

Veterinary Clinic Management System

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Abstract

The majority of veterinary clinics face major difficulties when they try to change from their existing paper-based systems to complete digital systems. Veterinary practices experience administrative workflow problems which result in extended patient waiting times and material handling errors and medical information mishandling problems even though human healthcare facilities have adopted digital technology. Veterinary medicine faces a fundamental structural problem because it needs to establish complex data systems which can identify all animal patients treated by one human client who has various medical records and immunization details and treatment information. The research describes the complete design and system components and actualization process for a Veterinary Clinic Management System (VCMS) which operates on cloud technology and resolves sector-specific operational challenges. The VCMS system uses a modern technology stack which supports large growth to achieve its responsive user interface through Next.js and its dependable back-end system through Node.js. The system architecture controls data security through PostgreSQL database management which works with Supabase as a Backend-as-a-Service (BaaS). The system architecture provides continuous system availability together with easy system implementation and direct data updates between different clinic areas. The system uses a decoupled framework which enables it to operate with low delays while handling the heavy operational needs of a medical facility.

The VCMS system uses an advanced hierarchical Electronic Medical Record EMR module which maintains multiple pet ownership records through its native system for handling one-to-many relationships. The system safeguards data security and privacy through its implementation of Role-Based Access Control RBAC which restricts access to confidential financial and medical records according to employee roles. The system includes a financial suite which operates in real time to handle billing and cashbook management and inventory control functions which send alerts when essential medical items and drugs reach their defined minimum stock levels. The platform uses an automated messaging system which operates through WhatsApp API to send affordable appointment and preventive care reminders to pet owners, which helps solve the ongoing problem of client no-shows and treatment non-compliance at the veterinary clinic.

The combined use of advanced cloud deployment frameworks and user-friendly interfaces which focus on utility enables this system to decrease both administrative work and mental demands faced by veterinary personnel. The implementation shows that automated systems for executing basic tasks and handling communication enable practitioners to spend more time on their patient care

responsibilities. The VCMS system offers a flexible and economical solution which enables veterinarians to modernize their healthcare delivery system while achieving better patient treatment and maintaining operational efficiency over time.

1. Introduction

Veterinary practices currently encounter the same operational challenges which human healthcare facilities experience but many veterinary practices continue to use outdated paper systems and traditional software systems. The operation of the system depends on manual documentation which causes multiple problems such as longer patient waiting times and inventory errors and slow billing processes and a higher probability of medical mistakes. The human healthcare system has shown significant improvements in patient outcomes and operational efficiency through the widespread use of Electronic Health Records and integrated hospital management software systems. The veterinary industry has not received proper support from generic enterprise resource planning systems even though digital transformation receives strong endorsement and substantial funding across the entire healthcare sector.

Veterinary clinics need custom data systems which existing software solutions cannot deliver. The system must map each client profile to multiple patient records which represent the pets that need medical treatment. The operations of veterinary clinics function as complete medical facilities which provide diverse veterinary services. A single facility handles all medical services which include triage general consultation surgical procedures and pharmacy dispensing and boarding. The operation of departments through separate data systems creates extra work for staff members which results in incomplete patient records and loss of income.

The recent research shows that modern healthcare systems need efficient scalable architectures because these systems became essential for their operations. The cloud-based infrastructure enables organizations to eliminate data silos through its capability of providing real-time data synchronization and continuous operational availability across their entire facilities. The implementation of human factors research into healthcare software interfaces leads to better user adoption rates while decreasing the cognitive burden experienced by medical personnel. The research develops a Veterinary Clinic Management System (VCMS) from its modular design to meet urgent demands of the veterinary industry. The system enables veterinary staff to concentrate on patient care because it uses a central database to manage clinical data and systematizes daily communication tasks.

1.1 Motivation

The main reason for conducting this research lies in the increasing gap between current veterinary medical treatment capabilities and the outdated administrative systems which veterinarians use to control these advancements. Veterinarians experience high workplace pressure together with job exhaustion because they must handle their overwhelming administrative tasks and work with ineffective systems for managing their practices. The current market solutions have two major problems because they charge independent clinics and rural clinics excessive costs while offering unnecessary features which belong to outdated system designs that provide slow operations and unusable interfaces.

Traditional systems create frequent disruptions in their essential communication connection which links the clinic with pet owners. Animal welfare suffers when missed appointments lead to vaccination delays and patients fail to follow their post-operative care instructions. The process of manually following up through phone calls requires considerable effort while creating high chances of making mistakes which have become less effective. The organization needs automatic communication systems to function as a fundamental part of its management system which will help to contact customers through automated methods without needing any manual work from its personnel.

