

A Quick Look at Vetstoria's Real-Time Online Booking and Automation Platform



Welcome to Vetstoria!

When Julien Renard (vet surgeon and CEO), Julien Poublon (vet surgeon and COO), and Damjee Ediriweera (CTO) met, they knew one thing for sure: The time vet practices spent on mundane tasks like answering phone calls, sending out reminders for appointments, and managing payments took away attention from what matters — pet care.

With that, Vetstoria was born. Vetstoria is the most customizable real-time online booking and automation platform for veterinary practices that provides 24/7 appointment scheduling, payment solutions, digital marketing, and analytics capabilities and reduces phone calls, improves pet owner experience, and increases overall efficiency.



Julien Renard
Vet Surgeon and
CEO



Julien Poublon
Vet Surgeon and
COO



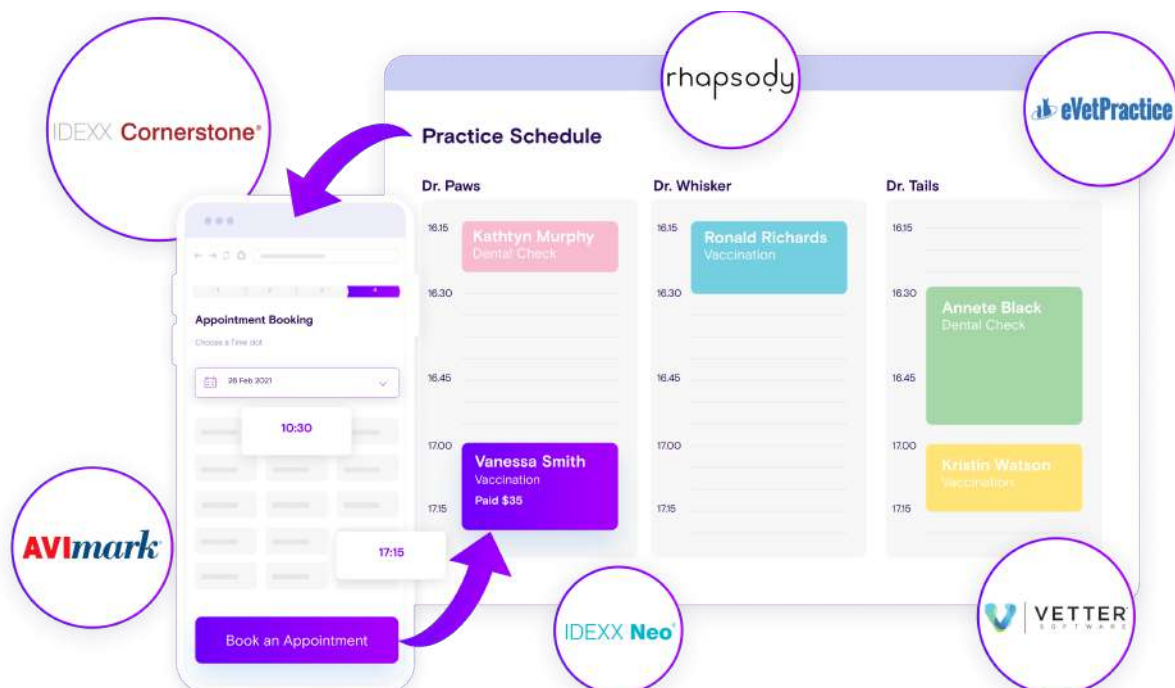
Damjee Ediriweera
CTO

In the following pages, we will take you through what Vetstoria offers and how it can help your team save time.

We're excited to be with you on this journey!

Sync Vetstoria appointments with your existing calendar in real-time

Vetstoria can simplify your existing practice workflow by syncing booking data to and from your practice management software or third-party apps in real-time.



Our comprehensive platform

Automation to reduce manual work and call volume.

Real-time appointment scheduling

Offer 24/7 automated booking for pet owners on any device to remove the manual hassle of answering calls, sending reminders and confirmations, and gathering new-client information.

Customize to share your availability

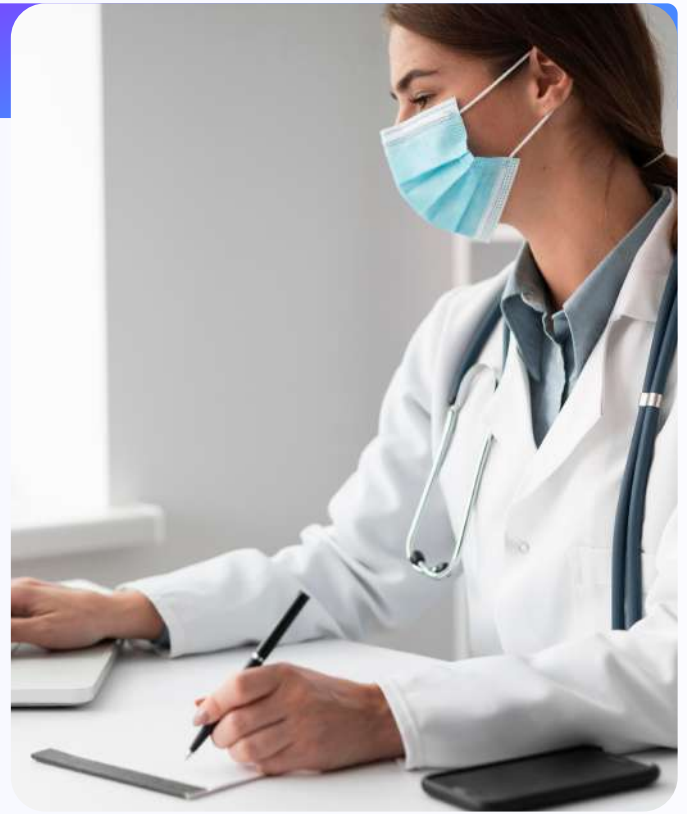
Add slot exclusions, appointment types, clinicians, and species-dependent availability to gain control of your schedule.

