

## Receptionist User Guide - Improved

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

**MATCHED**  
(Existing Client + Existing Pet)

**PARTIALLY MATCHED**  
(Existing Client + Unknown Pet)

**UNMATCHED**  
(Unknown Client + Unknown Pet)

1. Email or Phone No.  
2. Pet name  
  
Are **MATCHING** in Impromed

No Further Action Required!

1. Email or Phone No.  
2. Pet name  
  
Is **PARTIALLY MATCHED** in Impromed

In the case of a partially matched appointment, a new patient record will be created based on the entered info and linked with the existing client file record on the PIMS.

No Further Action Required!

1. Email or Phone No.  
2. Pet name  
  
Are **UNMATCHED** in Impromed

Unmatched bookings are not supported with Impromed. When such instances occur, it automatically creates a new client and patient file on the PIMS based on the info entered.

No Further Action Required!

**Note:** For any newly created patient or client record, the records would be created along with the below information based on their respective fields.

**Client:**

First Name: (name entered in the booking tool)  
Last Name: (name entered in the booking tool)  
Street Address 1: 'default address'  
Zip/Postal Code: '0'  
City, State: 'None, USA'  
Email: (email entered in the booking tool)  
Home Phone: (number entered in the booking tool)  
Comment: 'Created by VSO. Client contains default information. Please review and update the data as needed.'  
Active: true  
Company Name: 'VSO'  
Allow Marketing (Rapport): true

**Patient:**

Patient Name: (name entered in the booking tool)  
Birthdate: (Today's Date - 1 Year)  
Official Birthdate: (Today's Date - 1 Year)  
Active: true  
Comment: 'Created by VSO. Patient contains default information. Please review and update the data as needed.'  
Maturity Code: 'A'