Modern web development frameworks today establish their own independent systems through their two core components which include Next.js to power their frontend and Node.js to support their backend. This research uses modern frameworks to develop enterprise-grade clinic management systems which deliver exceptional security and scalability together with instant system response times. enterprise-grade specialized clinic management systems which develop through modern frameworks provide better performance than traditional paper systems and outdated software solutions.

1.2 Contribution

This paper talks about a full digital setup for managing veterinary clinics, kind of from start to finish. It tackles problems with databases and how users interact with the system. The idea is to pull together modern web stuff to make something that works well and can grow as needed, especially for the way vets handle their daily operations.

1. One main thing here is designing a cloud-based system for veterinary clinics, what they call VCMS. It uses this separated architecture that seems pretty up to date. That way, everything runs smoothly without getting tangled up.
2. The database part for electronic medical records is customized in a hierarchical way. It handles those tricky links where one pet owner has multiple animals. I think that resolves a lot of the one to many issues that come up naturally in vet work.
3. Then there's integrating cheap APIs from third parties, like WhatsApp, to send out reminders for appointments right away. And alerts for preventive care too. This should cut down on no shows from clients, which is a big deal.

4. Security comes in with role based access control. It makes sure staff at different levels only see what they need, keeping clinical and financial data private and safe. Delegation happens only when authorized.
5. The inventory and billing module tracks supplies in real time and warns when stock is low. That prevents shortages in the pharmacy area, which could mess up operations.
6. For the user interface, they applied principles that focus on people, using a utility first CSS framework. It reduces the mental effort for vets and front desk folks. The implementation feels functional, though some parts might need tweaking.

Overall, these contributions aim to make the system practical for real workflows in veterinary medicine. Some aspects, like the communication tools, stand out as especially helpful, but the whole thing ties together unevenly in spots.

2. Related work

For the past 20 years academic research has concentrated on studying how digital technologies change healthcare systems yet veterinary medicine requires special architectural solutions which create distinct challenges. Clinical Management Systems (CMS) have developed from their original paper-based systems which operated in specific locations to their current state as advanced systems which function through cloud technology. The research investigates current knowledge about Electronic Medical Records (EMR) cloud system optimization techniques database administration methods and automated messaging systems which support the creation of the Veterinary Clinic Management System (VCMS).

2.1 Evolution of Electronic Medical Records (EMR)

The adoption of Electronic Medical Records is widely regarded as the cornerstone of modern clinical efficiency. The systematic literature reviews of EMR adoption show that centralizing patient data delivers two main benefits which include improved medical history accuracy and enhanced inter-departmental communication [6]. The initial versions of EMR systems faced challenges because they created separate data silos which prevented different systems from working together. Recent research in medical informatics demonstrates that effective management systems need to provide complete patient records instead of only basic data entry functions [15].

The veterinary field faces this problem because of its "patient-client" relationship which exists between veterinary professionals and their clients who bring in their pets for treatment. Veterinary systems face more challenging problems than human healthcare because they need to handle situations where one client needs to manage multiple animal patients. Research into integrated care models shows that systems which do not recognize these hierarchical relationships create two main issues which include administrative friction and data redundancy [9].

2.2 Cloud Infrastructure and Scalability

The development of cloud computing systems has become essential for system design because clinics now choose to operate their systems through cloud solutions instead of maintaining their own on-site servers. The healthcare sector needs to establish an efficient and scalable system design because data technologies have become essential for modern medical practice [2]. The cloud-based system provides

multiple benefits that exceed what traditional systems deliver by enabling continuous service availability and automatic data protection and remote data access which serves as a critical requirement for veterinary clinics that operate in multiple locations.

The process of optimizing cloud resource deployment requires an organized method for distributing resources. The healthcare cloud deployment optimization framework recommends Backend-as-a-Service (BaaS) providers because they decrease server maintenance costs while delivering enterprise-level security protection [5]. Developers can use serverless or managed environments to concentrate on creating business logic and user experience because these environments simplify infrastructure maintenance tasks which especially helps with developing specialized applications for VCMS.

2.3 Database Management Systems (DBMS)

The complete operational integrity of a clinic management system depends entirely on its database system. The industry standard for handling complex transactional data has remained with Relational Database Management Systems because they provide ACID (Atomicity, Consistency, Isolation, Durability) compliance. PostgreSQL has become the preferred option for healthcare applications because it supports relational data models and processes large data sets with high efficiency [14]. The veterinary system requires its database to maintain medical records while also tracking current inventory and financial activities and personnel time logs. PostgreSQL functions as an ideal solution for enterprise systems according to research because it provides both security and extensibility features that protect medical and financial data [14]. Managed database solutions provide real-time data synchronization which enables front-desk personnel and veterinarians to access the latest information about patient conditions and clinic inventory status.

