vetstoria®

RECEPTIONIST USER GUIDE

Online appointments are displayed in TWO different ways

MATCHED APPOINTMENT
(Recognized Existing Client/Patient)

- email address **and** pet name
  OR
- phone number **and** pet name

  are **MATCHING** in Vision

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

UNMATCHED APPOINTMENT
(Unrecognized Existing or New Client/Patient)

- email address **and/or** pet name
  OR
- phone number **and/or** pet name
  are **NOT** found in Vision.

  The appointment will be booked and shown as

→ an **UNMATCHED** appointment in Vision

No Further Action Required!

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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 Vision.
- **Email address**: add this new email address to Vision.
- **Phone number:** add this new mobile phone number to Vision.

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NEW CLIENT

Actions to take:

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

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FOR FURTHER QUESTIONS, WE CAN BE REACHED AT:

support@vetstoria.com

VisionVPM