

VETSTORIA BOOKING TOOL GUIDE

Online appointments are displayed in two different ways in AVImark

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

9:00a	■ "Toby(C)", Smith, Paul "WEB APPOINTMENT : Cough [Veterinarian : David N. Sharp, DVM]"
9:10a	

No action required

UNMATCHED APPOINTMENT (Unrecognized Existing client/patient or new client/patient)

- email address and mobile phone number or
- pet name

are **NOT** found in AVImark.

=> The appointment will be booked and shown as a daily block-off in AVImark.

9:00a	■ UNMATCHED WEB (See Notes) B "Client: Smith, Patient:Rex, Phone:(234) 567-8901, Email:paulsm@vetstoria.com Reason:Cough [Veterinarian : David N. Sharp, DVM]"
9:10a	

Action required: Establishing if the client is **EXISTING** or **NEW**

EXISTING CLIENT

Criteria to check:

- Pet name spelling (e.g Maisie versus Maisy)
- Email address: add this new one to AVImark.
- Mobile phone number: add this new one to AVImark.

NEW CLIENT

Criteria to check:

- Is this an existing client using a different set of details (e.g husband versus wife)?
- Is this a new client who needs registering?