

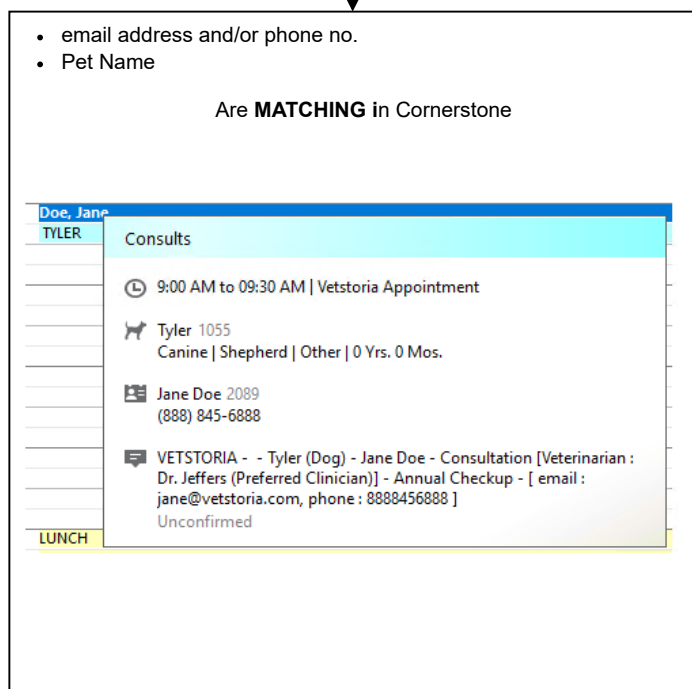
Receptionist User Guide - Cornerstone

Online appointments are displayed in TWO different ways

MATCHED
(Existing Client / Patient)

- email address and/or phone no.
- Pet Name

Are **MATCHING** in Cornerstone



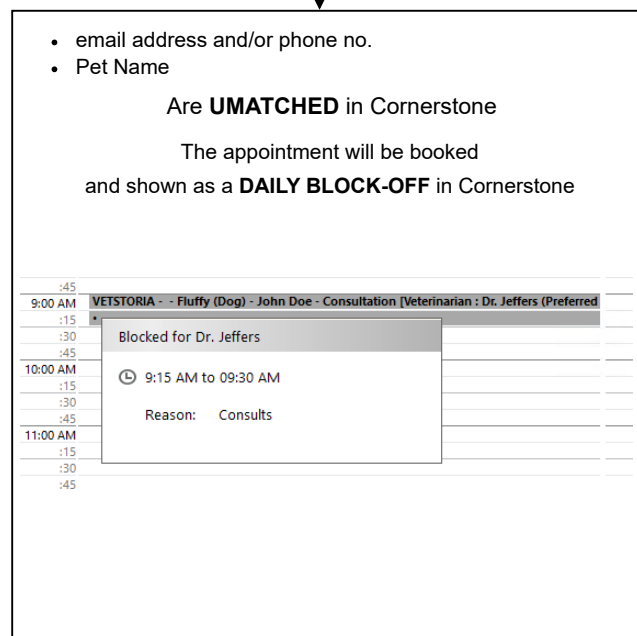
No Further Action Required!

UNMATCHED
(Unrecognized Existing or New Client/Patient)

- email address and/or phone no.
- Pet Name

Are **UNMATCHED** in Cornerstone

The appointment will be booked and shown as a **DAILY BLOCK-OFF** in Cornerstone



Establishing if the client is EXISTING or NEW

Criteria to check:

- Is this an **EXISTING** client using a different set of details? (e.g. partners email or phone)
- Is the Pet name different from the one on your account (eg Maise vs Maisy)

Existing Client

Actions to take:

Pet name: Modify spelling in Cornerstone

Email address: Add this new address to Cornerstone

Mobile No. Add this new mobile no. to Cornerstone

New Client

Actions to take:

Email/Phone client to inform appointment details

Obtain the additional details necessary for the registration of the client