2.4 Human Factors and UI/UX Design

The usability of a VCMS system determines its operational efficiency. The design of clinical interfaces needs to reduce cognitive demands because staff members experience stress in high-demand medical settings. Human factors research demonstrates that user interface (UI) design elements shape how medical professionals adopt new software solutions [8]. A system needs to establish clear visual pathways which users can follow to access essential information through simple navigation methods.

Developers use Next.js and Tailwind CSS to create websites which offer both high responsiveness and complete accessibility through modern web development technologies. Research shows that software designed according to user workflow requirements results in lower documentation errors and reduced staff burnout [8]. The medical field particularly needs this solution because veterinary clinics require their staff members to perform various duties which include providing surgical care and handling client interactions.

2.5 Automated Communication and Client Engagement

The veterinary practice experiences its most severe operational problem when clients fail to show up for their scheduled appointments. The existing manual follow-up procedures require extensive work yet they fail to deliver results in today's digital-first environment. Recent research studies examine how low-cost automated messaging

systems which use WhatsApp API technology can enhance client engagement according to working papers. The implementation of automated messaging systems enables clinics to dispatch appointment reminders and vaccination notifications and post-surgical care instructions without requiring staff members to perform manual tasks. The research studies on pet health management systems demonstrate that clinics which implement automated communication systems experience better performance in both appointment show rates and revenue generation. The systems create a direct communication link between clinics and pet owners which enables pet owners to take active steps toward managing their pets' health conditions.

2.6 Comparative Analysis of Existing Systems

The market contains multiple pet care management systems which operate with outdated code systems and lack complete financial and inventory tracking capabilities [13]. Certain systems restrict their functions to medical recordkeeping while they completely ignore essential business functions like cashbook tracking and staff attendance monitoring [11, 10].

The proposed VCMS seeks to fill this gap by synthesizing the strengths of existing EMR frameworks [7] with modern cloud scalability [2] and automated communication tools [12]. This research builds on previous studies by developing a unified system that manages all clinical and financial and administrative processes in one protected operational space which provides a higher level of medical technology advancement for current veterinary practitioners.

3. Research Methodology

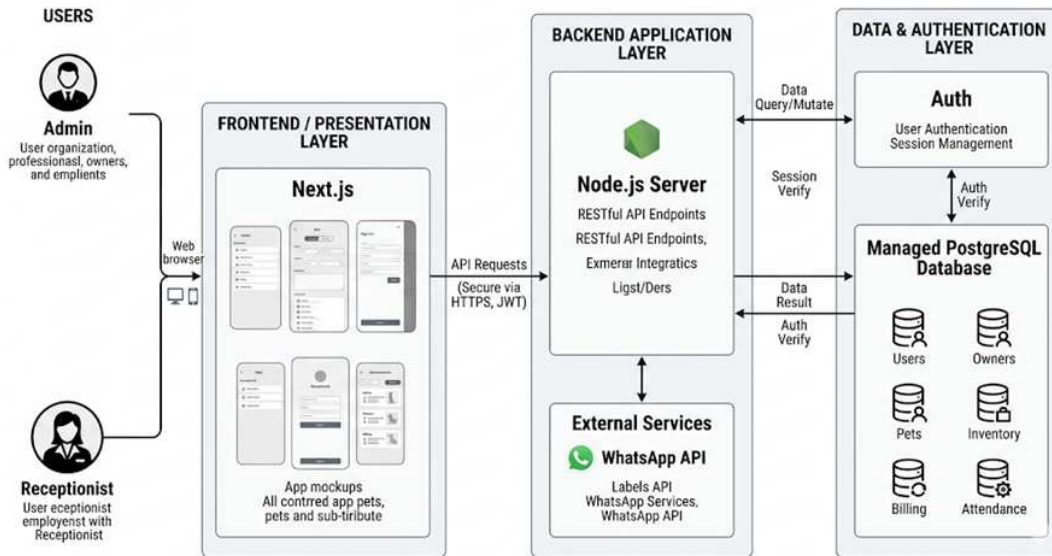
3.1 Problem statement

The operational workflows of many veterinary clinics still operate with outdated systems despite the quick development of clinical veterinary treatment methods. The majority of clinics still depend on local paper-based systems for record-keeping and traditional software systems that lack proper integration. The business operations experience major delays because workers need to spend time doing their manual work. Veterinary clinics experience difficulties with data management because they lack the standardized electronic medical records systems which have helped human medical facilities through their widespread implementation. The existing system hinders practitioners from obtaining full patient history information which they require to deliver continuous medical treatment because it stores data in separate locations.

