

Receptionist User Guide - Teleos

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

MATCHED

PARTIALLY MATCHED

UNMATCHED

1. Email + Phone number + Pet name
2. Email + Pet name
3. Phone number + Pet name

Are **MATCHING** in Teleos

All pet details are recorded, and a double-click on the appointment opens the client and patient record.

No Further Action Required!

1. Email + Phone number
2. Email
3. Phone number

Is **PARTIALLY MATCHED** in Teleos

The pet name would have a UU tag indicating that it's a new pet.

Double-clicking it opens the pet details screen, revealing an empty pet record.

1. Email or Phone No.
2. Pet name

Are **UNMATCHED** in Teleos

The pet owner's name will have an asterisk (*) at the start and the pet name would have a UU tag.

Double-clicking the appointment will prompt you to enter the pet owner and pet details from their online registration.