

Receptionist User guide for Rhapsody.

This article helps you to understand how **MATCHED** & **UNMATCHED** appointments are displayed in Rhapsody.

Online appointments are displayed in TWO different ways.

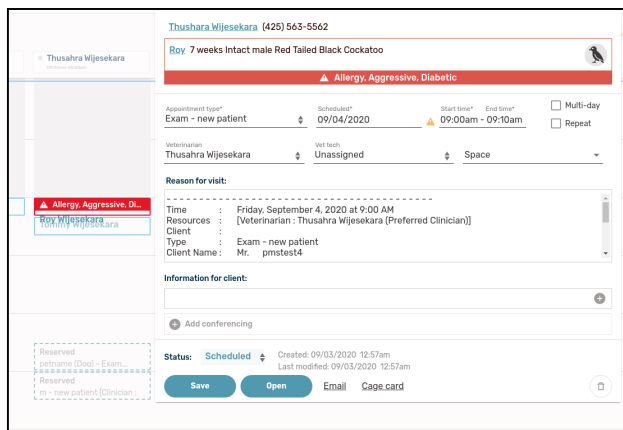
MATCHED APPOINTMENT (Recognized Existing Client/Patient)

- Client email address and/or mobile number.
- Pet name.

are **MATCHING** in Rhapsody

The appointment will be booked and displayed as shown below:

Additionally, when we hover over the booked appointment it will display the client and patient details.



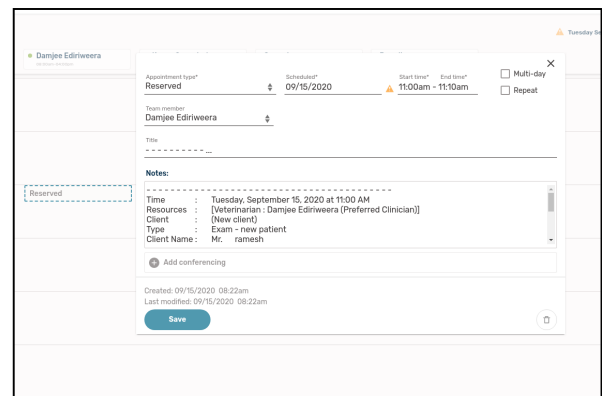
UNMATCHED APPOINTMENT (Unrecognized Existing or New Client/Patient)

- Client email address and/or mobile number.
- Pet name.

are **NOT FOUND** in Rhapsody

The appointment will be booked and displayed as shown below:

NOTE: All unmatched appointments will be displayed "**Reserved**" Under appointment type.



No further Action Required!



Establishing if the client is EXISTING or NEW

Criteria to be checked:

1. Is this an EXISTING client using a different set of details? (e.g husband vs wife).
2. Is the Pet name different from the one on the patient file? (e.g *Maisie* vs *Maisy*, *Hufflepuff* vs *Huffle puff*)

EXISTING CLIENT

Actions to take:

- Pet Name: Modify spelling in Rhapsody
- Email Address: Add new email address to client file in Rhapsody.
- Mobile number: Add this new number to client file in Rhapsody.

NEW CLIENT

Actions to take:

- Email/Phone client to confirm the appointment details which was scheduled.
- Obtain additional information necessary for the registration of the client in Rhapsody.