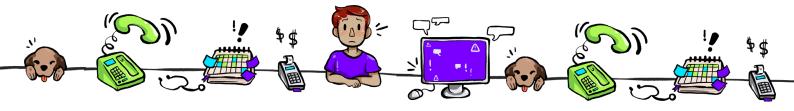
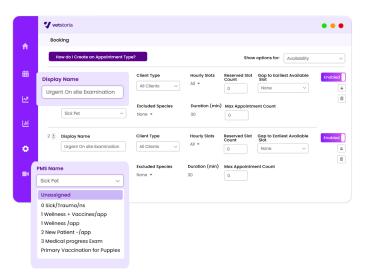
Tips to save front desk time

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



Here are ways to customize the platform so pet owners can book based on your availability...



Prioritize team availability

You can set up doctor and vet availability for each different day of the week. <u>You can even specify the type</u> <u>of appointment</u> and the species they want to treat.

Exclude slots you don't want to offer

Simply add a time slot you want to

block from the online booking system so pet owners are not able to book an appointment at that time.

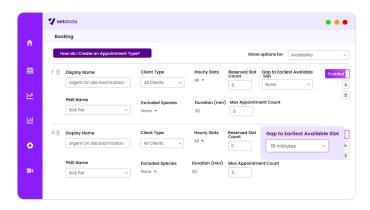
This way you can open up the practice for emergencies or manage during staff shortages.

Slot Exclusions											
You can exclude certain slots from being offered to your clients. Slots falling within the specified excluded periods, type of appointment, clinicians or species will never be displayed to your clients.											
Exclusion	Day	Time	Appointment Types	Applicable Calendar	Species	Status					
Sick Appointments	Mon Tues Thu Fri y	00:00 -08.59 13:00 -15.00 17:00 -19.59 🗸	All ¥	All ¥	All 🔻	On					
	- HI										
Sick Appointments	Mon Tues Thu Fri V	00:00-08.59 •	Consultation - sick& injured pets +	All 🔻	All 🔻	On					



90% of bookings are 20-minute vaccinations and 30-minute ear checks. Monday and Friday afternoons are blocked for online booking so there's flexibility for emergencies.

Libbe Soelbeck Veterinary Nurse – AniCura Varde – Denmark



Have time between appointments

You can give pet owners plenty of time to show up for the appointment with the <u>'gap to the earliest slot' feature</u>. This helps your clinic manage your practice schedule effectively.

Flag emergencies with appointment screening

Add keywords to denote an "emergency" so it triggers an action for pet owners. For example, you can <u>set up keywords</u> such as "vomiting" or "bleeding" and that would prompt an action for the pet owner to call the practice.

This helps you detect the nature of the appointment, saving time for your front desk.

	Appointment Scr	eening							
	Booking								
ŧ	You can list specific laywords (each terwords separated by ''),which will enable us to flag certain types of appointments attempting to be booked. You can specify either a preventive or informative message based on the type of appointment.								
	Туре	Keywords	Appointment Types	Display Message	Caption for "ignore" check-box				
2	1 Preventive ~	castration, operation, sprayed, neutering , spaded, fix, fixed	All 🔻	You appear to be booking an appointment for a surgical procedure, which may only be booked	No, this is not a surgery.				
<u>11</u>		, sterilized, extraction, imaging, scan, snip, xray		by the practice directly. Please call us on {{telephone_number}}					
\$	2 Preventive ~	castration, operation, sprayed, neutering , spaded, fix, fixed	All 👻	You appear to be booking an appointment for a surgical procedure, which may only be booked	No, this is not a surgery.				

We're excited to have you onboard with Vetstoria!