

MWI Pet FAQs

1. If I as a practice staff member input an appointment note, will that feed back into the appointment booking on the client's web app?

No, they won't, any appointment notes added in via Merlin will not then be displayed in the appointment booking on the clients MWI Pet account.

2. What happens if two clients are booking an appointment via MWI Pet at the same time and both can see the same appointment time available?

Bookings are made in real time, so if an appointment time is available, it will let the client select it but if by the time they get to the end of the process and another client has booked it first either via MWI Pet or Merlin, a message will display that the appointment is no longer available.

3. Can a client update their address & contact details via their MWI Pet account?

Clients will need to ring the practice to have details updated via Merlin. Once complete the client should refresh the app and the change will be effective immediately.

4. Is there a way to easily access my MWI Pet admin portal directly from Merlin?

Yes, by heading up to integrations and then selecting 'MWI Pet'

5. Is it obvious by looking at the diary that an appointment has been booked via MWI Pet rather than directly in Merlin?

Any appointments booked via MWI Pet will display a globe icon in the appointment slot to clearly identify the booking was made via MWI Pet

6. We book a lot of clients in on the diary under certain columns such as Repeat Prescriptions and Actions. Will these show to the pet owner in their upcoming appointments on MWI Pet?

No, anything booked in under a special surgeon will never show to the pet owner.

7. Appointment History - is this all Merlin appointment history or just ones through the web app?

All appointment history from Merlin and MWI Pet from the last 24 months will be displayed.

8. Pet Images - Will this sync to Merlin?

No, the pet images will not sync through to Merlin.

9. Can a practice limit bookings on a day by type? (e.g., only 6 boosters a day)

There is a limit of 8 bookings per client per day, but there is not the option to limit appointments per booking type.

10. Can a user add to calendar on creating appointment without having to go into upcoming appointments?

Once the appointment has been created, the user can view it via upcoming appointments and add it to their phones calendar from there.

11. Is it possible to create a shortcut/icon for access from phone home page?

A user will be able to bookmark the web app from any device based on the browser they use.