GP2U Telehealth

GP Manual

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HOW CAN GP2U HELP YOUR BUSINESS?

GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor, the doctor comes to the patient, wherever they are.

As a GP you can use GP2U in two ways:

- Referring patients to specialists
- Seeing patients directly via video conference

Other than the lack of Medicare funding there are no barriers to GP's offering Telehealth services directly to any patients they wish to. The details on this can be found below.

The GP2U system handles all the details of scheduling appointments, taking bookings and payments, connecting video conferences and keeping notes along with a range of other features.

Our service is available 7 days a week 365 days a year.

Telehealth offers you to opportunity to explore a new way to deliver your services.

The nitty gritty about integrating Telehealth into your practice follows below. It looks long, but it's full of pictures (screenshots) with step-by-step instructions in only a few words.

WHAT IS GP2U?

The GP2U service handles the details of managing bookings, connecting video conferences, Medicare billing, DB4 assignment of benefit forms and remote prescribing.

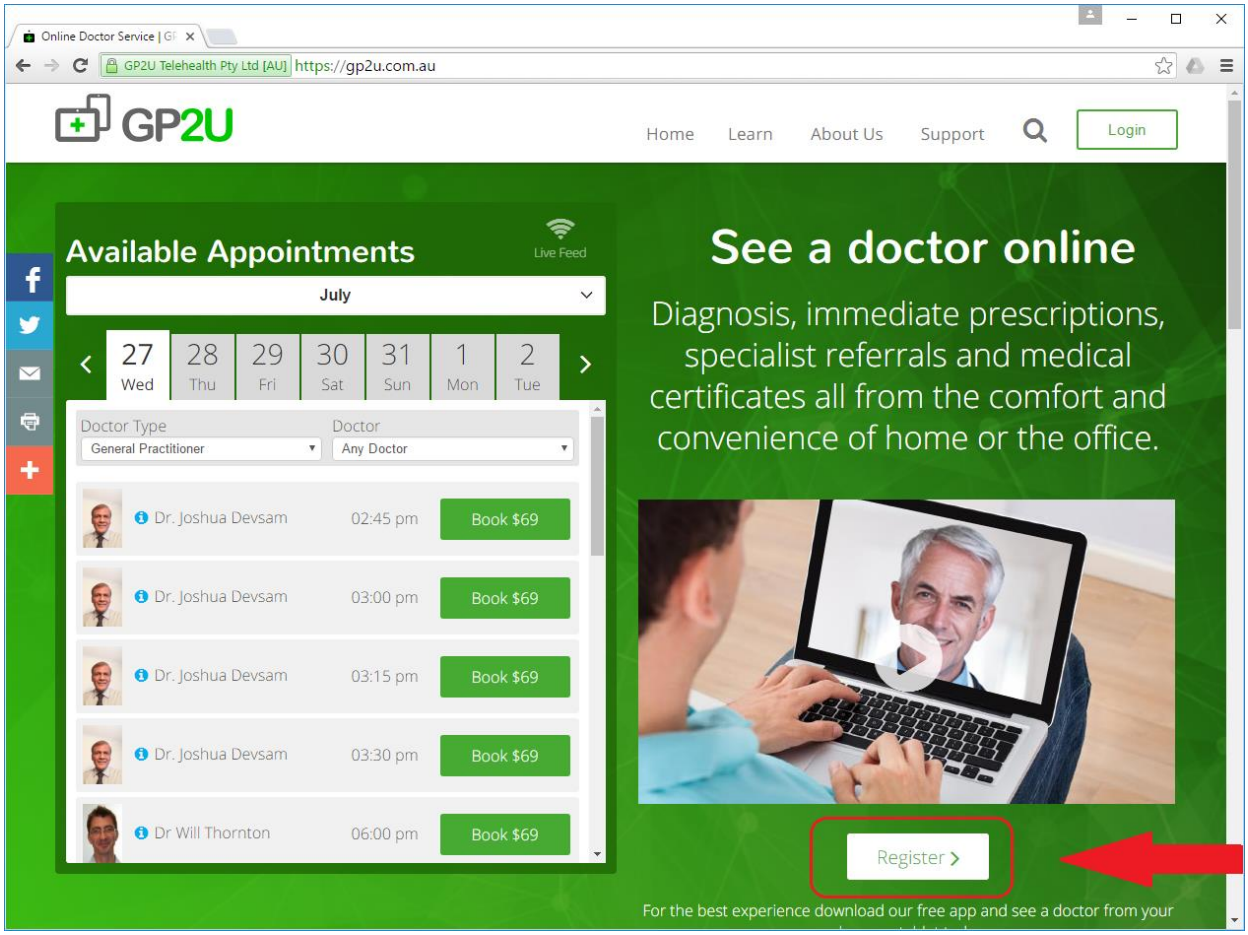
You are free to use as little or as much of the service as fits your clinical workflow.

REGISTERING WITH GP2U IS FREE FOR GP'S AND PATIENTS

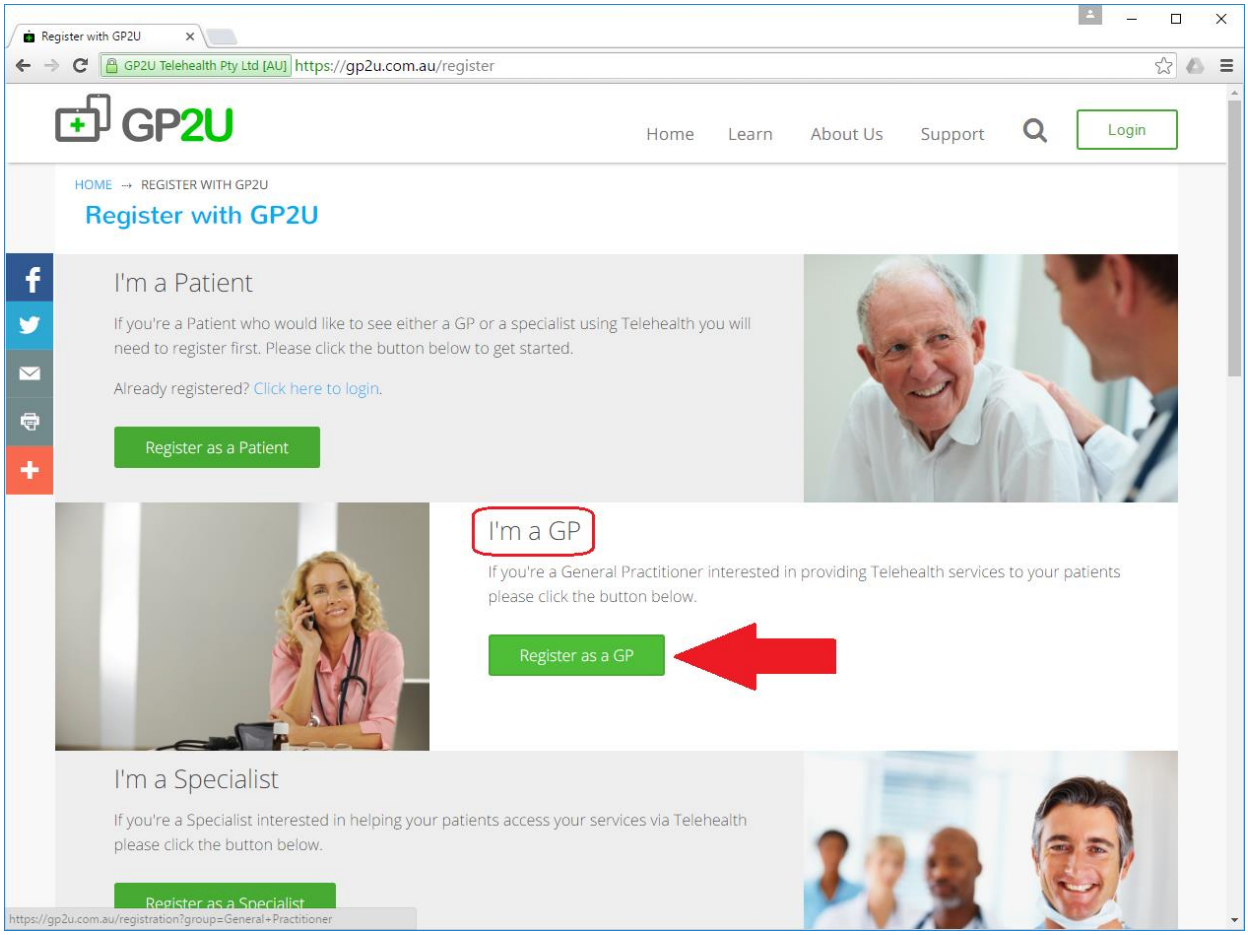
Registration as a GP with GP2U is easy. Simply click this link to register:

https://gp2u.com.au/registration?group=General+Practitioner

Registration takes less than two minutes. Or if you want, you can head to gp2u.com.au and scroll down to find the "Register button":

