

RECEPTIONIST USER GUIDE

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

MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address and/or mobile number
- pet name

are **MATCHING** in VetIT.

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

```
08:30 - 08:45Max / Nick Wilson / Belgium Shepherd / Canine / Max (Dog) - Appointment [Veterinarian : 2 Consulting Vet Two] - Injured /
```

No Further Action Required!



UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address and mobile phone number
- pet name

are **NOT** found in VetIT.

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

```
09:30 - 09:45Client Details:  
Name: Ryan, Email: samryan@gmail.com, Phone:  
1245646577, Patient Name: Max, Note: Max (Dog) -  
Appointment [Veterinarian : 2 Consulting Vet Two] - Sick /
```

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



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