

Receptionist User Guide - eVetPractice

Online appointments are displayed in TWO different ways

MATCHED
(Existing Client + Existing Patient)

UNMATCHED
(New Client+ New Patient)

• Email+ Phone Number + Pet Name
Are **MATCHING** in eVetPractice

Visit Highlights	
Type	Dental
Description	Roy (Dog) - Dental [Clinician : Dr. Colleran(No Preference)] - Test - Matched AppointmentWednesday, 24 August 2022 08:05
Client	Mike Abate (#2581) 123 Test St Baltimore, MD (240) 565-9100
Patient	Roy (Female - DOB not provided) (#417)
Date of Birth	Not Provided
Weight	13 LBS (5.8968KG)
Breed	Canine - Airedale Terrier
Date Created	8/23/2022 1:00 AM
Date Modified	8/23/2022 1:02 AM

All Matched appointments will look like the image above with the client and pet details.

• Email+ Phone Number + Pet Name
Are **UNMATCHED** in eVetPractice

Visit Highlights	
Type	Sick
Description	TestPet (Cat) - Sick [Clinician : Dr. Colleran (Preferred Clinician)] - Test Appointment - UnmatchedWednesday, 24 August 2022 09:00
Appointment is not associated to a patient	
Date Created	8/23/2022 1:06 AM

All Unmatched appointments will be shown as above

No Further Action Required!

Establishing if the client is EXISTING or NEW

Criteria to check:

- Is this an Existing client using a different set of information? (e.g Husband versus Wife)
- Is the Pet name different from the one on the account? (e.g Maisie Versus Maisey)

For an EXISTING Client

- **Pet Name:** Modify the spelling under the Patient file in EvetPractice.*
- **Email Address:** Add this new email address to the Client file in EvetPractice.*
- **Mobile Phone Number:** Add the new phone number to the Client file on EvetPractice.*

For a NEW Client

- Email address/Phone Number of the client to confirm the appointment details.
- Obtain the necessary information for the registration of the Client.