Brand your booking tool

Customize the look and feel of the booking widget to align with your practice's branding guidelines.

Process payments easily

Reduce no shows and cut down on admin time spent on processing payments by enabling pet owners to pay deposits.



Robust analytics coupled with world-class support

Use our analytics platform to understand pet owner behavior and your practice's performance based on preset benchmarks.

Run promotional campaigns easily with Digital Marketing

Get the word out about your practice. Make it easy to run promotions and measure them effectively.

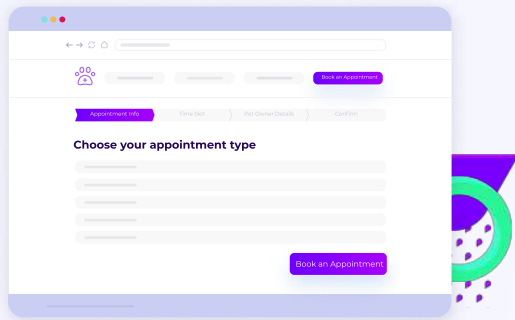
Provide virtual pet care with Telemedicine

Reach pet owners that are unable to travel or for quick checkups when social distancing gets in the way.

What booking with Vetstoria looks like:

Connect your practice management software with Vetstoria to enable real-time online appointment booking for your practice, host private video consultations, and accept payments from pet owners online — anytime and with any device.

1 Pet owner visits practice website



No app to download



No login required

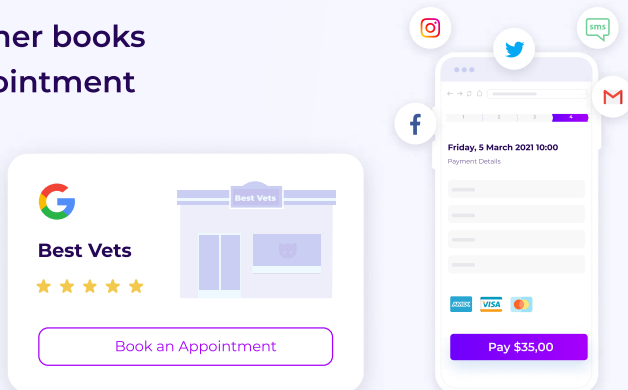
Practice sets custom rules

- Add a booking disclaimer message to provide guidelines for when a customer visits the practice.
- Set custom availability that controls appointment times based on clinician and species.

Vetstoria Smart Triage

Offer smart triage capabilities through **appointment screening**. Based on your custom rules and keywords such as "surgery," "collapse," etc., Vetstoria helps identify emergencies. If an emergency is detected, our booking tool will display a message that advises the pet owner to call the clinic immediately.

2 Pet owner books an appointment



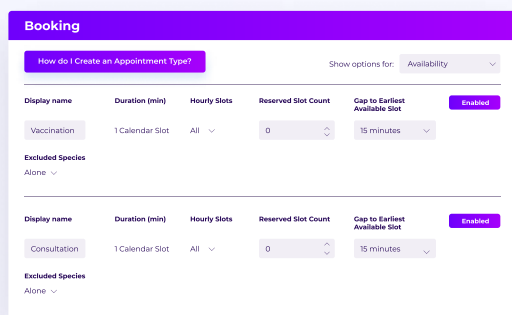
Payment authorization

During the booking process, you can choose to require a deposit, or full payment of the appointment fee. This can be turned on or off for each appointment type.

Instant Booking Confirmation & Synchronization

Once the pet owner completes their online booking, they will receive an instant email confirmation. Your practice administrator will also receive a notification, and the appointment will automatically sync with your existing practice management system's schedule.

3 Pet owner gets assistance



Treatment takes place

Whether for an in-practice procedure or a video consultation, the appointment is soon complete. If the payment has been pre-authorized or paid in full, funds are sent directly to your practice's account.

