vetstoria®

Say no to dropouts

The ultimate guide to reducing online appointment dropouts
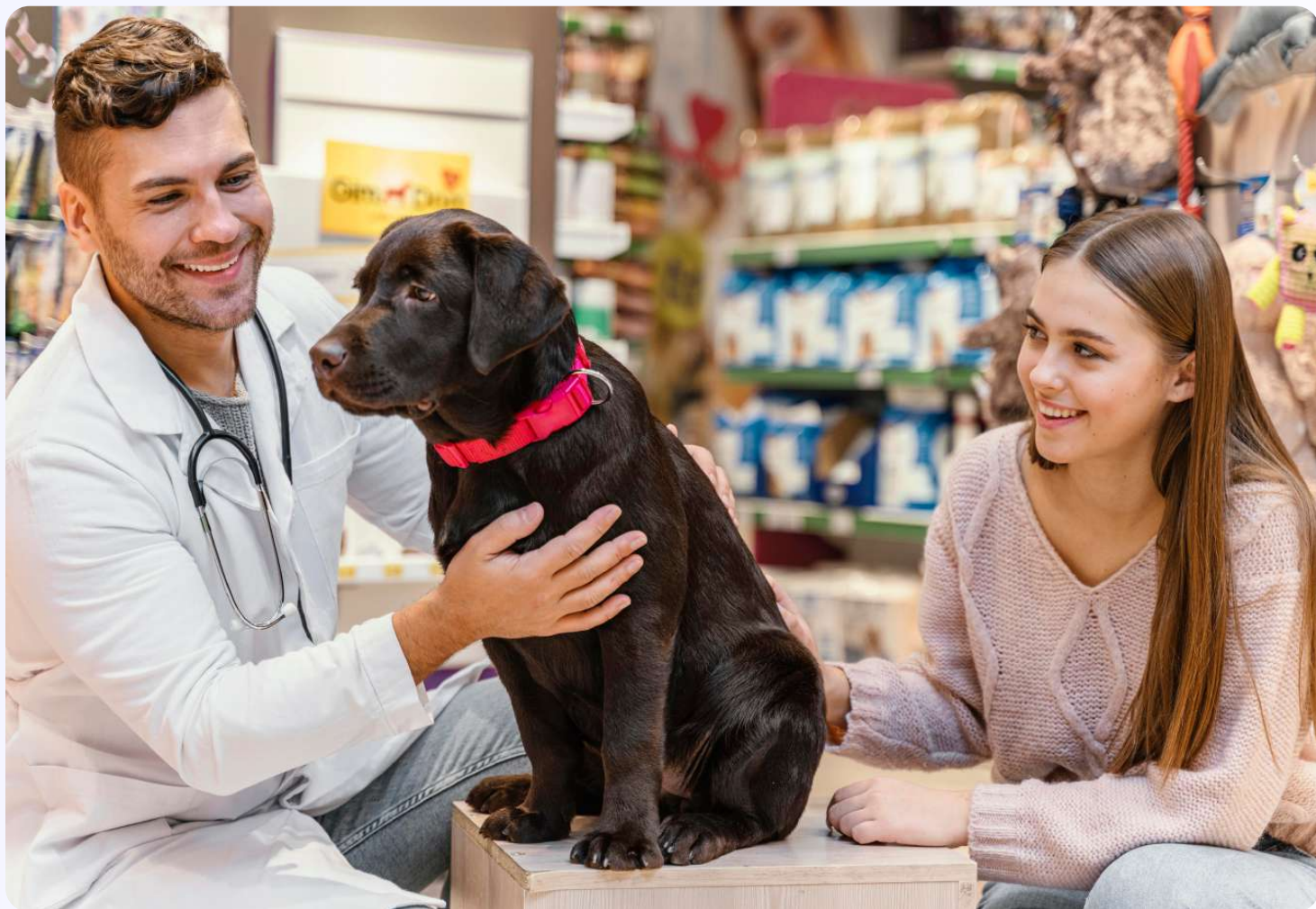
Now that you have Vetstoria, how do you ensure that pet owners have a great booking experience?
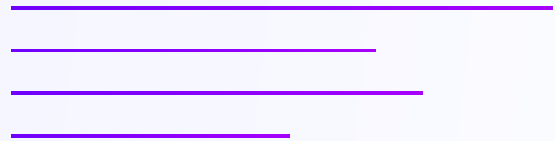
Let's consider each stage of the booking journey.

