

Name: Jack

Background:

Jack is a 19 year old college sophomore majoring in Electrical Engineering and also an assistant manager in a club. His weekly schedule is very busy since he has 5 classes and also does club activities after finishing class for 2-3 hours. Also, being an engineering student he needs to study at least 6 hours a week in order to keep good standing. Foobo is Jack's 3 year old dog who is very energetic and loves to go on walks as well as being his emotional support animal. Jack wants to make sure Foobo is healthy at all times and to do that he makes sure to take Foobo to the veterinarian once every two weeks for regular checkup.

*Can you describe your experience when registering your pet at a veterinarian?*

It takes too much time and the processing wait is really long, which really affects my already crammed schedule.

*How is the registration process? Is it paper or online and describe the steps you have to take to complete it?*

The registration process is really a hindrance. Most of the time I just want to take my dog to the vet and get him checked out without having to give the same information over and over again. Most of the process is done via filling out a paper form. Usually I have to first fill out Foobo bio information and then any medical issue he's having. Then I have to fill out my personal information as well as pet medical info.

*Is there any way in which you feel these challenges could be resolved?*

I wish there was a way to have all of Foobos medical and bio info already made into a personal account that way I just have to update it on my own time.

Name: Shane

Background:

Shane is a 27 year old Finance broker who lives with his wife and small daughter in a mid-size house in the suburb. He and his wife work Monday-Friday full time and Shane stays on call sometimes during the weekends for extra hours. They have a family cat named Kity who's a 7 year old cat, since Shane is usually busy during most of the week he likes to make sure to take Kity to the vet once every month for regular checkup. Also, Kity has some repository issue that needs special attention and medications, for that Shane always wants to make sure that Kity's medical record is always up-to-date.

*How do you feel about the pet registration process in your local veterinarian and how long does it take?*

The pet registration process takes way too long especially since I have to fill in the same info all the time I go to visit. Usually the whole process takes about 10-15 min to complete and another 15 min for a vet to process the information.

*Do you have trouble understanding certain questions in the registration and if you do, how often is it?*

Yes, sometimes there are certain questions that are a bit hard to understand and I have to ask the vets for an explanation, most of the time it happens when I am going to a new vet office.

*Is there any way in which you feel these challenges could be resolved?*

I would love to have a system where my pets info is already saved in an account. All I have to do is update or be able to make an appointment, that way when I go to the office they already have all the information they need.