

RECEPTIONIST USER GUIDE

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

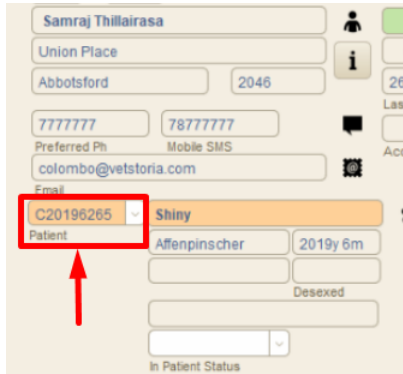
MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address and/or mobile number
- pet name

are **MATCHING** in CHSVET.

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

(Please note that you will have view all the appointment details in order to check this)



No Further Action Required!



FOR FURTHER QUESTIONS,
WE CAN BE REACHED
AT:

support@vetstoria.com



CHSVET

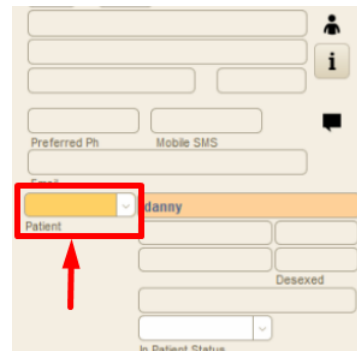
UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address and/or mobile phone number
- pet name

are **NOT** found in CHSVET.

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

(Please note that you will have view all the appointment details in order to check this)



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:

- **Pet name:** Modify spelling in CHSVET.
- **Email address:** add this new email address to CHSVET.
- **Mobile phone number:** add this new mobile phone number to CHSVET.



NEW CLIENT

Actions to take:

- Email/Phone client to confirm appointment details
- Obtain the additional details necessary for the registration of the client.

