

Receptionist User Guide - Vetscope

Online appointments are displayed in TWO different ways

MATCHED
(Recognized Existing 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.

Room 1	Time	Room 2
hello	8:30 am	
	8:50 am	
	9:10 am	
	9:30 am	
	9:50 am	
	10:10 am	
	10:30 am	
Magnus Whomsley	10:50 am	
	11:10 am	
	11:30 am	
	11:50 am	
	1:50 pm	

Magnus Whomsley (Aisling)
Client Code: 1222
Canine Papillon -
H: 086 004 0262 M: 087 1234678
Web Appointment For:
14601
My Pet Is Not Well.
Vs:

UNMATCHED
(Unrecognized Existing or New Client/Patient)

- 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.

9:50 am		
10 am	Tyler Doe (John)	10:10 am
10:50 am	Tyler Doe (John)	10:30 am
11 am		
11:50 am		
12 pm		
1 pm		
2 pm		

Tyler Doe (John)
Client Code:
-
H: M: 8888888555
Web Appointment For:
He Is Not Feeling Well.
Vs:

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