

Tips to automate manual tasks

Want to know the best tips that 6000 Vetstoria users swear by?



Here are ways to customize the platform to offer appointments based on your practice availability.



Kate McMorris
Director of Seadown Veterinary Services

“ People like choosing their own vet which they can do on the online booking system. It reduces the time for the receptionist but also the time for the client.

Online payment is just the icing on the cake because that reduced the number of calls needed to chase the money.

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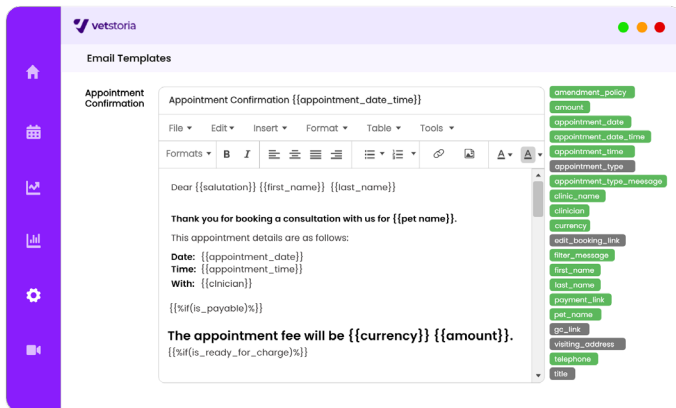
Enable the new client form

With the [new client form](#), pet owners will need to share their information before confirming the appointment. This includes all details including date of birth, previous vet details, marketing consent tick boxes and more.

This will help reduce any additional calls your team has to make.

A screenshot of the Vetstoria 'Advanced Settings' page. The 'New Client Form' section is active, indicated by a 'Yes' toggle. Below it, a table lists various fields with their status options: 'Field Name', 'Address', 'Pet Gender', 'Spayed / Neutered', 'Breed', 'Colour', 'Temperament', 'Age', and 'Pet Vaccination Status'. Each field has three buttons: 'Disabled', 'Mandatory', and 'Optional'. The 'Mandatory' button is highlighted in blue for most fields.

Enable automated email reminders and confirmations



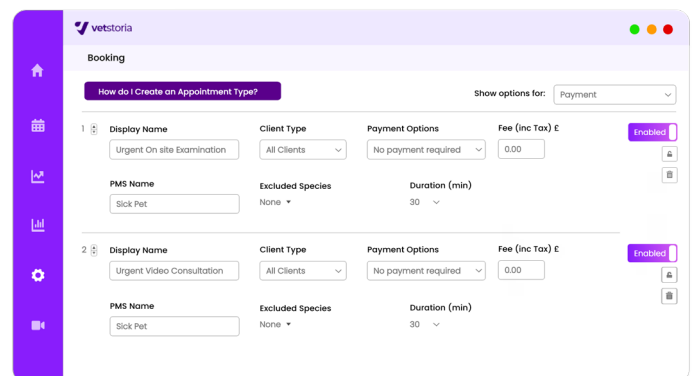
Vetstoria offers email templates to automate appointment confirmations, [reminders](#), and cancellations for pet owners.

This saves time for the admin team who would otherwise have to handle these tasks manually.

Offer payments to reduce no shows

Not only do you lose out an appointment you could have offered someone else, it also wastes time.

Vetstoria offers [online payment options](#) so you can pre-authorize or get the full payment for an appointment to ensure pet owners bring their pets for the appointments.



We're excited to have you onboard with Vetstoria!