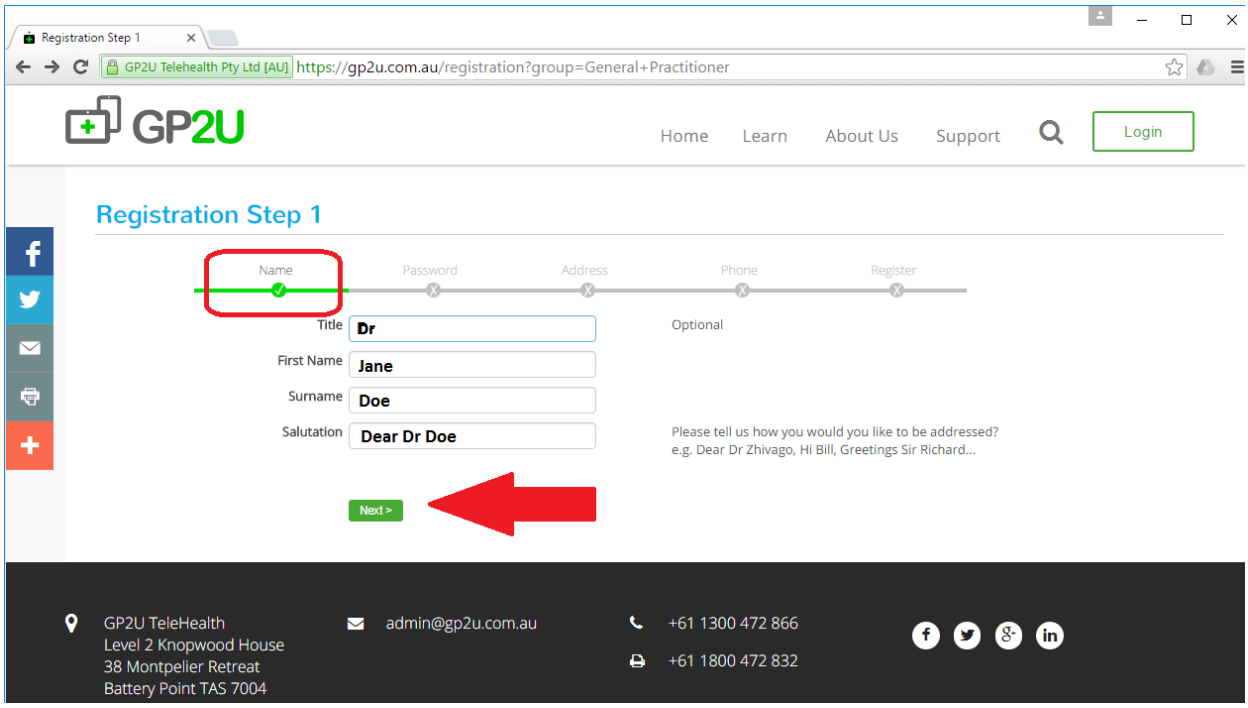


Select the “Register as a GP” link as shown below:



If you would like to select the **Full Registration option**, you will need to complete the following **5 step process**.

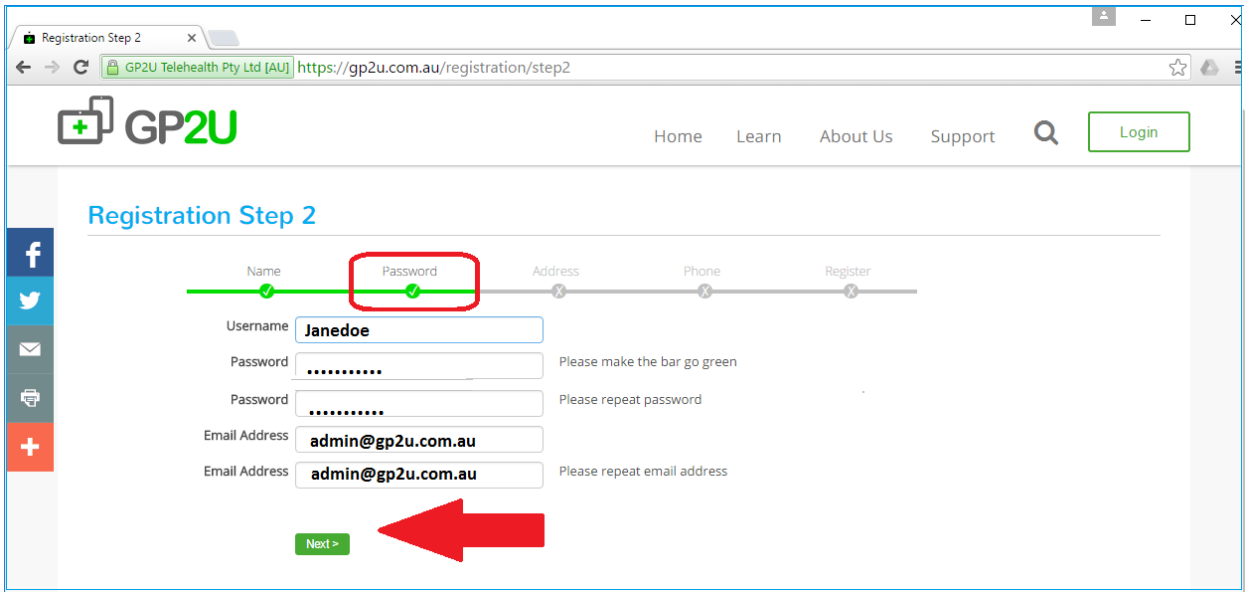
Registration Step 1: Name



Enter the Title that you prefer to be called by (Mr, Mrs, Miss, Ms, Dr, Prof, etc.) then your First Name and Surname. And put a Salutation in the final field such as Dear Mr Doe or Hello John. Then click “Next”.

Registration Step 2: Username and Password

Fill in a Username, Password (repeated), and Email Address (repeated). Keep in mind, that your Username will be case sensitive. For this example, we have used “Janedoe” and if you were trying to sign in in the future, you MUST type it as you have spelled it. If you were to sign in as “Dr.Jane.Doe” then our system would not log you in. Also, be sure to use a long enough password to make the bar beneath the Password Box turn green, approximately 8 alphanumeric characters. Then click “Next>”:

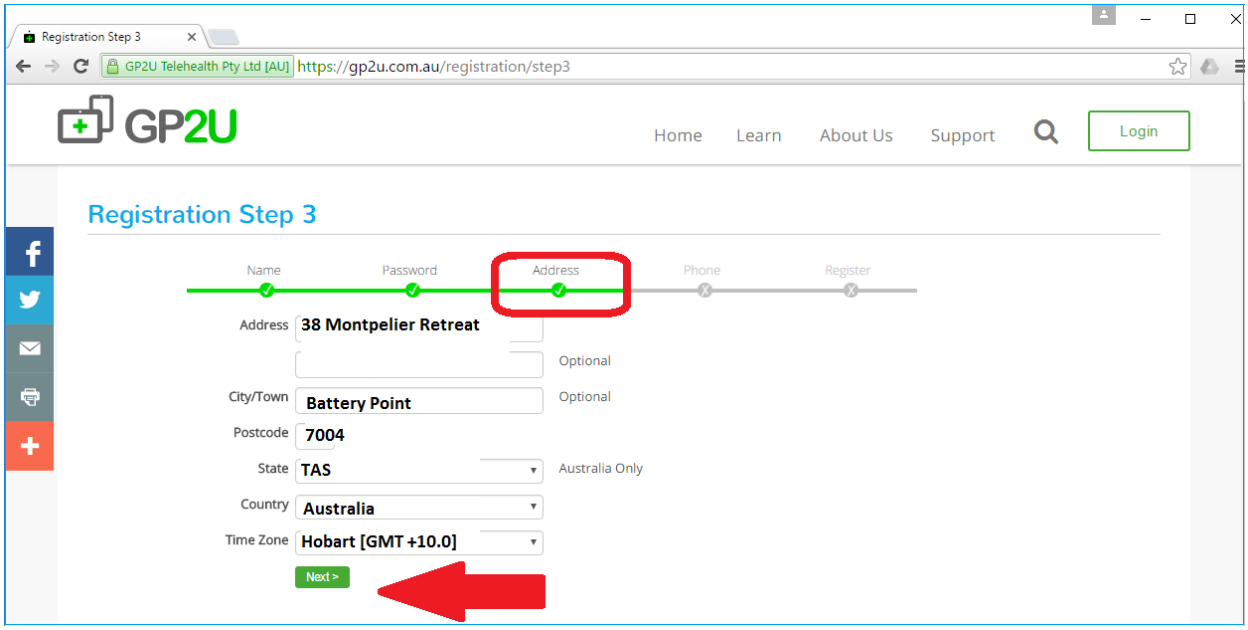


Registration Step 3: Address

For this step, please enter the address you wish to work out of. (NOTE: it should auto-populate the rest of the fields if you enter in the Address). Keep in mind, this is an address that will appear on any letters that you write in the writer, so make sure it is a place you feel comfortable about patients and clients knowing where you are.

