

RECEPTIONIST USER GUIDE

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

MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address
- pet name

are **MATCHING** in Vet-One

→ The appointment will be booked and shown as a **MATCHED** appointment in Vet-One

Faye Burlingham
 **Mrs Christine Coates**
 **Happy**
Test Booking
10 mins

No Further Action
Required!



UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address
- pet name

are **NOT** found in Vet-One.

→ The appointment will be booked and shown as an **UNMATCHED** appointment in Vet-One

Faye Burlingham
[Find Client ...](#)
[Find Animal ...](#)
Test Booking [Client: John Smith,
johnsmith@vetstoria.com, 07891 234567]
[Animal: Toby]
10 mins

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 Vet-One.
- **Email address:** add this new email address to Vet-One.
- **Mobile phone number:** add this new mobile phone number to Vet-One.

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

