

Forward Booking Works at Fayetteville Animal Clinic

When it comes to puppy and kitten boosters, forward booking is a pretty obvious way of insuring the little guys have a reservation on time for their booster shots and exams. For several years, we have encouraged clients to book their next puppy booster appointment when they check out.

I've been in practice long enough to remember when reminder cards were sort of a new idea. They helped insure client compliance in getting the pet back in on time for annual checkups. If clients with puppies waited to call for an appointment when they got their reminder card, they would be late for their puppy visit. We have seen outbreaks with parvo when that happens. We have had much better compliance with completing booster series since we have a tech go with the client to the front desk to assist them making their booster appointment instead of just telling the owner, 'be sure and come back in three weeks.'

Another benefit of forward booking is managing chronic conditions. We see so many cases of skin infections, allergies and chronic ears. The days when we just sent owners home with a handful of medicine, ear drops and shampoos and said, 'come back if it doesn't get better' resulted in rechecks 6 months to a year later. This is frustrating to both the vet and the pet owner, not to mention facilitates suffering of the pet. Our method now is to spend a little more time with these pets and their owners educating them to the idea that this may not be curable, but we want to manage and get the best result possible and make a point to schedule a recheck appointment for 2 or 3 weeks at the time of checkout. This ensures they have a reservation, and lets us see the result of our therapy, not just the flare-up after the owner has run out of medicine.

Forward booking has benefited both pets and pet owners at Fayetteville Animal Clinic. We encourage those who are not currently using this practice to give it a try.

Video Testimonial: <https://youtu.be/2qiho-WTUw8>