

Receptionist User Guide - Animana

Online appointments are displayed in TWO different ways

MATCHED
(Existing Client + Existing Pet)

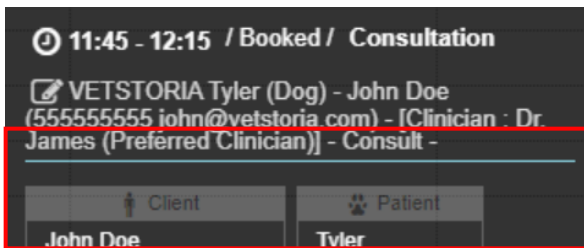
UNMATCHED
(Unknown Client + Unknown Pet)

1. Email or Phone No.
2. Pet name

Are **MATCHING** in Animana

B C John Doe / Canine Tyler online
VETSTORIA Tyler (Dog) - John Doe
(555555555 john@vetstoria.com) -
[Clinician : Dr. James (Preferred
Clinician)] - Consult -

Hover over the booking to see the pop-up display as shown below.



To identify a matched appointment, you'll notice the client and patient card displayed as shown above.

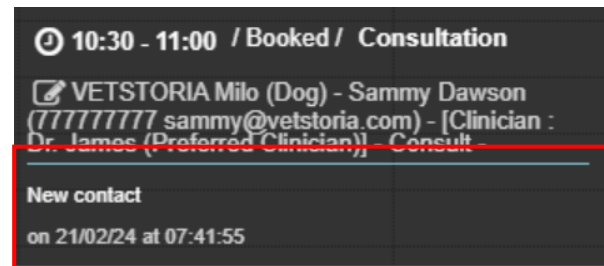
No Further Action Required!

1. Email or Phone No.
2. Pet name

Are **UNMATCHED** in Animana

B C New contact online
VETSTORIA Milo (Dog) - Sammy
Dawson (777777777
sammy@vetstoria.com) - [Clinician :
Dr. James (Preferred Clinician)] -

Hover over the booking to see the pop-up display as shown below.



To identify an unmatched appointment, a 'new contact' tag will appear in the pop-up.

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?)

For new clients and new patients, please follow the steps on the next page to resolve the unmatched appointment.