

## RECEPTIONIST USER GUIDE


Online appointments are displayed in **TWO** different ways

### MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- First name and Last name
- Pet name and email/phone number

are **MATCHING** in OpenVPMS

→ The appointment will be booked and shown as a **MATCHED** appointment in OpenVPMS

Dumbledore, Albus - Phoenix  
Short Consult - Pending 

No Further Action  
Required!




### UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- First name and Last name
- Pet name and email/phone number

are **NOT** found in OpenVPMS.

→ The appointment will be booked and shown as an **UNMATCHED** appointment in OpenVPMS

No Customer  
Vaccination OABP - Pending 

**Establishing if the client is EXISTING or NEW**

Criteria to check:

- Is this an **EXISTING** client using a different set of details? (e.g husband versus wife)
- Is the Pet name different from the one on your account? (e.g *Maisie* versus *Maisy*, *Hufflepuff* versus *Huffle Puff*)

#### EXISTING CLIENT

Actions to take:

- **Pet name:** Modify spelling in OpenVPMS.
- **Email address:** add this new email address to OpenVPMS.
- **Mobile phone number:** add this new mobile phone number to OpenVPMS.



#### NEW CLIENT

Actions to take:

- Email/Phone client to confirm appointment details
- Obtain the additional details necessary for the registration of the client.



FOR FURTHER QUESTIONS,  
WE CAN BE REACHED  
AT:

**support@vetstoria.com**