

Receptionist User Guide - RoboVet

Online appointments are displayed in TWO different ways

MATCHED
(Recognized Existing Client / Patient)

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

Are **MATCHING** in RoboVet

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

09:45	Brentknoll Surgery
10:00	Mr John Doe, Tyler 1-28444 : Consult
10:15	
10:30	Mr John Doe, Tyler 1-28444 : Consult
10:45	VETSTORIA Tyler (Dog) - Consultation [Clinician : Dr. Smith (Preferred Clinician)] - Annual Checkup - John - 5554566555
11:00	
11:15	Brentknoll Surgery
11:30	

No Further Action Required!

UNMATCHED
(Unrecognized Existing or New Client/Patient)

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

Are **UNMATCHED** in RoboVet

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

09:45	Brentknoll Surgery
10:00	Vetstoria Unmatched Client, Vetstoria Unmatched Pet 1-28447 : Consult
10:15	
10:30	Vetstoria Unmatched Client, Vetstoria Unmatched Pet 1-28447 : Consult
10:45	VETSTORIA Fluffy (Dog) - Consultation [Clinician : Dr. Smith (Preferred Clinician)] - Annual Checkup - John - 5555588865
11:00	
11:15	Brentknoll Surgery
11:30	

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)
- Is the Pet name different from the one on your account (eg Maise vs Maisy)

Existing Client

Actions to take:

Pet name: Modify spelling in RoboVet

Email address: Add this new address to RoboVet

Mobile No. Add this new mobile no. to RoboVet

New Client

Actions to take:

Email/Phone client to inform appointment details

Obtain the additional details necessary for the registration of the client