

Appointment scheduling and reminders

Automates appointment booking, sends confirmation and reminder messages to pet owners, and updates clinic schedules to reduce no-shows and improve clinic efficiency.

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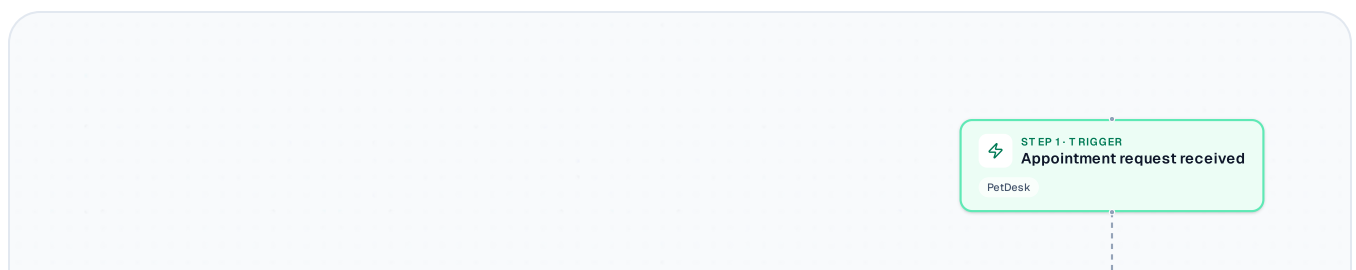


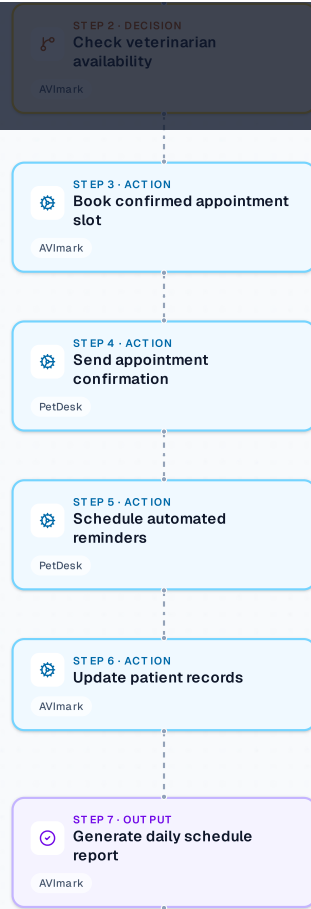
WORKFLOW TRIGGER

Pet owner requests appointment through online portal or phone call

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Appointment request received

Pet owner submits appointment request through PetDesk mobile app or clinic website. System captures pet information, preferred dates/times, and reason for visit.

2


 DECISION

Check veterinarian availability

System queries AVImark schedule to verify requested time slots are available for appropriate veterinarian. Branches based on availability status.

AVImark

3

 ACTION

Book confirmed appointment slot

Available time slot is reserved in AVImark and appointment details are recorded with pet and owner information. Waiting list is updated if no slots available.

AVImark

4

 ACTION

Send appointment confirmation

Automated confirmation message with appointment details, clinic address, and pre-visit instructions is sent via SMS and email through PetDesk.

PetDesk

5

 ACTION

Schedule automated reminders

System sets up reminder notifications to be sent 24 hours and 2 hours before appointment via SMS and push notification.

6

 ACTION

Update patient records

Appointment information is synced to the pet's medical record in AVImark and any special notes or prep instructions are flagged for veterinary staff.

AVImark

7

 OUT PUT

Generate daily schedule report

Consolidated daily appointment schedule is created for veterinary staff with patient histories and appointment reasons readily accessible.

AVImark



Outputs

- Confirmed appointment in clinic schedule
- Automated reminder messages sent to pet owners
- Updated patient records with appointment details
- Daily veterinary schedule report



Key Metrics

- Appointment no-show rate
- Average time from request to booking
- Client satisfaction scores
- Staff scheduling efficiency



Tools & Integrations

- PetDesk
- AVImark

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