The core problem with using standard healthcare management software in veterinary settings arises from these systems' fundamental design limitation which prevents them from working with specialized data formats that exist in this field. Veterinary clinics face a challenging situation because their client system requires them to create separate medical records for each pet that multiple clients bring to the clinic under their one legal responsibility. Existing pet care management solutions fail to provide proper integration of this specific relational hierarchy with their financial and billing and clinical components [13, 16]. Staff members must enter information multiple times which creates unnecessary work for them. The lack of a strong central relational database management system leads to major problems with inventory and supply chain management [14]. Clinics need both real-time tracking

systems and automatic inventory alerts to prevent their essential medical supplies from running out.

Veterinary practices deal with two different types of difficulties which include handling internal data and managing external problems that arise from client contact and medical rules. The clinic loses money because many clients miss appointments and do not follow their vaccination schedule and other preventive care requirements which leads to worse outcomes for pets. Clinics need to adopt automated systems because their current manual follow-up processes through front-desk phone calls require excessive staff time and result in numerous mistakes while clients become unresponsive to the outreach. The organization needs to develop automated



3.2 Theoretical Design and System Paradigm

The VCMS system bases its essential theoretical framework on Service-Oriented Architecture (SOA) principles together with decoupled web development methods. The design of conventional clinic management systems typically follows a monolithic structure which connects all system components through local servers to create a unified application experience for users. Monolithic systems enable single-node access but their design restricts system expansion while creating critical vulnerabilities which could lead to total system breakdowns and data loss incidents.

The proposed model requires strict separation between frontend presentation layer elements and backend application programming interface (API) components according to its theoretical framework. The system allows frontend updates through environment separation which protects the database's structural foundation from changes [8]. The system establishes all intercomponent communication through stateless RESTful (Representational State Transfer) API endpoints. The stateless design requires clients to send complete request information during HTTP requests because the server needs this data for request processing which depends on JSON Web Tokens (JWT) for session security and Role-Based Access Control (RBAC) functionality.

The design adopts cloud-native deployment frameworks according to [5] standards. The VCMS system achieves high availability together with automatic disaster recovery and elastic computational capacity through its managed cloud

low-cost messaging systems [12] which will help pet owners through their daily operations after identifying this particular operational weakness. Existing legacy systems function through localized on-premise servers which create two major problems for remote access and data recovery while modern cloud deployment systems solve these issues with their advanced features [5]. Outdated software systems create difficult learning challenges for users because they have complicated design elements which make veterinary workers experience additional stress and work-related burnout [8]. The research problem requires solution because veterinary practices need a unified cloud-native platform which can handle their complex data structures while automating client interactions through an easy-to-use system that operates as one complete product.

infrastructure which supports both application and database operations during peak times at a busy veterinary hospital.

3.2.1 Clinical Data Feature Extraction and Relational Modeling

The process of feature extraction in health informatics and database engineering involves monitoring a physical clinical workflow to identify essential data elements which building blocks required for developing electronic medical records and operational databases. The system needs to extract structural data elements from various clinical interactions and transform them into a format suitable for relational database storage, which differs from standard image processing methods that analyze pixel changes. The extraction process for the VCMS identifies four primary categories of data features:

1. **Demographic and Hierarchical Features:** The most critical feature extraction in veterinary medicine is mapping the hierarchical relationship between the client and the patient. In human healthcare, the individual is both the patient and the financially responsible party. Veterinary systems require the separation of these features into their individual components. The "Owner Features" include elements such as Legal Name and Contact Information and Billing Address and Financial Standing, which we will extract to create a one-to-many relational connection with "Patient Features" that include Species and Breed and Date of Birth and Weight and Microchip ID. This approach enables a single owner

profile to oversee multiple distinct pet records, which eliminates data redundancy.