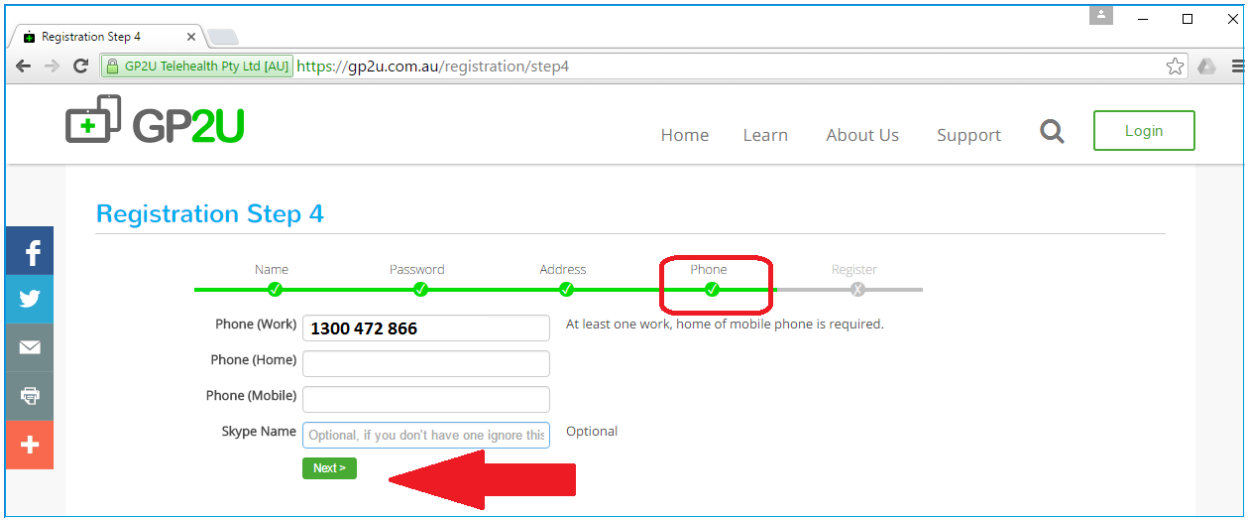
Ensure Time Zone is set to correct time.

When you are ready for the next step, click “Next”.



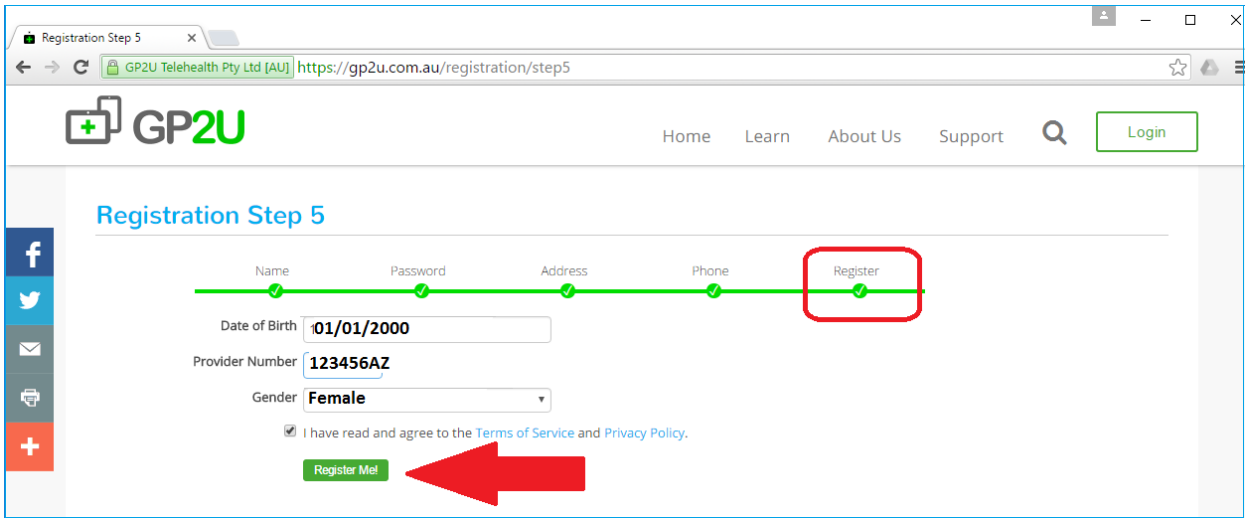
Registration Step 4: Phones & Skype

For this step, just enter at least one phone number you can be reached on. You can also tell us what your Skype name is as well, if you have one:



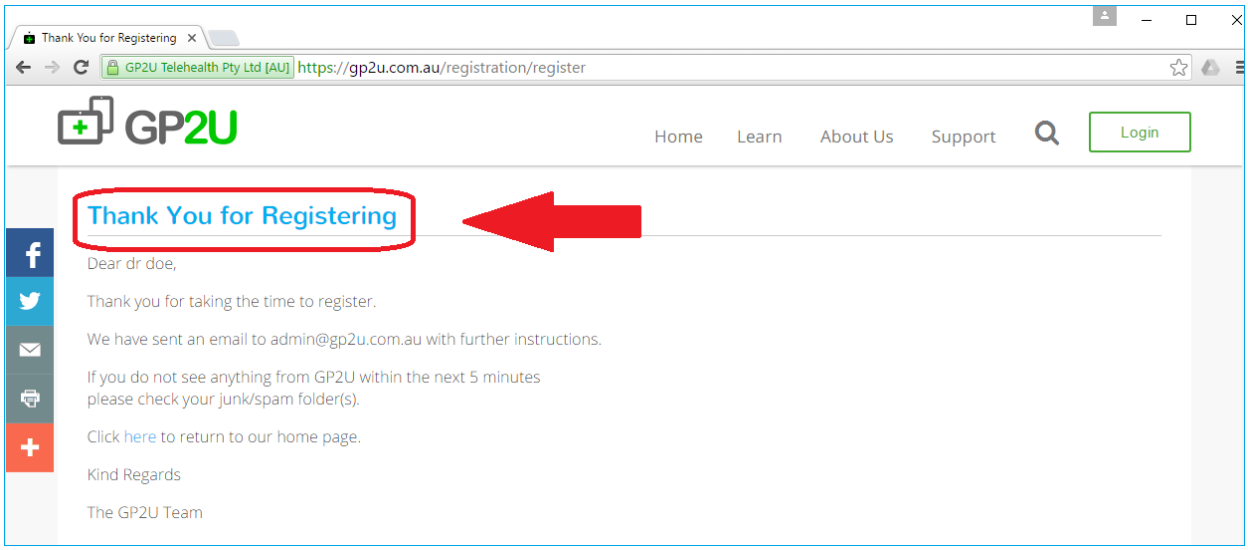
Registration Step 5: DOB, Gender, Terms of Service & Privacy Policy

Fill out your Date of Birth, Provider Number and Gender. Make sure you enter in the correct Provider Number for the address given:



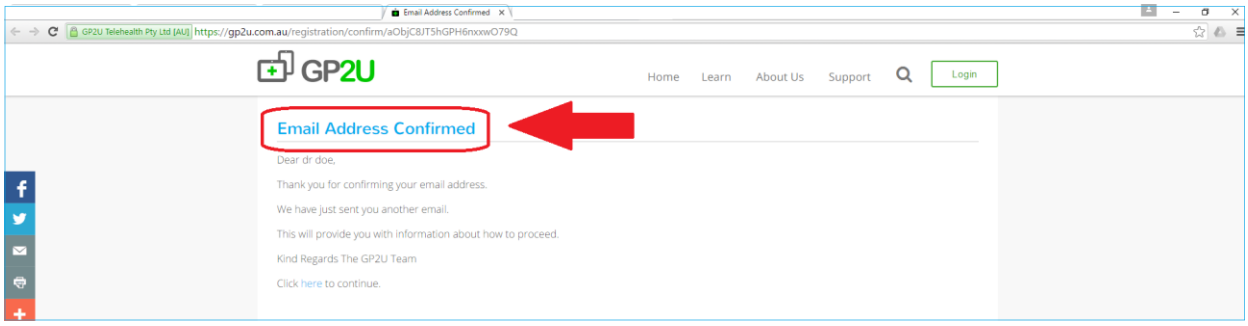
Now click the "Register Me!" button.

