

## RECEPTIONIST USER GUIDE

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

### MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address and/or phone number are **MATCHING** in RxWorks

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

**WEB: Smith, Paul - Toby - Dog - Cell...**

No Further Action Required!



### UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address and phone number are **NOT** found in RxWorks.

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

**UNMATCHED: Coughing [ Clinic...**

**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:

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



#### 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:

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