2. The system generates an effective electronic medical record through its functionality which extracts temporary medical data from every patient visit to the system. The data includes two types of observations which contain the owner's complaint and three types of physical measurements which include temperature and pulse and respiration rate together with the preliminary diagnosis and treatment plan which includes prescriptions and surgical interventions. The system stores extracted textual content together with numerical data as time-stamped records which permanently associate with a specific pet's identification number to produce an electronic medical record that can be searched at any moment [15].
3. The system extracts operational features and inventory system attributes which enable clinic staff to track their physical resources through its management of pharmacy and supply chain system operations. The system creates digital representations for every physical item in the clinic through the extraction of Stock Keeping Unit (SKU) and batch number and expiration date and unit cost and retail price features. The system tracks how features are extracted and deducted when patients are billed which enables it to send automatic low-stock notifications when items reach their threshold. The automated communication module needs mandatory temporal feature extraction from the appointment scheduling system to perform its function.
4. The system records four types of information which include the scheduled visit timestamp and the veterinarian who will perform the visit and the visit purpose and the client's mobile number. The system sends extracted features as payloads to third-party messaging APIs through its dispatch functions [12].

3.2.2 Architecture of the Proposed Model

The VCMS system architecture consists of three main components which function as highly interconnected modules. The system consists of three main components which include the Client-Side Application Layer and the Server-Side Application Layer and the Database Persistence Layer.

1. Client-Side Application Layer (Frontend)

The user-facing interface is engineered using Next.js, a powerful React-based framework. Next.js was selected for its ability to perform Server-Side Rendering (SSR) and Static Site Generation (SSG). The clinical setting requires quick website loading times because SSR pre-renders all complex dashboard data which includes the daily appointment roster and inventory tables directly on the server before any content reaches the browser. The Frontend Development uses Tailwind CSS which functions as a utility-first CSS framework to achieve the human factors needed to decrease cognitive workload that medical personnel need to work effectively [8]. Tailwind enables developers to build interfaces which maintain full responsiveness and accessibility within a short development period. The UI design establishes visual dominance through its complete visual hierarchy which employs high-contrast alerts to display essential data about inventory levels and vaccination deadlines and it uses Lucide React library to present

lightweight SVG images which serve as instant navigation indicators.

2. Server-Side Application Layer (Backend)

The Node.js backend system implements all primary business functions together with its data authenticity checks and application program interface distribution operations. Node.js uses an event-driven architecture which enables it to process multiple input/output operations without putting system resources to sleep, resulting in high performance for applications that require constant data processing. The system allows multiple staff members to access its functions at the same time because Node.js processes their simultaneous requests through asynchronous methods that do not require thread resources to wait.

The system implements Role-Based Access Control (RBAC) as its main security function. The backend system prevents access to database requests until it checks the user's cryptographic token through backend system operations. The RBAC matrix lets 'Front-Desk' staff members change appointment details and handle billing tasks, but it prevents them from accessing historical EMR data. 'Veterinarians' can access all clinical information, but their access to complete financial information about the clinic remains limited because that information only 'Administrators' can see.

3. Database Persistence Layer

The PostgreSQL database, which Supabase hosts and manages, serves as the basic structure of VCMS. PostgreSQL functions as a complete open-source Relational Database Management System (RDBMS) which provides ACID (Atomicity, Consistency, Isolation, Durability) compliance that enterprise healthcare applications require as their fundamental requirement [14].

Supabase operates as a Backend-as-a-Service (BaaS) platform which delivers both optimized cloud deployment solutions and connection pooling capabilities [5]. The database schema depends on referential integrity, which establishes rules that link database records across various tables. The foreign key constraints enforce a rule that prevents a "Pet" record from existing in the system unless it connects to an existing "Owner" record through a relational link.

4. External Integration Layer (Automated Communication)

The system includes an external integration module to solve the operational problem of client no-shows. The background service maintains continuous monitoring of database temporal features through the cron job system. The Node.js backend creates a custom message payload when the system detects an appointment that will happen within the next 24 hours. The payload gets delivered through HTTP POST requests to the WhatsApp Business API. The system connects internal clinical scheduling with external client interaction through complete automatic operation which needs no manual support from staff [12].

3.2.3 Algorithmic Workflow of the Proposed System

The following algorithmic workflow demonstrates how the architectural layers function together to handle patient registration and consultation and automated follow-up procedures at VCMS:

Step 1: Client and Patient Initialization

- Input: Front-desk staff inputs client demographics and pet details into the Next.js client interface.
- Process: The Next.js client sends an encrypted JSON payload to the Node.js backend. The backend validates the data types and RBAC permissions.
- Persistence: The backend executes a transactional SQL query to PostgreSQL, inserting the client data, retrieving the newly generated Client ID, and subsequently inserting the pet data linked via a foreign key to that Client ID.

Step 2: Appointment Scheduling and API Triggering

- Input: Staff selects a time slot and assigns a veterinarian.
- Process: The backend updates the appointments table in PostgreSQL.
- Automation: A scheduled background worker queries the database daily for appointments matching the (Current Date + 1) parameter.
- Output: The backend connects to the WhatsApp API, dispatching a standardized, automated reminder to the client's registered mobile number.