You should see a screen that looks like the following once you have registered:



At the completion of your registration you will get an email from us asking you to click a link to confirm we have your correct email address.

Clicking on the link will take you to this page:



If you did not supply any video conferencing details (e.g. Skype) you will get an email like this:

GP2U

Dear dr doe

Thanks for confirming your registration with GP2U as a General Practitioner.

Before we can complete your registration you need to submit at least one video conference access method.

GP2U Telehealth supports connections over H.323, SIP, Skype and WebRTC.

You will find instructions about how to set up video conferencing here:

https://gp2u.com.au/how_to/setup_videoconferencing.html

Once you have your video conferencing arrangements settled please go to https://gp2u.com.au/account/activate_skype/ELDM8npU5hGG9anxxwO79Q and enter the details.

If you are planing to use Skype we will need your Skype name.

If you are planing to use WebRTC simply tick the box (please note this requires Chrome, Firefox, or Internet Explorer).

If you are planning to use H.323/SIP we will need your IP address.

After you have supplied your video conferencing details we will send you another email.

Kind Regards

The GP2U Team

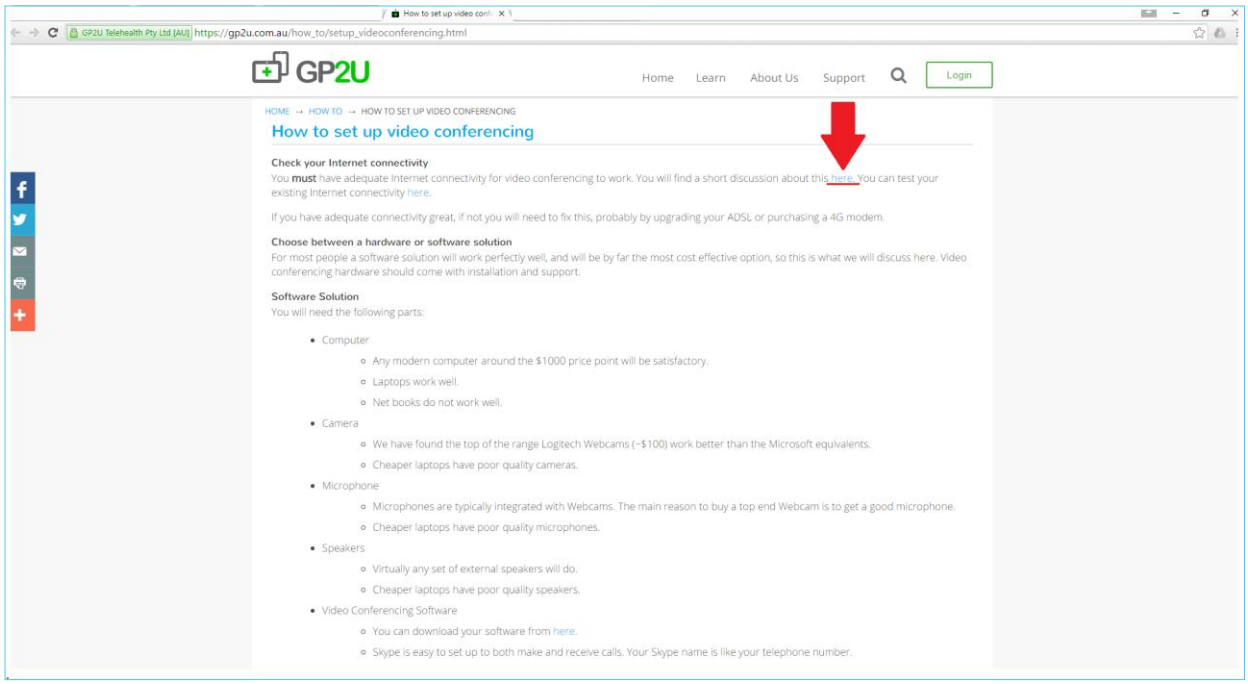
GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au

