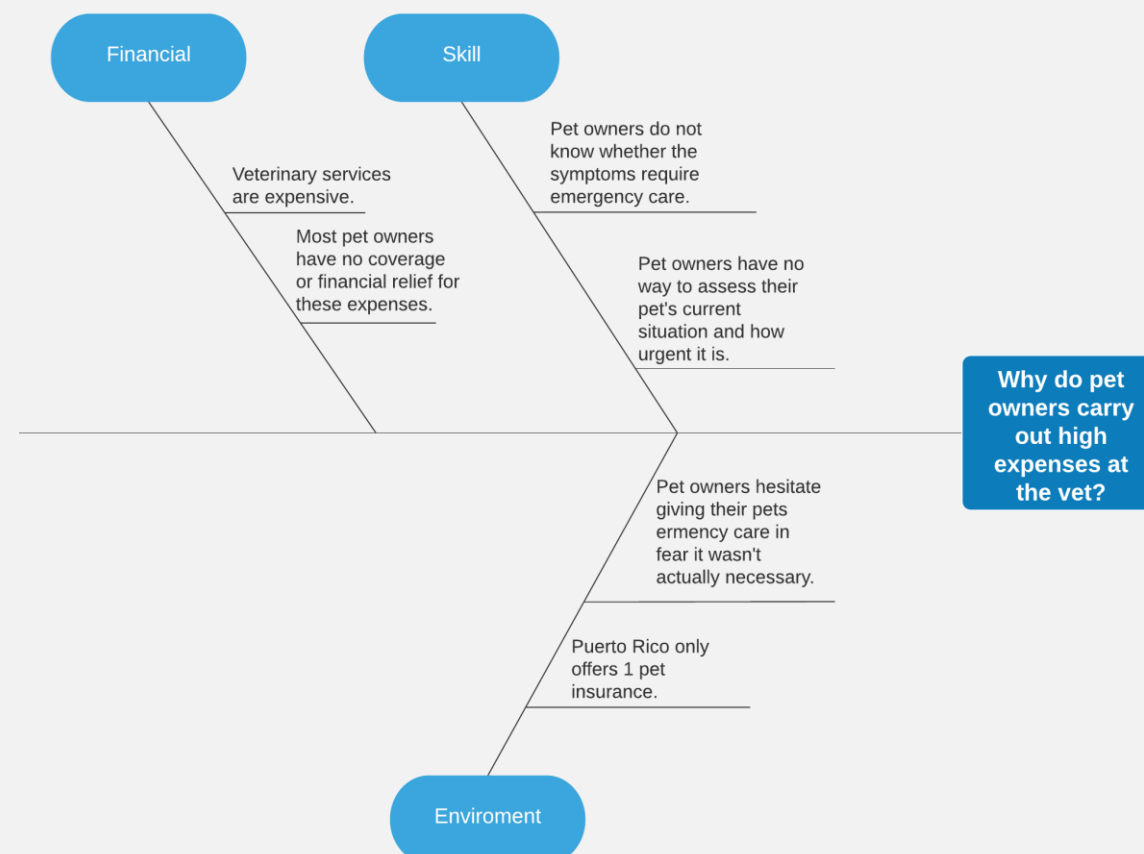## Background:

○ As of today, Puerto Rico only offers 1 pet insurance for dogs and cats. This results in very few options for coverage in medical bills nationwide.

○ Without pet insurance coverage, veterinarian trips for emergencies can cost between hundreds to thousands of dollars for a pet owner.

○ In fear of accidentally recurring to high expenses due to false/preventable emergencies, many pet owners on the island are reluctant in attending to their pet's symptoms immediately. Often, when pets arrive in emergency care it is too late to prevent permanent damage or in some cases, death.

Target:

Ideally, pet owners would not have to play a guessing game when it comes to understanding the urgency of their pet's symptoms. The domain is for these people to have a tool that tracks the symptoms they log and helps the pet owner in accessing the situation with more accuracy. This way, the pet owner can know whether their pet requires emergency care or if it can wait until a veterinarian is available the next day. With this information at their disposal, the pet owner can make a more concrete decision and prevent unnecessary expenses, or any serious harm to their pet.

Causes:

Financial

Skill

Veterinary services are expensive.

Most pet owners have no coverage or financial relief for these expenses.

Pet owners do not know whether the symptoms require emergency care.

Pet owners have no way to assess their pet's current situation and how urgent it is.

Why do pet owners carry out high expenses at the vet?

Pet owners hesitate giving their pets ermency care in fear it wasn't actually necessary.

Puerto Rico only offers 1 pet insurance.

Enviroment

Countermeasures:

○ Receive a list of preconceived symptoms and evaluate their severity. This includes if a combination of two or more symptoms raises more concerns when paired.

○ Notify the user of the level of urgency from not urgent, urgent (Visit a vet as soon as you can), and emergent (Visit an emergency care unit ASAP).

○ Provide pet owners with possible causes that are common with the symptoms logged. Each cause/condition will be listed from the highest match up to the lowest.

○ If the user wishes to provide their current location, arrange, and supply a list of the closest veterinary clinics/hospitals in the vicinity with their respective schedules and phone numbers for further consultation.

Check/Evaluate:

○ The online preliminary diagnostic tool will be successful if it can successfully determine the urgency of a situation with the input given and successfully shares the correct information of nearby veterinarian hospitals.

○ The project would fail, however, if the information given to the customer is misleading about possible diagnostics or the hospital information is not accurate.

○ To test this, multiple scenarios of different pet conditions can be running and evaluate the accuracy of the project's information. Test cases could be ranging from most common and least urgent symptoms up to very rare and emergent symptoms.

Act/Standardize:

○ The project will be kept functional with consistent updates expanding the symptoms/disease database and testing the accuracy with varied cases.

○ This concept can also be applied to pets beyond dogs and cats, such as hamsters, lizards, turtles, etc. It can also expand to humans.

○ It is very important to explicitly tell customers this tool does not serve as an official diagnostic and that consultation with a vet is always recommended.

○ This tool can be extended to a broader domain, including other countries aside of PR.