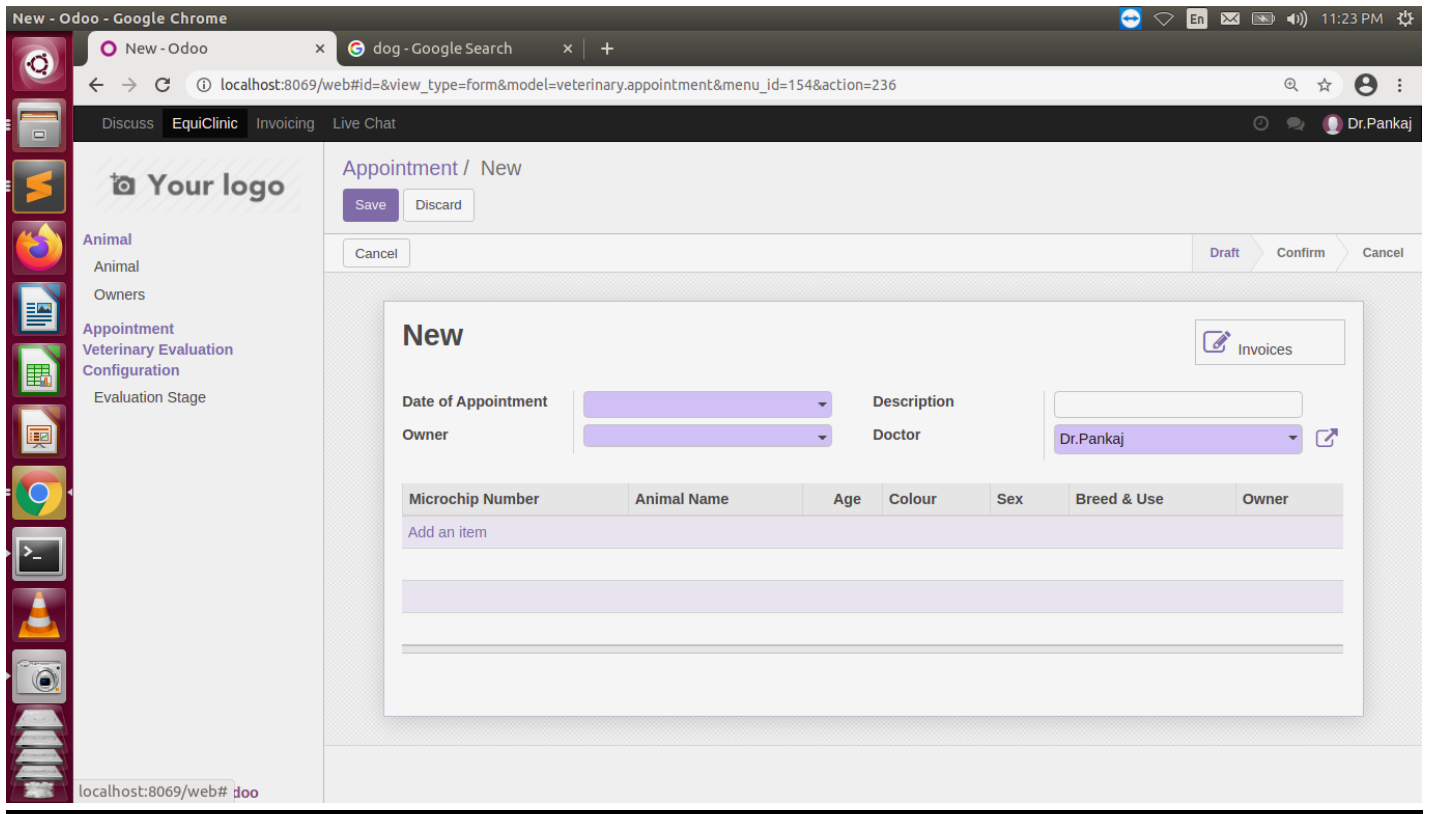
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| A warning can be set on a partner (Account) | <input type="checkbox"/> | Manage Multiple Units of Measure | <input type="checkbox"/> |
| Manage Pricelist Items                      | <input type="checkbox"/> | Manage Product Packaging         | <input type="checkbox"/> |
| Manage Product Variants                     | <input type="checkbox"/> | Pricelists On Product            | <input type="checkbox"/> |

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# SCREEN LAYOUTS






# SCREEN LAYOUTS



# SCREEN LAYOUTS

## VETERINARY

 DESCRIPTION  DOCTORS  ABOUT US

REGISTER »

### DESCRIPTION

In many countries, the local nomenclature for a veterinarian is a regulated and protected term, meaning that members of the public without the prerequisite qualifications and/or licensure are not able to use the title. In many cases, the activities that may be undertaken by a veterinarian (such as treatment of illness or surgery in animals) are restricted only to those professionals who are registered as a veterinarian. For instance, in the United Kingdom, as in other jurisdictions, animal treatment may only be performed by registered veterinary physicians (with a few designated exceptions, such as paraveterinary workers), and it is illegal for any person who is not registered to call themselves a veterinarian, prescribe any drugs, or perform treatment.

