

How To Increase Client Compliance?

Getting Pet Owners To Book Appointments The Right Way

Have you come across situations when pet owners book:

- an urgent sick pet appointment online while they just need to call?
- wellness exams when they should be booking a sick pet appointment?
- appointments as returning clients just so they can get an appointment?

Here is one easy way to tackle this.

Tip 2: Add keywords to help screen emergency appointments

Appointment screening is one of our popular features allowing practices to sort appointments and triage based on urgency.

This lets you add keywords, so when pet owners enter the reason for their appointment, they see specific actions to take depending on the nature of the appointment.

Type	Keywords	Appointment Types	Display Message	Caption for 'ignore' check-box
1 Preventive	operation, surgery, removal, excision, stitch, suture, neuter, neutering, castration, spay, spay, ovariectomy, hysterectomy, ovariectomy	All	You appear to be booking an appointment for a surgical procedure, which may only be booked by the practice directly. Please call your practice.	No, this is not a surgery
2 Informative	poo, pooping, faeces, faecal, stools, stool, loose, motions, bowel, bowels, diarrhoea, diarrhoea, diarrhea, diarrhea, D++	All	Please obtain a stool sample from your pet, within 4 hours of your appointment. Please note, if your pet has had multiple episodes of diarrhoea, or is generally unwell please call us directly for an appointment on (telephone)	N/A

Preventive and Informative screening- How does it look?

Your pet's details:

Pet name *

Reason for appointment *

Is your pet ok? *

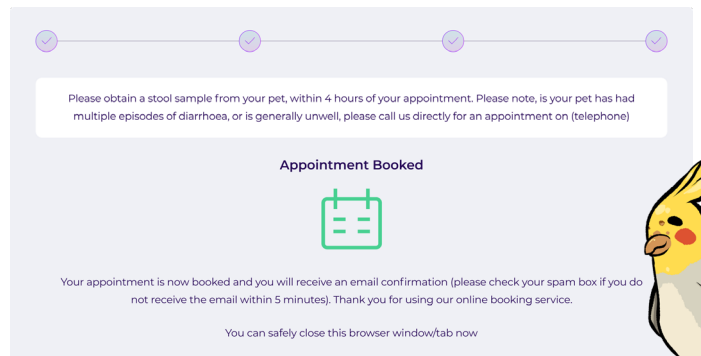
You appear to be booking an appointment for a surgical procedure, which may only be booked by the practice directly. Please call your practice.

No, this is not for a surgery

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Preventive Screening

On the Vetstoria dashboard, you can add keywords such as “vomiting,” “bleeding,” and other words that describe specific symptoms or indicate an emergency. Vetstoria will automatically identify these keywords and instruct the pet owner to call your clinic. You can also apply appointment types for each keyword so you can reduce pet owners bypassing any rules.



Informative Screening

Informative keywords trigger instructions to pet owners, such as “bring samples,” so they know how to prepare for the appointment. The instructions are also shared via email.

Here’s a quick video on setting up automated triaging with appointment screening

By using this feature, you are able to:

- Maintain control and efficiently manage your practice’s schedule.
- Save time for your front-desk teams.
- Avoid miscommunication with pet owners regarding appointment bookings.

Watch the video below to understand how to add more filters under “appointment screening”:

To learn more about appointment screening, [click here](#).
In order to configure appointment screening for your clinic, [click here](#).