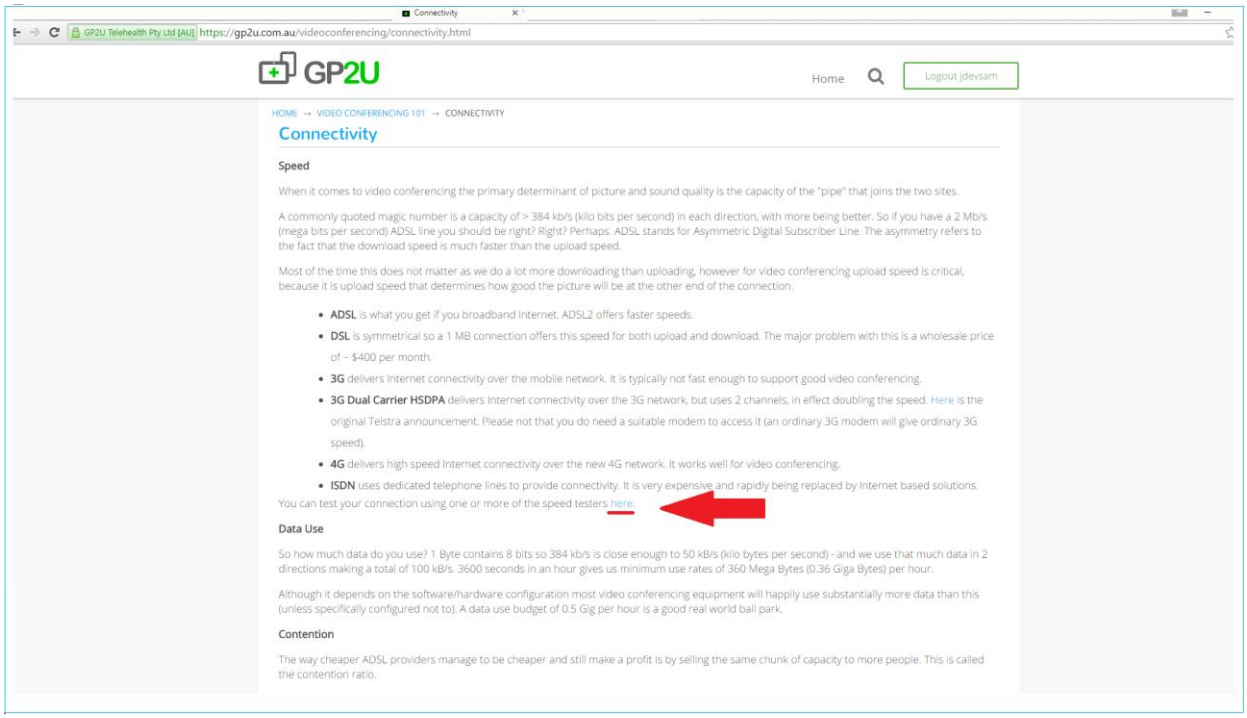
Terms | Privacy | Unsubscribe

SETTING UP VIDEO CONFERENCING

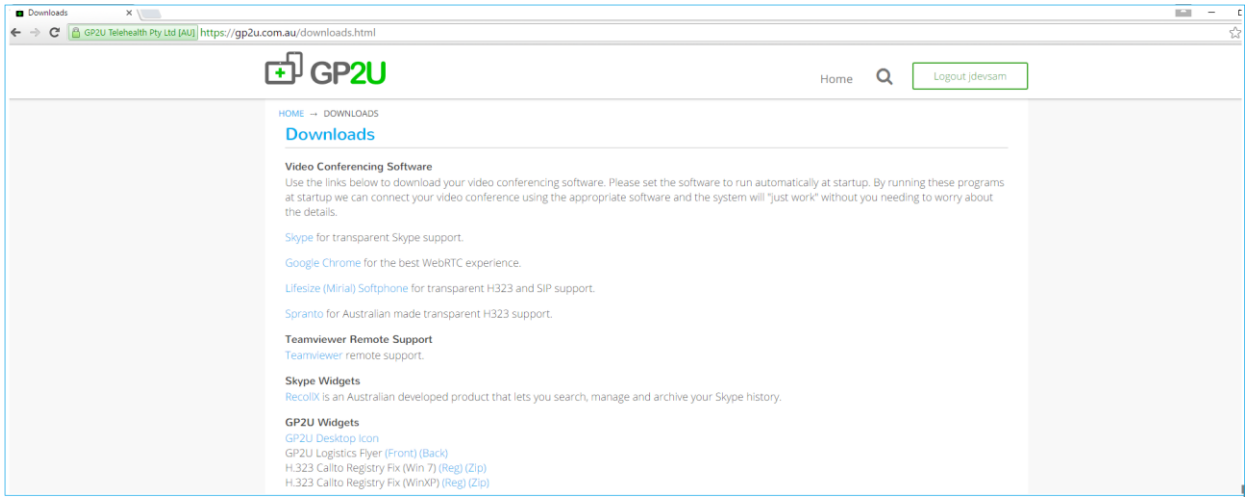
If you clicked on the first link, or go to https://gp2u.com.au/how_to/setup_videoconferencing.html it will bring you to this page:



If you click on the first blue "here" it will take you to the Connectivity Page containing connection speeds and data usage information.



This information is helpful if you are not certain how fast your internet is performing. Clicking on the second blue "here" will bring up testing the speed of your internet. We discuss this further in **Setting Up GP2U in Your Practice** – Internet.



Most people tend to use Skype as preferred choice since Skype to Skype calls are typically free. Once you have decided on software you want to use, click on the second link in the email we had sent out:

GP2U

Dear dr doe

Thanks for confirming your registration with GP2U as a General Practitioner.

Before we can complete your registration you need to submit at least one video conference access method.

GP2U Telehealth supports connections over H.323, SIP, Skype and WebRTC.

You will find instructions about how to set up video conferencing here:

https://gp2u.com.au/how_to/setup_videoconferencing.html

Once you have your video conferencing arrangements settled please go to https://gp2u.com.au/account/activate_skype/ELDM8npU5hGG9anxxwO79Q and enter the details.

If you are planing to use Skype we will need your Skype name.

If you are planing to use WebRTC simply tick the box (please note this requires Chrome, Firefox, or Internet Explorer).

If you are planning to use H.323/SIP we will need your IP address.

After you have supplied your video conferencing details we will send you another email.

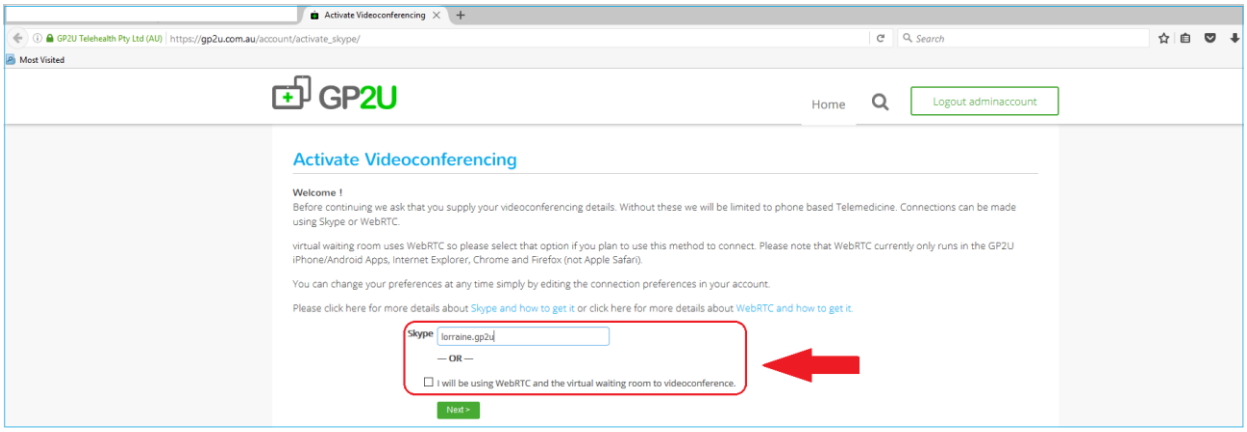
Kind Regards

The GP2U Team

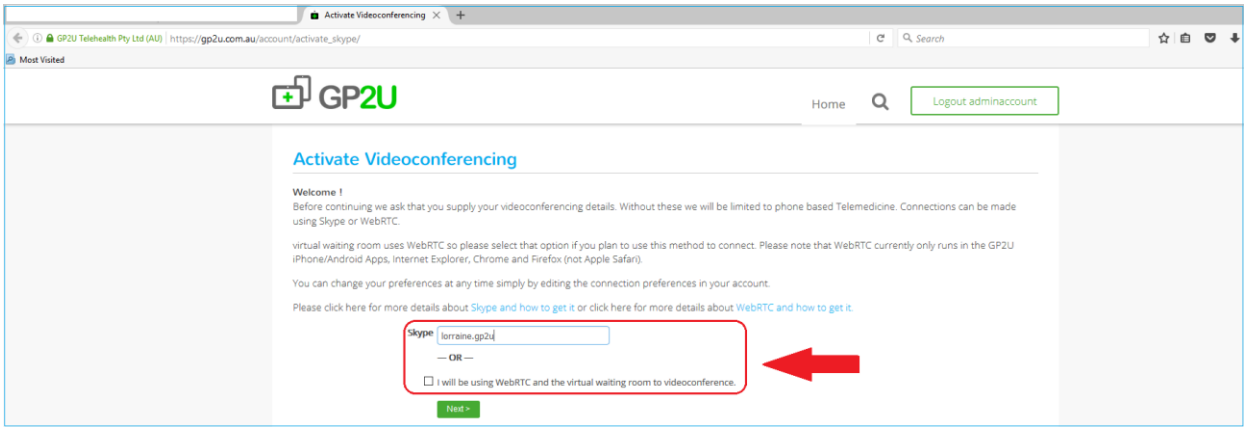
GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au

This will take you to the “Activating Video Conferencing”



Once you have entered a Skype name or a WebRTC handle, you should see something like the following:



After you have given us a Skype or WebRTC login/handle, you will receive an email confirming your registration:

GP2U

Dear dr doe

Thanks for confirming your registration with GP2U as a General Practitioner.

Your username is: jandoe

You have been granted interim accreditation so you can login and book Specialists Telehealth appointments immediately.

Our accreditation process is as quick, painless, and practical as we can possibly make it. Accreditation helps maintain the integrity and trust in the system you are joining.

Can you please supply the names and phone numbers of 3 referees (to validate your identity)

You can send these details to:

Fax: 1800 472832 (1800 GP2U FAX)
Email: admin@gp2u.com.au

Once we have these details we can permanently approve your account.

If you are registering with a view towards offering direct Patient to GP Telehealth the process is a little more involved.

