Case Workflow

1. Case Creation

- A new case is created via the **Create Case Service** or manually by a user.
- A unique `case_number` is assigned automatically.

- The case is marked as `New`.

2. Assignment

- The case can be assigned to an **in-house designer** or marked for **outsourcing**.
- If outsourced, `is_outsourced=True` and `outsourced_to` field is filled.
- If assigned internally, `assigned_designer` is set.

3. Case Processing

- Designer begins work, and the status is updated to `In Progress`.
- The system tracks updates, including any attachments, changes in tooth numbers, or modifications in shade/material.

4. Review & Approval

- If required, the case can be reviewed by a supervisor or doctor.
- The approval status is updated to:
  - `Pending Approval`
  - `Approved`
  - `Requires Adjustments`
- If adjustments are needed, `adjustment_notes` and `redo_count` are updated.

5. Completion & Delivery

- Once the case is completed, it is marked as `Completed`.
- If the case involves shipping, `delivery_status` is updated to `Shipped`.
- The `completed_at` timestamp is stored.