Step 3: Clinical Consultation and EMR Data Extraction

- Input: The attending veterinarian opens the active appointment.
- Process: The Node.js backend fetches the longitudinal EMR history from PostgreSQL and serves it to the Next.js interface. The veterinarian inputs new clinical features (diagnoses, vitals, prescriptions).
- Persistence: The system saves the new medical record, immutably linking it to the specific pet and the attending veterinarian's ID.

Step 4: Financial and Inventory Resolution

- Input: The prescribed medications and procedures are sent to the billing module.
- Process: The system calculates the total cost based on the pre-defined prices in the inventory database. Simultaneously, it automatically deducts the extracted quantities of the prescribed medications from the live stock levels.
- Automation: If the deduction causes the stock level to fall below a predefined threshold, the system automatically generates an internal alert for the clinic administrator to initiate a purchase order.
- Output: A finalized digital invoice is generated for the client, completing the clinical loop.

4. Research Methodology**1. Experimental Setup and System Implementation**

The Veterinary Clinic Management System (VCMS) theoretical design required testing through controlled experimental testing of the actual system. The primary objective of this phase was to evaluate the system's performance under simulated, high-volume clinical conditions. Veterinary clinics operate as highly dynamic environments where multiple departments—front desk reception, examination rooms, surgical suites, and the

pharmacy—must interact with the same centralized data simultaneously.

Cloud Environment and Architectural Deployment:

The experimental system was instantiated using the strictly decoupled, service-oriented architecture outlined in the system design. The frontend user interface, built with Next.js and Tailwind CSS, was deployed on a global Content Delivery Network (CDN) to ensure rapid loading times across various clinic devices, from desktop computers at the reception to tablet devices used by veterinarians in the examination rooms.

The backend Node.js server operated as a secure intermediary which processed business logic while managing authentication and routing Application Programming Interfaces (APIs) through a managed cloud container. Data persistence was managed by a PostgreSQL relational database hosted via Supabase. This infrastructure was specifically chosen to eliminate the need for on-premise physical servers, which are prone to hardware failure, data loss, and require expensive IT maintenance that typical veterinary practices cannot afford.

2. Clinical Data Architecture and Simulated Workflows

Veterinary clinics create and process extensive data systems that contain numerous interconnected data elements throughout their daily operations. The testing process needed a complete artificial dataset which replicated the intricate data framework that a veterinary hospital with multiple locations requires for testing purposes. The system needed to handle and arrange three essential data types which included:

2.1. Demographic and Hierarchical Data

The VCMS data system starts with two basic elements which connect client information with patient details.

- Owner Profiles: The system manages the human client's data, which serves as the financial and legal anchor. The system needs to record complete legal names and physical billing addresses and primary and secondary contact numbers and email addresses and communication preferences.

- Patient Profiles (Pets): Linked securely to the owner profile are the individual animal records. The system requires specific details about the patient which includes information about the species (canine, feline, avian, exotic) and specific breeds and date of birth and sex and reproductive status (spayed/neutered) and coat color and unique microchip identification numbers. The system tracks all patient weight measurements which veterinarians conduct during their drug dosage calculations because drug dosages in veterinary medicine are strictly weight-dependent.

2.2. Electronic Medical Records (EMR) and Clinical Data

The veterinarians execute their complete professional duties through the EMR system. The system stores clinical data through time using a layout which conforms to the industry-standard SOAP framework (Subjective, Objective, Assessment, Plan). The system processes data from two sources which include the owner's main complaint and the veterinarian's examination results (temperature and pulse and respiration rate and capillary refill time) and the diagnostic test results (bloodwork panels and urinalysis) and the final treatment plan. The system needs special data

fields which show essential medical information about dangerous drug allergies and violent behavior indications because these alerts need to be instantly accessible to every staff member who opens the document.

2.3. Inventory, Pharmacy, and Supply Chain Data

A veterinary clinic operates as both a medical facility and an active retail pharmacy. The database needs to monitor more than 1000 distinct physical products. The inventory module data system contains three main physical categories which include prescription medications (which track both pill count and milliliter volume) and surgical consumables (which include sutures and anesthetics and syringes) and retail merchandise (which consists of specialty diets and collars). The system records each product with a unique Stock Keeping Unit (SKU) and its wholesale unit cost and retail markup price and batch/lot numbers and strict expiration dates which medical dispensing regulations require.