The additional things we need that may not be immediately to hand are copies of:

1) Photographic ID (Driver's licence or Passport)
2) Proof of AHPRA Registration
3) Certificate of Medical Indemnity

You will find a range of resources on our website. Some that may be of immediate use include:

The GP user manual: https://gp2u.com.au/static/documents/manuals/GP-final.pdf

The Patient Management System manual: https://gp2u.com.au/static/documents/manuals/PMS.pdf

How to set up video conferencing: https://gp2u.com.au/how_to/setup_videoconferencing.html

Frequently Asked Questions: https://gp2u.com.au/faq.html

Introductory videos: https://gp2u.com.au/video.html

If you have any questions please feel free to contact us at:

Web: https://gp2u.com.au/contactus
Phone: 1300 472866 (1300 GP2U NOW)

Kind Regards

The GP2U Team

ACCREDITATION PROCESS

If you just plan to use GP2U to refer your patients to specialists all we need is your:

- Medicare Provider Number

This is supplied as part of your registration process and provides you with instant interim accreditation. To complete the process and keep your account active we need:

- The names and phone numbers of 3 professional referees

If you wish to make Telehealth services directly available to patients, then we use the same process specialists undergo. This requires you to also supply:

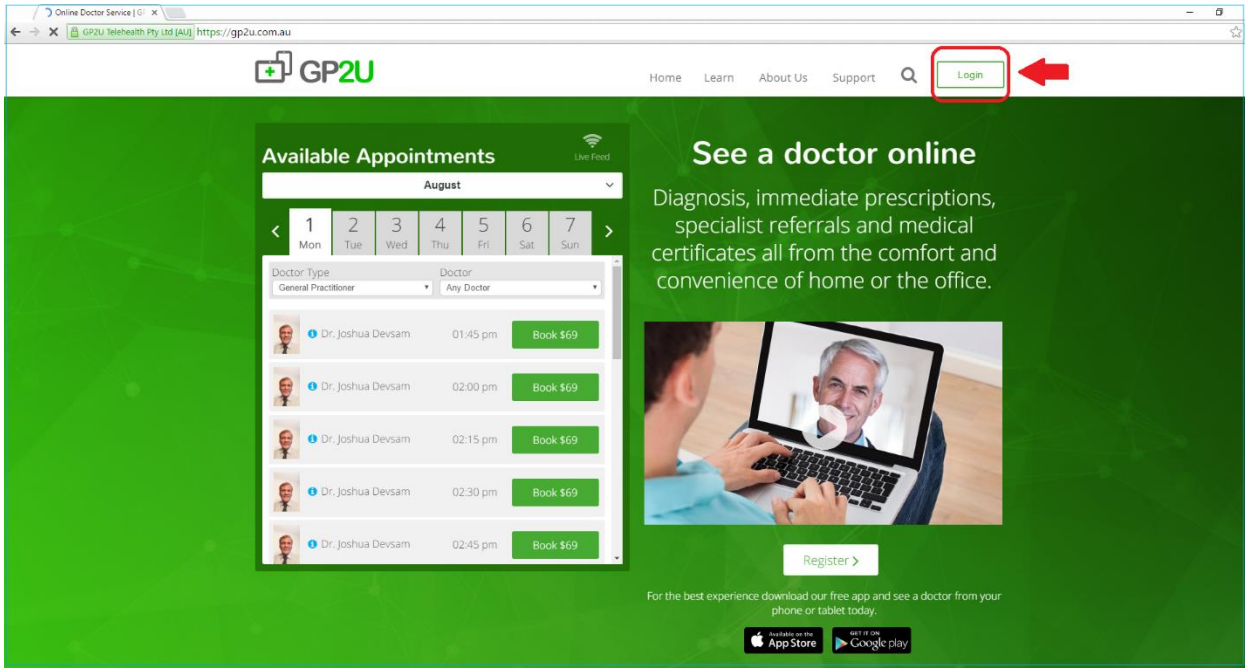
- Photographic ID (Driver's licence or Passport)
- Proof of AHPRA Registration
- Certificate of Medical Indemnity
- Curriculum Vitae (Resume)

You can send these through via email or fax to:
Email: admin@gp2u.com.au

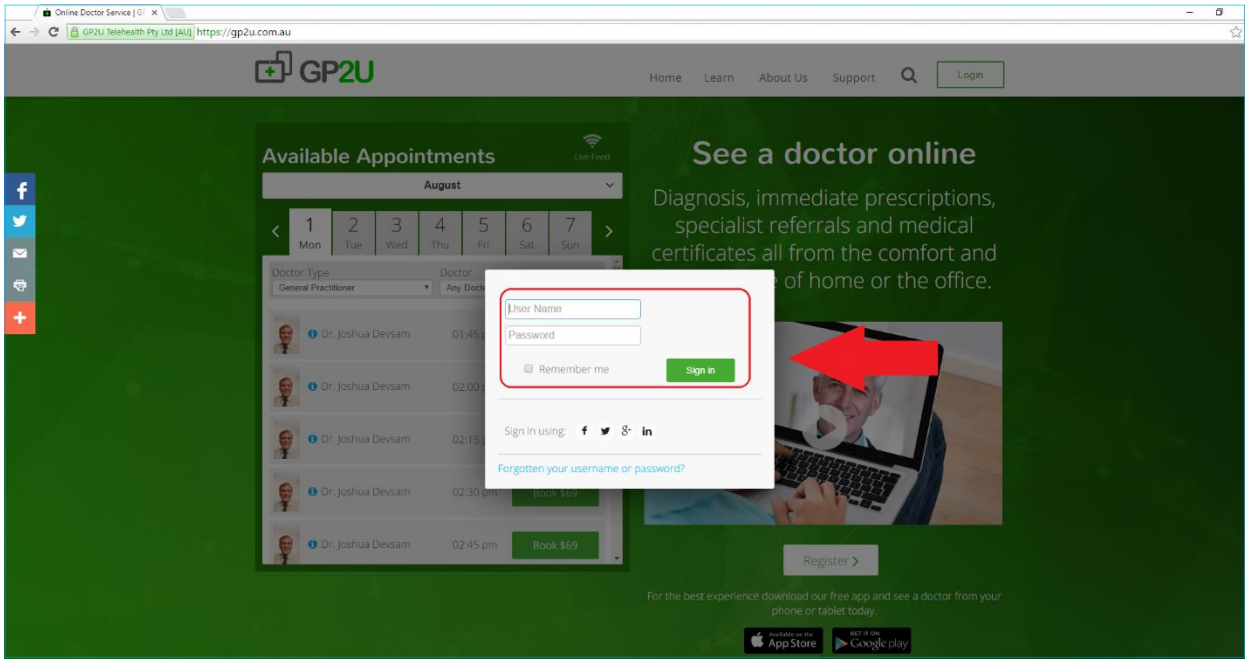
FAX: 1800 472 832

LOGGING IN

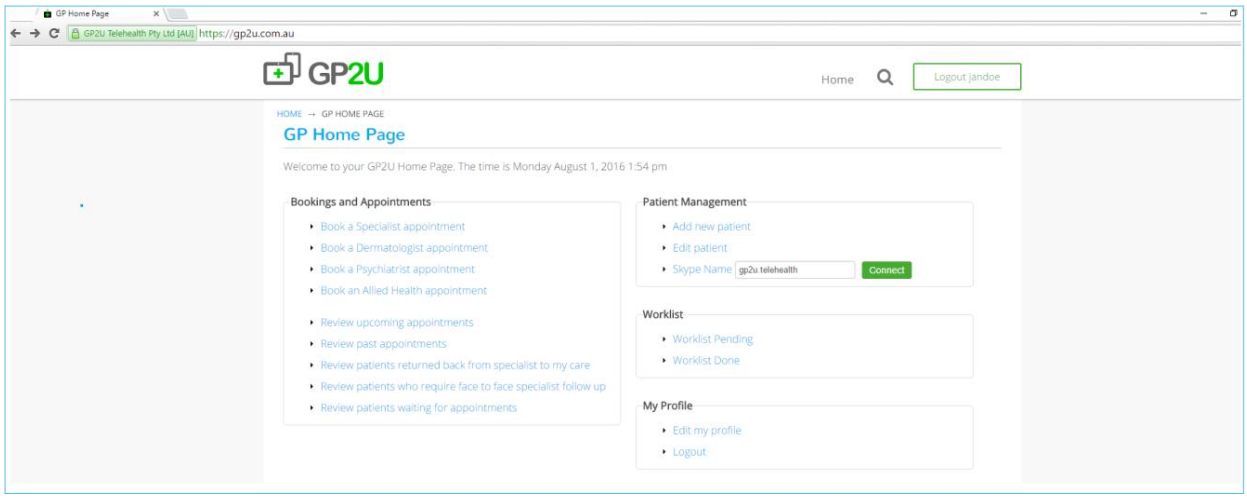
You may login from our home page by clicking “Login” at the top right hand side:



Then fill in your username and password:



This brings you to your home page:



Please note you will only see the block of links beginning with “Go to appointment book” IF you have been accredited to offer direct patient to GP Telehealth.

There is quite a lot to see here but it is all quite straightforward with each link doing what you expect it to do and no hidden menus. It is all divided into logical sections.

Patients log in exactly the same way but have a different home page, appropriate to their needs.

