

Receptionist User Guide - Vetscope

Online appointments are displayed in TWO different ways

MATCHED
(Recognized Existing Client / Patient)

UNMATCHED
(Unrecognized Existing or New Client/Patient)

- email address and/or phone no.
- Pet Name

Are **MATCHING** in Vetscope

The appointment will be booked and shown as a **MATCHED** appointment in Vetscope with the client code.

- email address and/or phone no.
- Pet Name

Are **UNMATCHED** in Vetscope

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

No Further Action Required!

Establishing if the client is EXISTING or NEW

Criteria to check:

- Is this an **EXISTING** client using a different set of details? (e.g. partners email or phone)

Existing Client

Actions to take:

Email address: Add this new address to Vetscope

New Client

Actions to take:

Email/Phone client to inform appointment details

Obtain the additional details necessary for the registration of the client