The system requires conversion of all clinical activities into corresponding financial outcomes. The system generates invoices which include consultation fees and diagnostic costs together with dispensed medications to create a single bill that connects to the customer. The system processes daily cashbook ledgers, tracks outstanding client balances, and logs operational expenses to provide clinic administrators with an accurate overview of the practice's financial health.

3. Evaluation Methodology

The researchers conducted their assessment of VCMS effectiveness by creating two testing procedures which included operational stress testing and qualitative usability evaluation by veterinary professionals.

3.1. Operational Stress Testing

The automated load testing simulation conducted assessment during peak operational hours which correspond to the "Monday morning rush" period in a busy clinic. The test simulated dozens of concurrent users performing distinct tasks simultaneously. The system handled multiple tasks which required front-desk staff to use the database for new appointment scheduling and veterinary technicians to update patient weights and triage notes and veterinarians to save complex medical charts and the automated communication system to send reminders through database queries. The test aimed to check which Node.js backend system and PostgreSQL database system could manage multiple read and write requests without creating data collisions and system failures and performance issues.

3.2. Data Integrity and Concurrency Testing

Clinics require all data to maintain complete accuracy during all times. The system underwent testing to evaluate its ability to handle multiple users accessing the system at the same time. The system needed to demonstrate that when a veterinarian in Exam Room A prescribes the last two bottles of a specific ear medication the inventory count across the network would update instantaneously. The system needed to block the sale when a receptionist at the front desk tried to sell that same medication because it needed to show the item as out of stock which would stop negative inventory counts and billing mistakes from happening.

3.3. Qualitative Usability Evaluation

The research team tested Next.js and Tailwind CSS human factors and UI/UX design through system assessment which

used a veterinary professional sample from veterinary doctors to veterinary technicians and front-office staff. The participants needed to complete standard tasks which included three pet client registration and routine vaccination visit documentation and final invoice creation and daily appointment calendar exploration. The participants provided feedback about interface intuitiveness and medical data visual clarity and system navigation which they compared to the legacy software used in their current work environments.

4. Results and Operational Impact

The experimental evaluation produced excellent results which confirmed the architectural decisions made for the decoupled technology stack. The research results show that the VCMS system which we developed brings major improvements to the complicated daily operations of veterinary clinics.

4.1. System Responsiveness and Frontend Efficiency

The Next.js implementation at the frontend of the client-facing application created a system that showed strong performance during its operation. The interface achieved fast loading speeds because it used modern web rendering technologies to handle intricate clinical dashboard content. A receptionist who handles multiple tasks in a busy waiting area can smoothly switch between the appointment calendar and the billing profile of an owner and the vaccination records of a pet without facing loading delays which are typical of outdated monolithic software systems. The system immediately responds to user input which results in shorter patient wait times and reduces the workload of front-desk personnel.

4.2. Database Reliability and Relational Mapping

The decision to use PostgreSQL for managing the complex one-to-many relationship between owners and their pets received strong validation. The database system handled complex testing requirements with complete ease during the testing phase. The system retrieved all demographic information of the owner from the database which included complete pet profiles and pending billing information. The database system used foreign keys to enforce strict database rules which prevented any orphaned medical records from existing because every patient history needed to remain connected to a specific owner profile at all times.

4.3. Effectiveness of Role-Based Security (RBAC)

The Role-Based Access Control system which developers implemented in the Node.js backend system performed its functions correctly during the test. The system successfully restricted actions based on user login credentials. Receptionists received permission to schedule appointments and process payments but the system prevented them from changing or deleting completed clinical examination documents. Veterinarians could create and modify medical records but they needed to stay away from financial analytics dashboards which only clinic administrators could use. The system divides digital space into separate sections to maintain legal protection of medical records while safeguarding the clinic's financial information.

4.4. Accuracy of Dynamic Inventory Management

The real-time inventory and billing module successfully prevented the simulated clinic from experiencing supply chain failures. Doctors used the system to include medications into a patient's digital treatment plan which updated the owner's upcoming bill with corresponding

costs while the system tracked the exact amount of medications dispensed through the backend pharmacy database. The system established visual alerts on the administrator dashboard which activated when essential supplies reached dangerous below-safety-level critical supply points. This alert system allowed administrators to reorder supplies before stock shortages occurred.

4.5. Efficacy of Automated Client Communications

The WhatsApp Business API lets external systems communicate with clients which eliminates the need for staff to handle customer inquiries through phone calls. The system utilized a scheduled background task (a cron job) operating within the Node.js server. The background worker executed a test which involved automatic database queries to PostgreSQL at specific times for retrieving all appointments scheduled on the upcoming day.