### Doctors

Companion animal Veterinarians



### Doctors

Companion animal Veterinarians



These veterinarians diagnose and treat diseases or abnormal conditions in animals, most often cats and dogs. They are the most common type of veterinarian and provide inoculations; prescribe medication; set bones; dress wounds; perform surgery and dental work; offer euthanasia services; and advise clients on the general care of their animals.

### Veterinary Practitioners

These are veterinarians in clinical practice who have advanced training and expertise in a particular animal species. Some examples are:

Avian Practice (birds)  
Canine/Feline Practice (dogs and cats)  
Equine Practice (horses)  
Exotic Companion Mammal Practice (ferrets, rabbits, mice, rats, and other small mammals often kept as pets)  
Reptile and Amphibian Practice (snakes, lizards, salamanders, turtles, etc.)



# SCREEN LAYOUTS



These are the veterinarians who work with farm animals raised to be food sources, most commonly cattle, pigs, chickens, and sheep. Food animal vets spend much of their time on farms and ranches and test for, treat, and vaccinate against disease. Their consultation with farmers includes topics such as housing, feeding, and general health.

## Food safety and inspection Veterinarians



The primary focus of these veterinarians is the inspection and testing of livestock and animal products. This involves vaccinating animals, conducting research to improve animal health, and examining slaughtering and processing plants. Food safety and inspection vets also participate in the administration of animal and public health programs designed to prevent and control transmission of diseases among animals and between animals and people. In short, they work to enforce government regulations concerning food safety.

## Research Veterinarians



These veterinarians contribute to human health as well as animal health by engaging in research to prevent and treat diseases in humans. They may conduct clinical research on health problems which afflict both humans and animals; investigate the effects of drug therapies; and test potential new surgical techniques.



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## ABOUT US

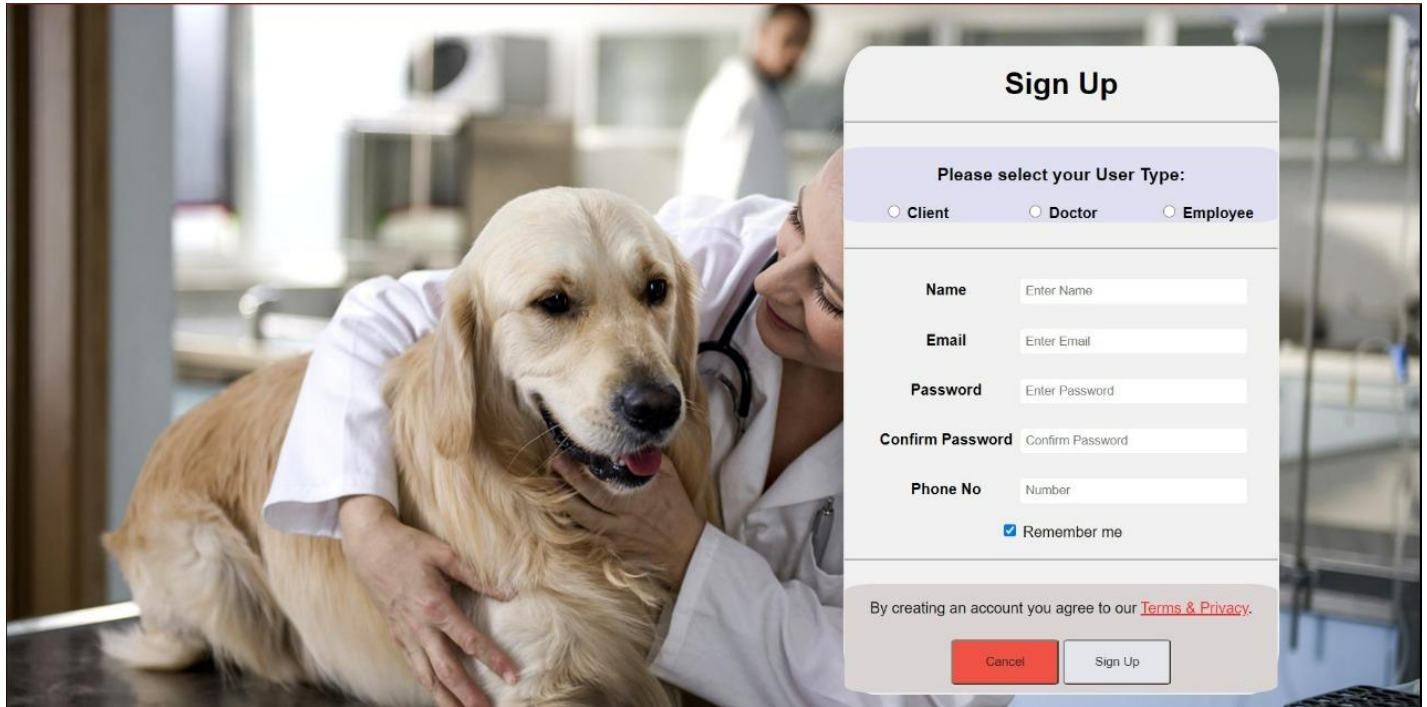
Veterinarians are the doctors of the animal world. They use their skills to evaluate patients, make diagnoses, and treat a wide range of conditions. "Our goal is to preserve quality of life and alleviate pain while making sure that we work with our pet owners as best we can help them care for their pets. Veterinarians treat disease, disorder or injury in animals, which includes

