How to leverage VisionVPM and Rapport in current times

This document contains some tips to utilising VisionVPM and Rapport during the Coronavirus (COVID-19) situation.

Keep Your Clients Informed

Whether you are changing the services or products offered to your clients or closing the practice for a period, it is important to keep your clients in the loop. Use the **Marketing Schedule** in VisionVPM to generate lists of your clients to upload to Rapport for sending.

For more information, view our guide to **Mass Communications using Email in Rapport & VisionVPM**

Online Bookings

Reason Selection Information

There is a paragraph of text visible to clients when making an online booking that can be edited to relay additionally information about changes to in-clinic procedure.

This can be edited in **Rapport Admin Portal > Setup > Online Scheduling > Advanced > Reason Selection Main Title**

Disabling Online Bookings

If you choose to disable online booking for a period time, you can do so while still allowing your clients to access their Pet Portal and view upcoming appointments, reminders and make requests.

To do so, **Rapport Admin Portal > Setup > Online Scheduling > Advanced**

There are 2 changes to make here

1. Remove Online Scheduling Availability to New Clients

2. Remove Appointment Requests Propose Online Self Booking Requests on Pet Portal

To reinstate online bookings, simply reselect these two options.

Promote Client Request options on Pet Portal

In addition to booking online appointments, clients can request certificates and prescription refills (if enabled) on their Pet Portal. This then emails the clinic with the request for actioning.

This does require Repeat Scripts to be entered correctly in VisionVPM.

Automated Communications

Consider what you are currently automating like your pet reminders and appointments reminders. If you have made changes to services you are offering, even for a period of time, do you still want these going out? Do you need to amend the message?

Pet Reminders

Individual Pet Reminder Plans can be inactivated and then reactivated when appropriate. You will need to manually 'fill the gap' for Reminders not sent while it was inactivated but this can be done from the Reminder Schedule in VisionVPM.

If you decide to continue to send these communications out, consider whether you need to change your email or SMS templates to reflect any changes in your services or procedures.

Appointment Reminders

Let your clients know there will be changes to the waiting room or any other processes before they arrive as part of your Appointment Reminder template.

Appointment Received / Appointment Confirmation emails

Add some extra information or links back to your website on your Appointment Request Received and/or Appointment Confirmed emails (if enabled) to advise your clients of any changes once they arrive.

These can be updated from the **Rapport Admin Portal > Setup > Email Models**

Use Follow-up Emails

Automate post appointment/procedure check-ins using Follow-up emails. This will ensure these services are still being offered if you have staff restrictions.

Changes to the Workflow

Change Appointment Times

Avoid longer waiting times in the waiting room by extending your minimum booking time per reason. Even if you don't feel it's necessary to add extra time, consider using it as a 'buffer' between appointments.

Remote Consults

Any appointments made in VisionVPM, that are synced to Rapport, can be converted into a virtual visit via the Rapport Admin Portal.

This feature allows you to send email and SMS invitations directly from your Rapport account. There's no additional software to install and no contracts to sign if you already have Rapport Scheduling.

If you choose to offer remote consults – whether these be via Rapport Virtual Visits or through services like Facebook Messenger, Skype, Facetime, you should differentiate these from any in-clinic services.

On your online booking service, add this as a new reason. This can be configured like any of your other online reasons with the ability to specify which column/s, how long to allow, when to offer and so on.

Consider how long you would need which may be longer than for a face-to-face consult of the same nature. This a may require some tweaking as this is a new experience for some staff.

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Contacting the VisionVPM Service Desk

If you require help throughout the steps described in this document, please contact the VisionVPM Service Desk.

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