RECEPTIONIST USER GUIDE

Online appointments are displayed in TWO different ways

MATCHED APPOINTMENT
(Recognized Existing Client/Patient)

- email address and/or mobile number
- pet name

  are **MATCHING** in AVImark

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

No Further Action Required!

UNMATCHED APPOINTMENT
(Unrecognized Existing or New Client/Patient)

- email address and mobile phone number
- pet name

  are **NOT** found in AVImark.

→ The appointment will be booked and shown as a **DAILY BLOCK-OFF** in AVImark.

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 AVImark.
- **Email address:** add this new email address to AVImark.
- **Mobile phone number:** add this new mobile phone number to AVImark.

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