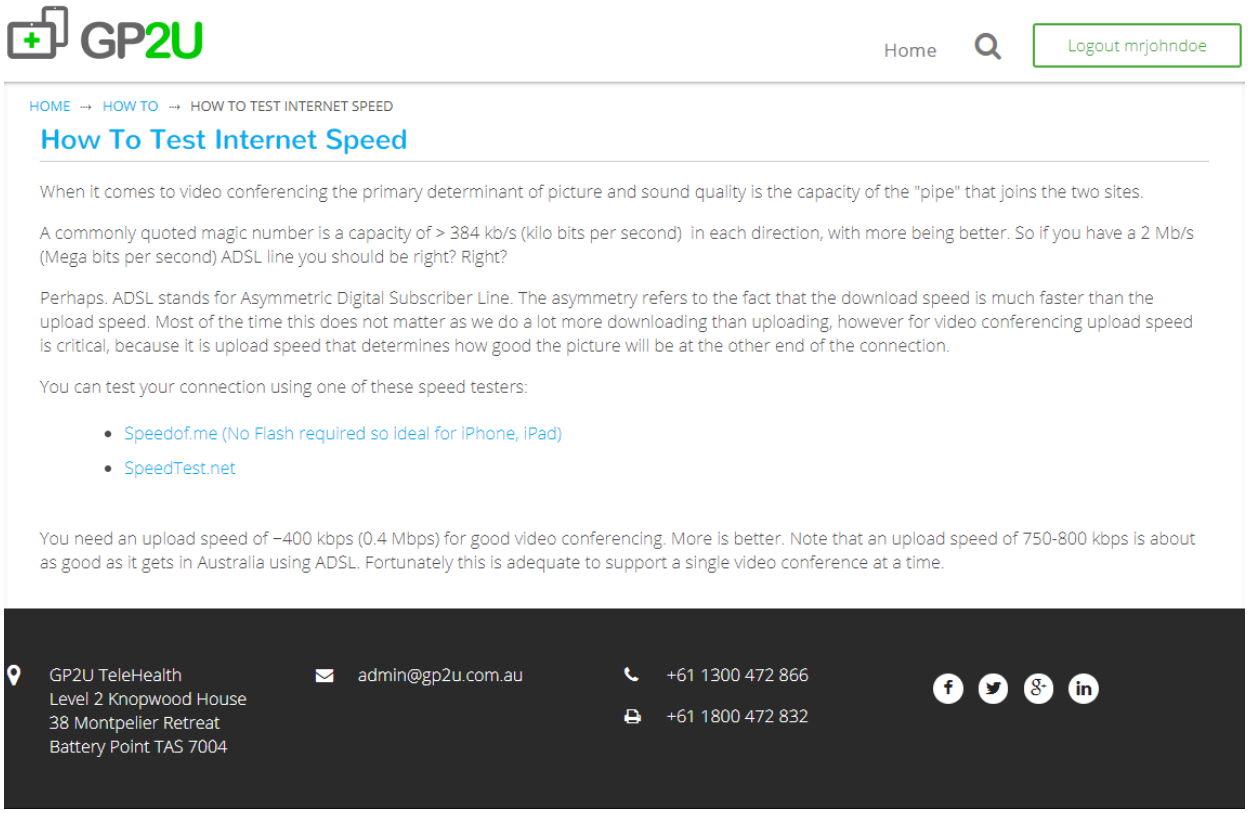
SETTING UP GP2U IN YOUR PRACTICE

INTERNET

You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing.

It will not be possible to have video consultations unless you have adequate Internet connectivity, so before going any further please go to:

https://gp2u.com.au/how_to/test_my_internet_speed.html



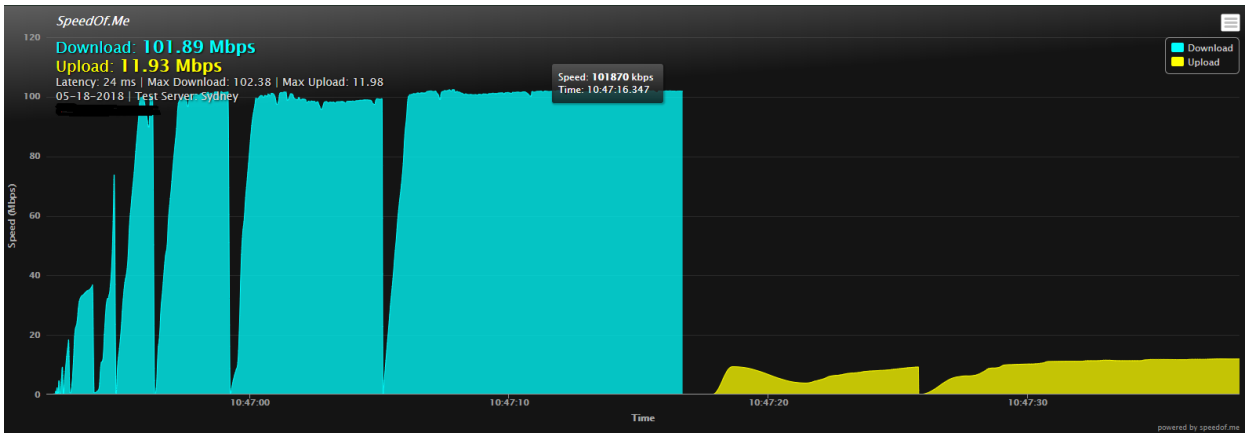
When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilobits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Megabits per second) ADSL line you should be right? Right? Perhaps.

ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

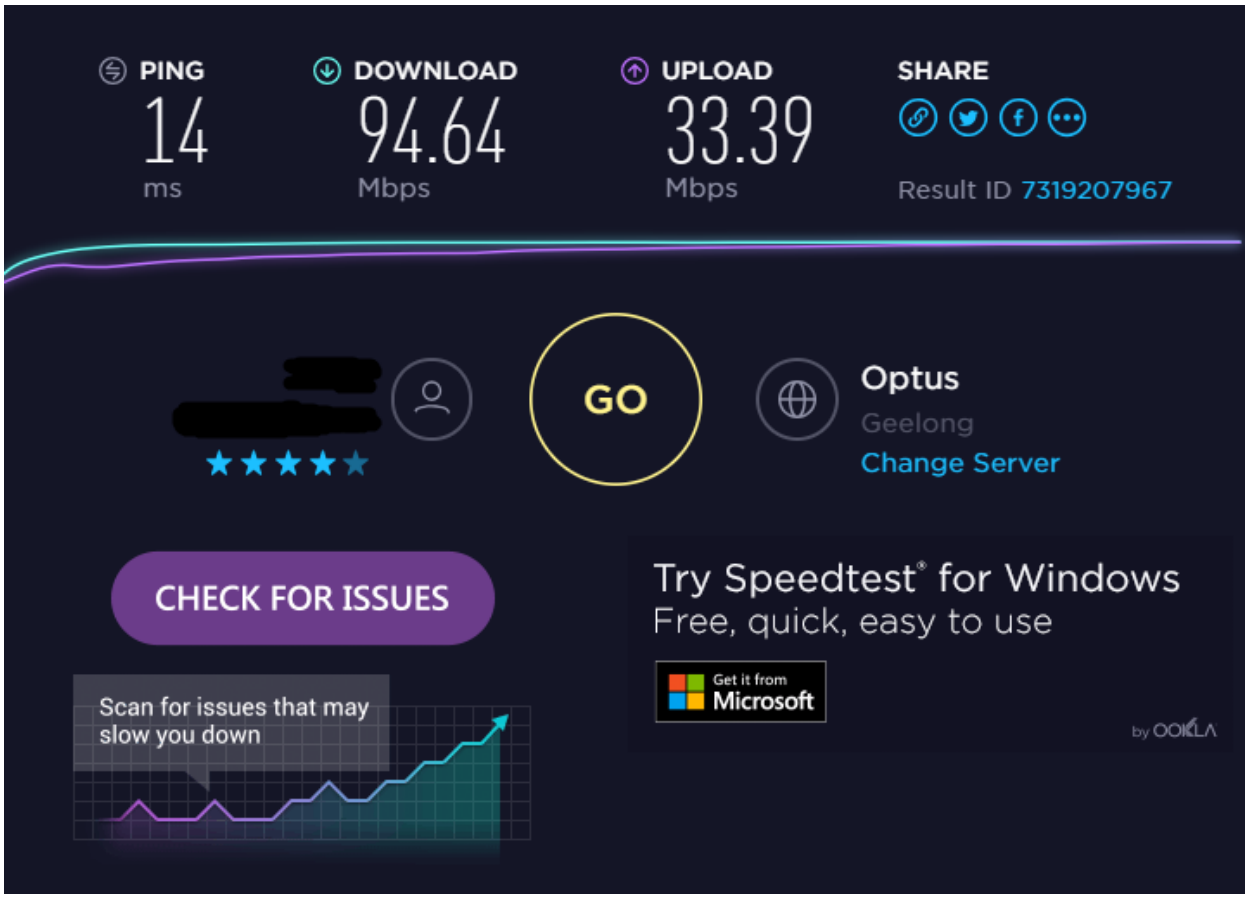
You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing. More is better. This is adequate to support a single video conference at a time.