↓

vetstoria

Disclaimer
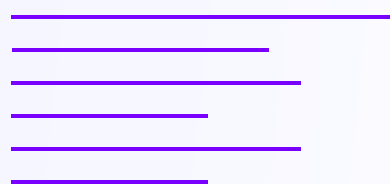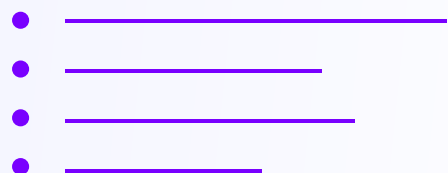
REASON FOR DROP OUT:

- If the rules and guidelines mentioned in the disclaimer are too long or have too many restrictions such as "no new clients"

(!) Important message about Coronavirus (COVID-19)
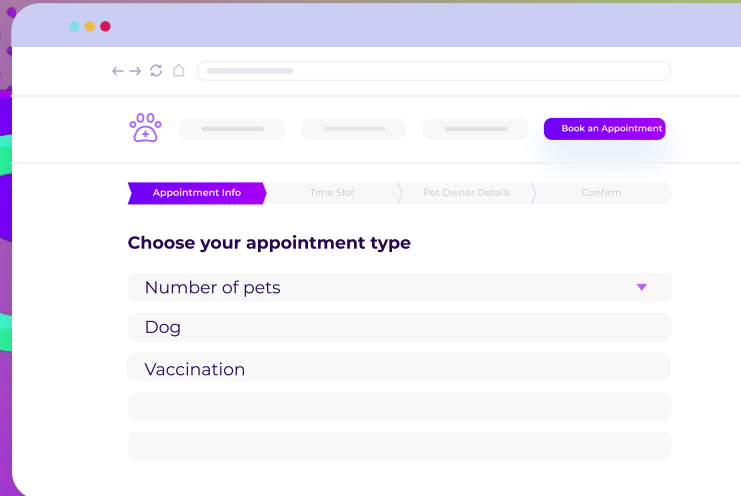
OUR RECOMMENDATION:

- You can provide the information you need in bullet points to provide clarity.

- We also suggest providing a disclaimer that is concise and is no longer than 6-8 lines.

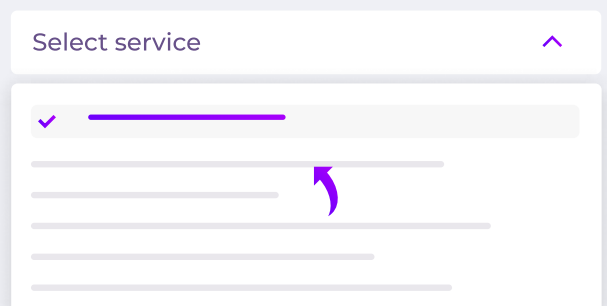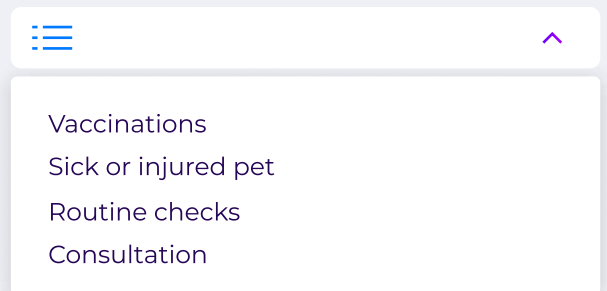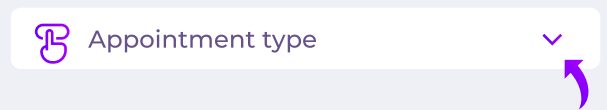vetstoria

