

Checklist: Are you using the right appointment scheduling software?

Choosing the right appointment scheduling software can be a tough one with the various options available. Ideally, the solution or platform you use should help you:



- ✓ Reduce call volume
- ✓ Improve pet owner experience
- ✓ Help your practice stay efficient and be productive
- ✓ Gain more revenue through new clients and accessibility

Here are some questions to do a sense check to see if you're using the right one or if you need to invest in one.

Appointment Scheduling	Yes or No	
Are pet owners able to book online in real-time?	Y	N
Can they book an appointment without downloading an app or registering or being on hold?	Y	N
Can pet owners choose the vet of their choice?	Y	N
Does it integrate with your practice management systems or calendars?	Y	N
Does it help you customize the look and feel of the booking tool, so it aligns with your brand?	Y	N
Does it help you add rules and customizations so you can control the availability of your schedule, limit appointments or specify duration?	Y	N
Are you able to automate appointment triaging?	Y	N
Can your staff automate gathering new client information?	Y	N

Appointment Scheduling	Yes or No	
Can you integrate booking links on social media channels?	Y	N
Does it help you run easy to track promotional campaigns with embedded booking links?	Y	N
Analytics and Reporting	Yes or No	
Besides basic reporting capabilities, does it help you understand your performance against other practices?	Y	N
Are you able to gain insights like popular appointment types, appointment sources, popular or slow hours of the week, or the times pet owners drop off from the booking process?	Y	N
Payments	Yes or No	
Does it help you process payment digitally, saving admin time and reducing contact?	Y	N
Does it offer easy options to conduct payment reconciliation?	Y	N
Telemedicine	Yes or No	
Can you provide video consultations with your existing tool?	Y	N
Onboarding and Support	Yes or No	
Does it offer 24/7 support and access to resources? Is it included in your subscription?	Y	N
Do you get enough assistance during the onboarding process?	Y	N
If you're using a platform, does it keep you free from vendor-lock in? (Can cancel anytime if you want to?)	Y	N
Does it support additional languages?	Y	N

If you answered no to at least 10 of these questions, your practice could be spending a lot of money and time using the wrong tool or doing manual tasks that could be easily automated and save you at least an hour daily. **Want to see how Vetstoria can save 40+ hours a month with online booking and automation?**

 [Book A Demo](#)