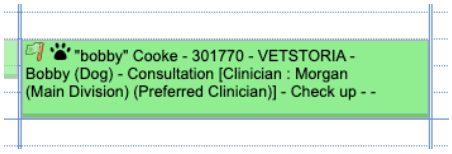
Receptionist User Guide - ezyVet

Online appointments are displayed in THREE different ways

MATCHED
(Existing Client + Existing Pet)

1. Email or Phone No.
2. Pet name

Are **MATCHING** in ezyVet



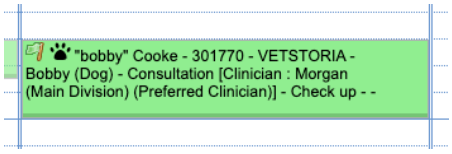
Automatically links to the relevant client file.

No Further Action Required!

PARTIALLY MATCHED
(Existing Client + Unknown Pet)

1. Email .
2. Phone no.

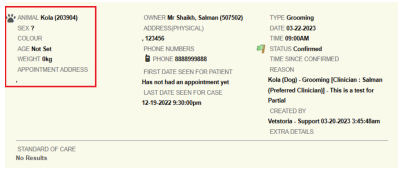
Is **PARTIALLY MATCHED** in ezyVet



Shows the same as a matched appointment

Establishing if the pet is **NEW**

- Is the Pet name different from the one on your account? (e.g. Maisie versus Maisy)?
- Hover over the booking to check if there are any pet details.

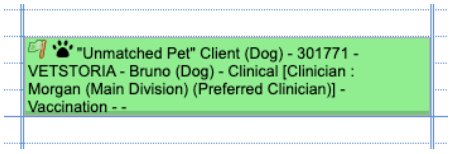


In the case of an Existing Client and New Patient.

- Right-click the appt and select edit appt.
- You will then need to double-click on the animal, enter additional details for the animal and then click on save to register the pet to the pet owner's records.

UNMATCHED
(Unknown Client + Unknown Pet)

Details are **UNMATCHED** in ezyVet



Shows the pet as "unmatched pet"

Establishing if the client is **EXISTING** or **NEW**

- Is this **EXISTING** client using a different set of details (e.g. partner's email or phone)?
- Is the Pet name different from the one on your account? (e.g. Maisie versus Maisy)?

In the case of New Client and New Patient

- Right-click the appt and select edit appt.
- You will see the client & patient are both "unmatched" please ensure to not overwrite the unmatched record.

Learn how to match an unmatched appointment from the link here.