diagnosis, treatment and aftercare. The scope of practice, specialty and experience of the individual veterinarian will dictate exactly what interventions they perform, but most will perform surgery (of differing complexity). As with human medicine, much veterinary work is concerned with prophylactic treatment, in order to prevent problems occurring in the future. Common

interventions include vaccination against common animal illnesses, such as distemper or rabies, and dental prophylaxis to prevent or inhibit dental disease. This may also involve owner education so as to avoid future medical or behavioral issues.



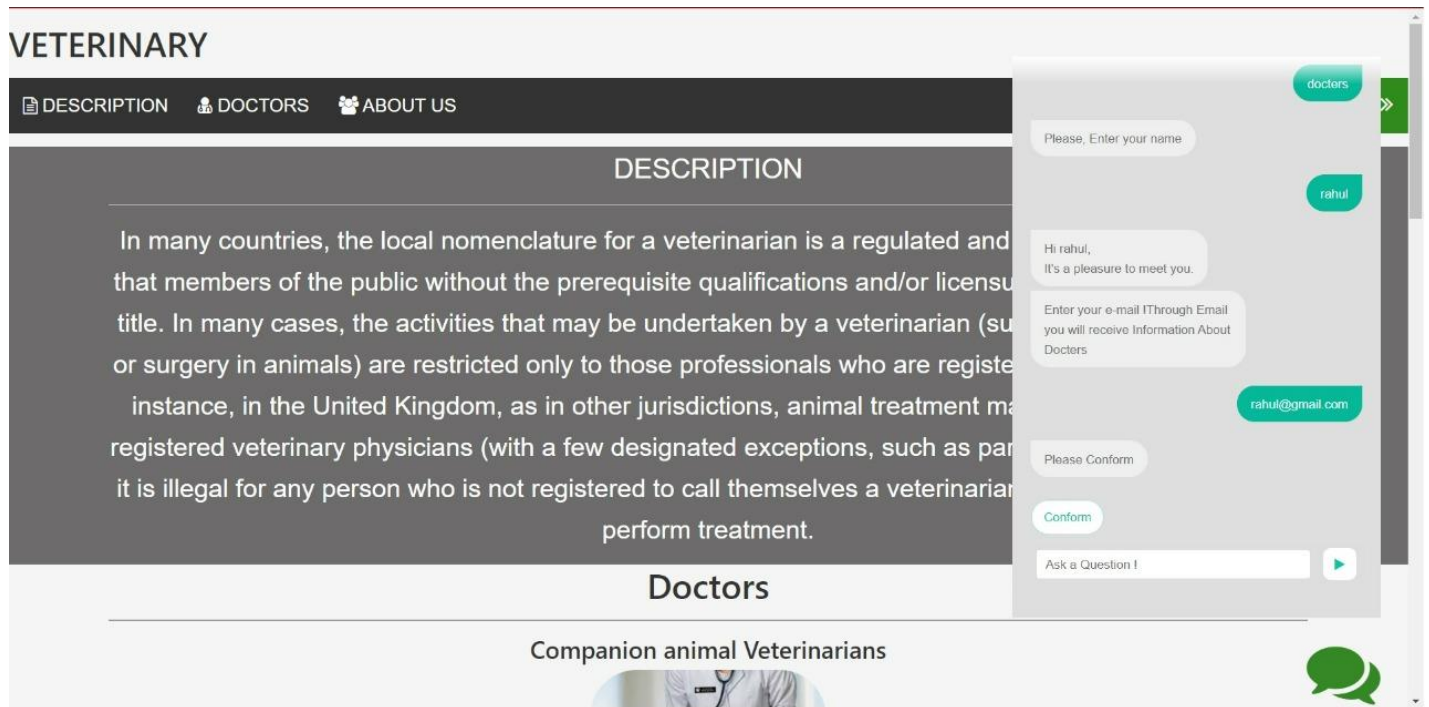
# SCREEN LAYOUTS



## VETERINARY



# SCREEN LAYOUTS





## **Conclusion**

The project “Veterinary Clinic Management System” is for computerizing the working in a hospital. The software takes care of all the requirements of an average hospital and is capable to provide easy and effective storage of information related to patients that come up to the hospital.

It generates test reports; provide prescription details including various tests, diet advice, and medicines prescribed to patient and doctor. It also provides injection details and billing facility on the basis of patient’s status whether it is an indoor or outdoor patient.

The system also provides the facility of backup as per the requirement. And it also has an AI Chatbot for the users, so that they will be able to interact for their problems.