INTERACTIVE WEB-BASED PLATFORM FOR VET-CARE IN SRI LANKA

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Abstract

Veterinary care is a critical component of animal care, the veterinarian has primary responsibility for the well-being and clinical care of the animals and understanding veterinary services and how pet owners perceive veterinarians is important to spot potential pitfalls in animal-human health symbiosis. Veterinary care is also a team event, which spans the life of each animal and encompasses all aspects of their care and use. One of the foremost expectations is that pet and livestock owners need to consult a veterinarian without being delayed. Of this getting an appointment is an important fact, similarly being in contact until reaching a veterinary care centre helps pet owners to manage their anxiety. To address this, a number of platforms have been created worldwide, though a handful of them are relevant to Sri Lankan aspect. Alongside, the available platforms could be not effective in usage due to a lack of real-time communication, also root tracking facilities. In order to overcome those two most frontiers, in this study, a web-based hybrid access (online-offline) appointment system was developed with a user-friendly interface. The system was developed using classic ASP.NET framework 4.6 and used ASP.NET C# as a programming language, HTML with bootstrap. CSS was used to make pages more attractive and responsive. Further, this e-channelling system makes it easier to seek the nearest animal clinics, confirm a veterinarian's availability, confirm reservations made online, reduce service delays, and communicate between staff veterinarians and pet and livestock owners. Most importantly, this system has the capacity to deliver a recognizable service throughout the country, which undoubtedly will be another phase of ICT utilisation in the health sector of the country.

Keywords: *e-channelling, hybrid access, veterinary care*