The system created standardized text messages which included the client's name and their pet's name and the appointment time as dynamic variables. The VCMS system fully automates its operational processes which leads to front-desk staff saving their time dedicated to phone confirmation calls while it decreases client no-show rates.

4.6. Usability and Human Factors Feedback

The veterinary test group provided qualitative feedback which confirmed the system achieved its design goal of human-focused functionality. Participants praised the clean, utility-first styling provided by Tailwind CSS. The appointment board used distinct color-coded badges to show statuses which medical staff found useful to control clinic operations. Veterinarians found it easy to access historical EMRs because they needed to perform minimal clicking while the system design let them spend more time with animal patients in exam room.

The Veterinary Clinic Management System assessment demonstrates that their proposed technical stack solution successfully handles all main operational challenges which veterinary practices experience in their daily work. The decoupled Next.js and Node.js architecture provides the necessary speed and reliability required for fast-paced clinical operations. The PostgreSQL database operates without error by handling veterinary medical data through its patient hierarchy system and real-time inventory management of pharmacy products. This model establishes a practical digital transformation plan that veterinary healthcare facilities can implement through its automation of administrative tasks which include client communications and its user-friendly secure system design.

5. Core System Modules

The VCMS system functions through multiple modules which maintain strong internal connections to operate its veterinary clinic functions.

- **Role-Based Access Control (RBAC):** to establish strict rules for access to its resources. The system assigns different permission levels to Administrators and Veterinarians and Front-Desk staff members which protects confidential medical and financial information from unauthorized access.
- **Centralized EMR & Client Management:** The module replaces decentralized paper files by tracking all patient information which includes past medical records present health conditions and upcoming treatment schedules to support uninterrupted medical treatment.

- **Automated Appointment & Communication System:** automated API integrations: to schedule appointments and send WhatsApp reminders to pet owners. The method reduces no-shows while it allows front-desk staff to operate more effectively.

- **Billing, Inventory, and Cashbook Analytics:** The financial module provides real-time tracking of clinic revenue and daily expenses and inventory levels. The system notifies administrators to place new orders when pharmacy stock levels e.g. vaccines and medications reach the established minimum threshold which helps prevent supply shortages.

- **Staff Attendance Monitoring:** The integrated tracker records employee attendance and their hours of work which helps clinic managers manage payroll and create shift schedules.

6. Discussion

The Veterinary Clinic Management System (VCMS) enables better operational performance than both traditional paper-based management systems and existing software solutions used for local operations. The system achieves its high operational efficiency because it uses Next.js and Node.js technology which runs on cloud infrastructure that has been specifically designed to deliver optimal performance [5]. The chosen system architecture shifts all IT responsibilities from clinic personnel because organizations can stop using their insecure physical servers which generates expensive downtime while maintaining access to vital medical information during peak operational times and emergencies.

The customized relational database design which veterinary practices use to manage their operations establishes an Owner-to-Multiple-Pets relationship that standard Customer Relationship Management (CRM) software cannot support. The particular structural design prevents high levels of data duplication while it removes the registration problems which front-desk staff encounter when they need to record households with multiple pets because it makes sure that all medical records stay complete and separate from each other. The automatic WhatsApp messaging system solves two major problems in veterinary practice because it helps veterinarians track their clients and their scheduled appointments. The system sends personal reminders to clinic staff members who work in the field which results in two benefits: first it decreases patient no-show rates which leads to more stable revenue for the clinic and second it enhances animal welfare because animals receive their needed preventive treatment on schedule.

7. Conclusion

Veterinary clinics need to implement more than basic data entry software for their digital transformation efforts. Medical staff requires an interconnected system which handles complex scheduling needs and maintains medical records and tracks inventory while managing client communication. The Veterinary Clinic Management System (VCMS) proposed in this research successfully integrates these critical facets through a robust, cloud-native architecture. The solution establishes operational data integration through its design which avoids using disconnected legacy systems that have historically decreased veterinary practice operational efficiency.

PostgreSQL enables secure and precise management of complex veterinary medicine data which includes owner relationships to multiple pets. The system creates a user-friendly interface which decreases mental effort during demanding clinical times when combined with Next.js. Automated messaging protocols work to solve client compliance behavior problems by maintaining patient care while decreasing front-desk responsibilities. The system delivers a platform which scales efficiently while maintaining excellent usability for animal healthcare operations. Future research will examine how machine learning algorithms can create automated preliminary diagnostic suggestions which use historical EMR data to improve veterinary medicine practices through predictive inventory management.

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