

RECEPTIONIST USER GUIDE

Online appointments are displayed in **TWO** different ways

MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- email address and/or the phone number
 - pet name
- are **MATCHING** in Vetspace (Voyager)

→ The appointment will be booked and shown as a matched appointment in Vetspace (Voyager)

Roy (Canine, Affenpins
MacHado
Vaccination - Booster
WEB Appointment (Ne

UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- email address and/or the phone number
 - pet name
- are **NOT** found in Vetspace (Voyager)

→ The appointment will be booked and shown as an unmatched appointment in Vetspace (Voyager)

Foxy
Snyder
Urinary Problems
WEB Appointment - B

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 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 Vetspace (Voyager).
- **Email address:** add this new email address to Vetspace (Voyager).
- **Last name:** Modify spelling in Vetspace (Voyager).

NEW CLIENT

Actions to take:

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

FOR FURTHER QUESTIONS,
WE CAN BE REACHED
AT:

support@vetstoria.com