Appointment info

REASON FOR DROP OUT:

- Disabling appointment types for new clients

- Offering appointment types that are unclear to pet owners

- Not allowing "sick pets" and only wellness appointments

OUR RECOMMENDATION:

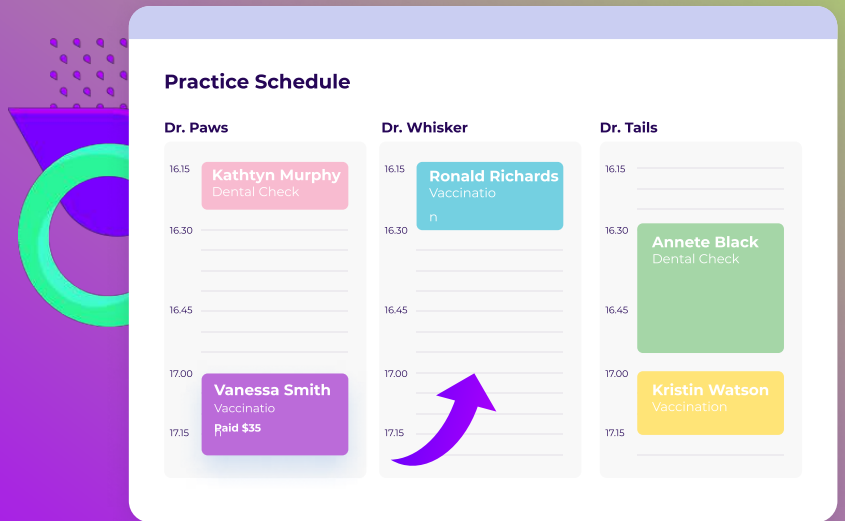- Enable new pet owners to book online and choose the reason for their appointment.

- Offer appointment types using terms that are commonly or widely used in the industry.

- Offer the most popular or common appointment types to display various services such as vaccinations, consultations, wellness, etc. You can also specify the type of vaccination (1st, 2nd, or annual vaccinations), for example.
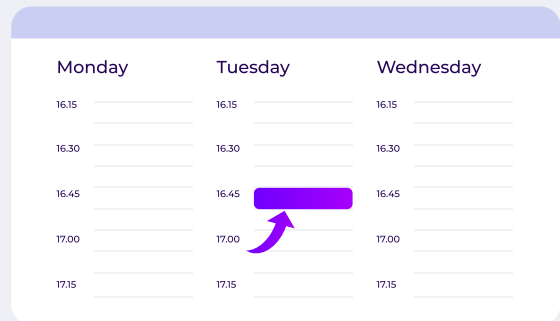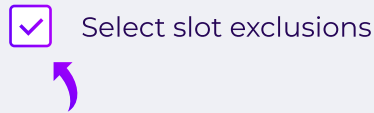
Choose a time slot

REASON FOR DROP OUT:

- Limited time slot and date availability

Practice Schedule

Dr. Paws	Dr. Whisker	Dr. Tails
16.15 **Kathtyn Murphy** Dental Check	16.15 **Ronald Richards** Vaccinatio n	16.15
16.30	16.30	16.30 **Annete Black** Dental Check
16.45	16.45	16.45
17.00	17.00	17.00 **Kristin Watson** Vaccination
17.15 **Vanessa Smith** Vaccinatio Paid $35	17.15	17.15

OUR RECOMMENDATION:

- Vetstoria offers the capability for you to show your calendar for up to six months and exclude time slots based on your availability.

✓ Select slot exclusions

- Hence offering more time slots allows pet owners the choice to select an appointment from the available dates. For example, you can offer late afternoon, evening, or weekend availability.

Monday	Tuesday	Wednesday
16.15	16.15	16.15
16.30	16.30	16.30
16.45	16.45	16.45
17.00	17.00	17.00
17.15	17.15	17.15

vetstoria

We're excited to welcome you to Vetstoria. If you have any questions, feel free to reach out to our team!

Scan me

Visit our site

vetstoria