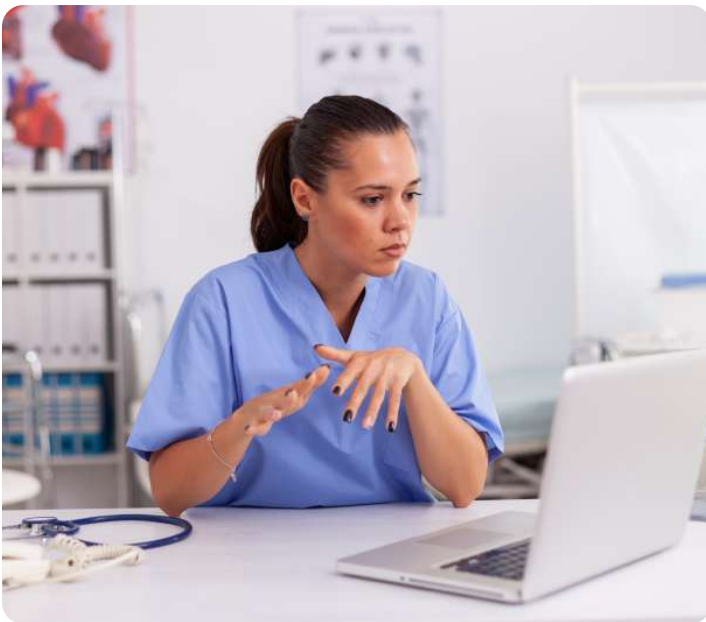
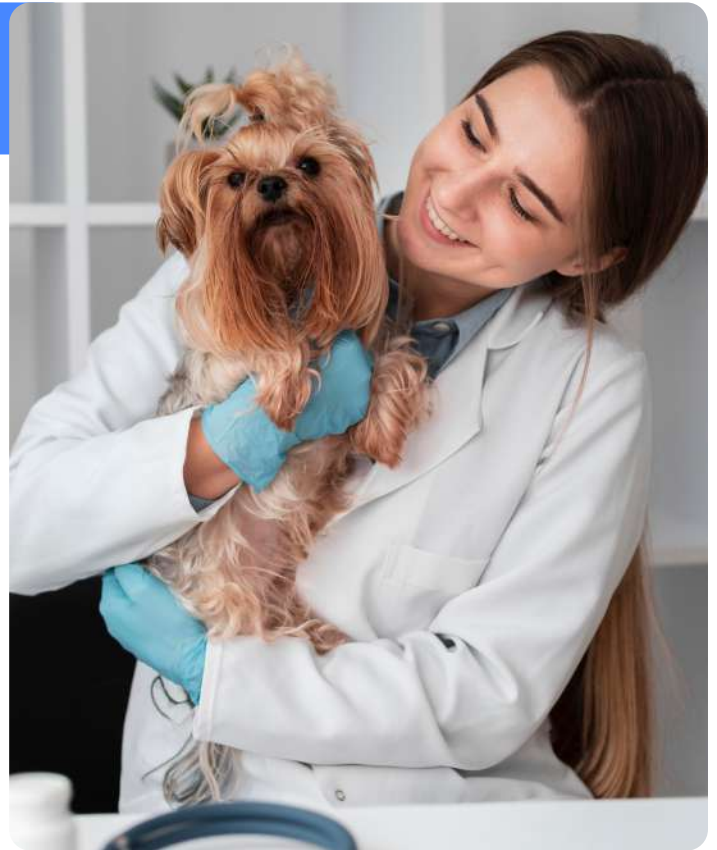
How does Vetstoria help each of your teams?

Vetstoria saves time for your front-desk team, nurses, and vets to provide the best pet care possible.

FOR FRONT DESK STAFF AND NURSES

FEATURES:

- Reduce phone calls with 24/7 online appointment accessible to pet owners.
- Automated email confirmations for all appointments.
- Automated email reminders for all appointments.
- Save time gathering new client information with the "New client form".
- Reduce no shows and process transactions easily with online payments.



- Prioritize emergency appointments through appointment screening.
- Exclude time slots to maintain control of your schedule.
- Manage and prioritize vaccination backlogs with iRecall integration.
- Add disclaimers that provide guiding messages for when pet owners arrive at your practice.

FOR THE PRACTICE MANAGER

- Reduce calls for your front desk with automated scheduling.
- Customize the booking platform to match your practice's needs and optimize workflow.
- Prioritize emergency appointments through smart triage.
- Block off holidays, exclude time slots or set max appointments to maintain control.
- Make it easy for pet owners to make an appointment anytime, no login or app required.



- Manage and prioritize vaccination backlog with iRecall integration.
- Increase revenue and growth by offering out of hour appointment bookings.
- Simplify promotions with digital marketing capabilities.

VETS OR CLINICIANS

- Ability to offer appointments based on availability or preference.
- Exclude or limit time slots you are unable to accommodate.
- Customize appointment preferences based on species.
- Triage appointments through telemedicine.
- Manage your schedule by reserving slot counts or setting maximum appointments.



How can you get the support you need?

INTRODUCING YOUR CUSTOMER SUCCESS REPRESENTATIVE

Our customer success team is happy to help you with any questions you may have.

IDA GEIGER, HEAD OF CUSTOMER SUCCESS, VETSTORIA



Vetstoria provides 24/7 365 support to ensure that it runs on each practice smoothly. Reach out to our team via email, live chat, and support ticket.



[Get in touch with our support team](#)



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