Universiti Teknologi MARA

Veterinary Clinic Management System
with SMS Notification

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Computer and Mathematical Sciences

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STUDENT DECLARATION

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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ABSTRACT

Nowadays, information systems play an important role in the business organization as they support the operations and decision making within the organization. Healthcare is one of the organizations that need information systems in order to improve the quality of care. However, not all healthcare organizations in Malaysia are implementing information systems such as veterinary clinics. The problems identified were based on interview sessions with the staff of the Family Veterinary Clinic and the researcher was successful in resolving the problems. All of the problems facing by the stakeholder are due to the manual system that handles the daily operations of the clinic. Hence, the problems faced by the clinic are difficulty in organizing patients’ information as the patients need to fill up the registration form manually and the data are kept on file and stored in the cabinet. Another problem facing by the clinic is difficulty in checking the availability of appointments which the staff need to record in the appointment book. The last problem faced by the clinic is difficulty in calculating the stock of medicine as the staff need to manually count the quantity of the medicine. When the certain medicine reaches a minimum quantity, the staff need to order with the supplier. Therefore, one of the solutions is to develop the clinic management system for the Family Veterinary Clinic. In order to develop a system, there are four objectives that need to be achieved: to gather and analyze requirements from the Family Veterinary Clinic, to design the veterinary clinic management system with SMS notification for Family Veterinary Clinic, to develop the veterinary clinic management system with SMS notification for Family Veterinary Clinic and to test the functionality of the web-based veterinary clinic management system for Family Veterinary Clinic. The methodology that will be used to achieve the objectives is the iterative waterfall model. In this methodology, the four phases involve requirement gathering and analysis, design, implementation, and testing. This system covers all the basic modules, including owner and pet management module, treatment module, appointment module, and medicine stock module. A SMS reminder is added in this system as a feature to remind the patient that tends to forget their appointment. Hence, a Veterinary Clinic Management System is completely developed on a web-based application platform that has a SMS reminder feature.
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