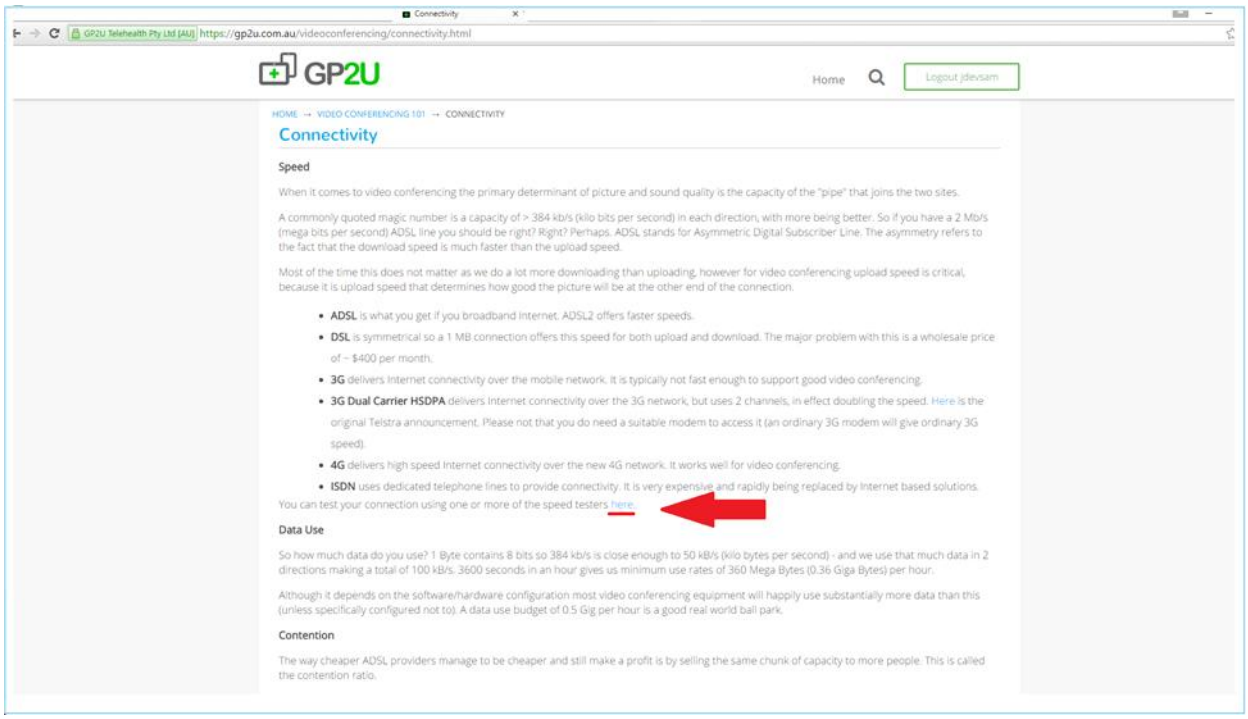
Here are some examples of the Speed Test.

This is what the speed test would say using speedof.me if you were on NBN, depending on you contract and service provider:



This is what the speed test would say using speedtest.net if you were on NBN, depending on you contract and service provider:





COMPUTER

Virtually any modern computer will be adequate. We need the following components.

- A modern computer or smart device with camera, microphone and internet connectivity
- Laptops work well.
- Net books do not work well.

CAMERA

- If you are using a desktop computer and need to add a camera we have found the top of the range Logitech Webcams work best. These have Carl Zeiss autofocus lenses.
- Cheaper laptops have poor quality cameras.

MICROPHONE

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

SPEAKERS

- Virtually any set of external speakers will do.
- Cheaper laptops have poor quality speakers.

SETTING UP VIDEO CONFERENCING

We use both Skype and WebRTC for video conferencing. If you know how to use Skype feel free to use that.

Using WebRTC via Google Chrome makes seeing a doctor online as simple as logging into our website and going to the virtual waiting room.

Here's how you do it.

DOWNLOAD AND INSTALL GOOGLE CHROME

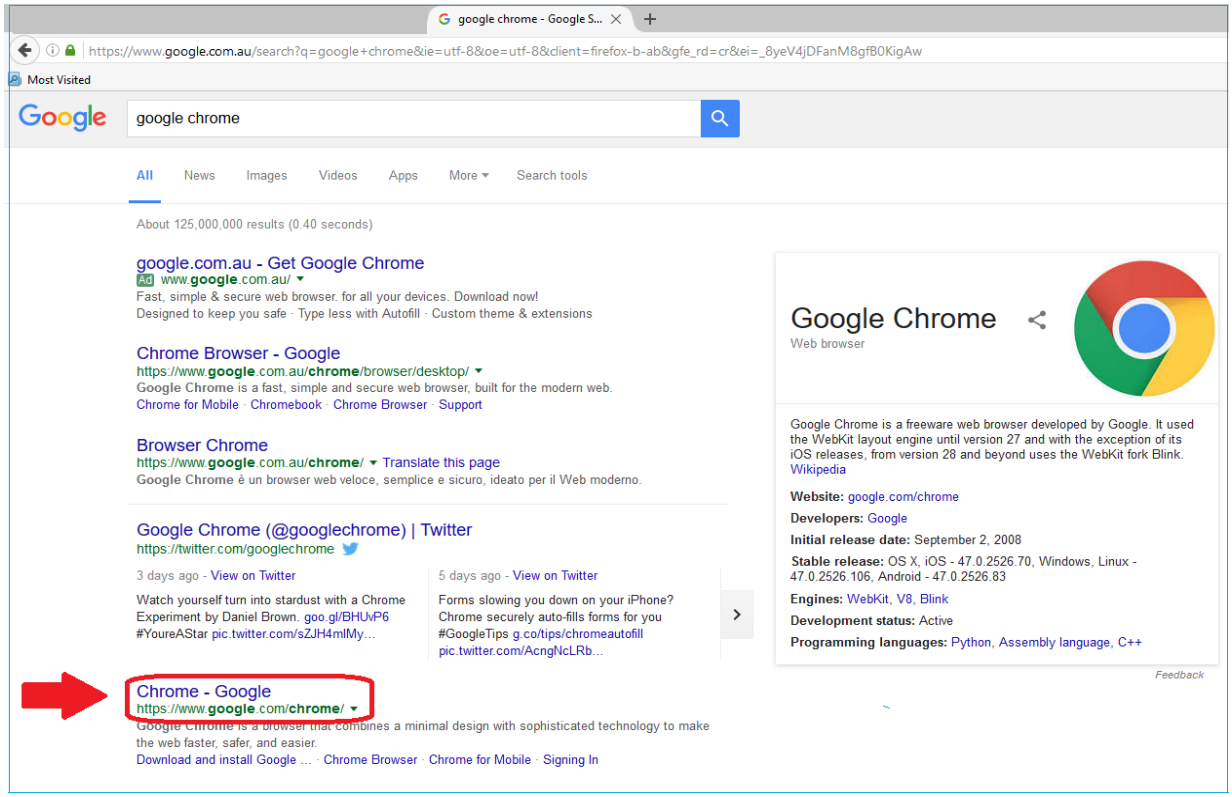
Once you have established you have adequate Internet connectivity and sourced a suitable computer, we need to make it easy to video conference.

Google Chrome is Google's free web browser.

As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

While we also support Skype, H323, WebRTC is a very convenient option for patients as all they need to do is go to our site, login and go to the Virtual Waiting Room and everything is automatically setup for them.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

If downloading using Windows 8 –

- Go to desktop (from metro interface)
- Open Internet Explorer
- Type "google.com" into the address bar
- Type 'download chrome" into Google

- Follow the instructions.

To make it easier – just click this link: https://support.google.com/chrome/answer/95346?hl=en-%C2%AD%E2%80%90GB then click the "Download Chrome" button.

To test the video conference facility – User has to press the OK button WebRTC site link is – https://gp2u.com.au/webrtc

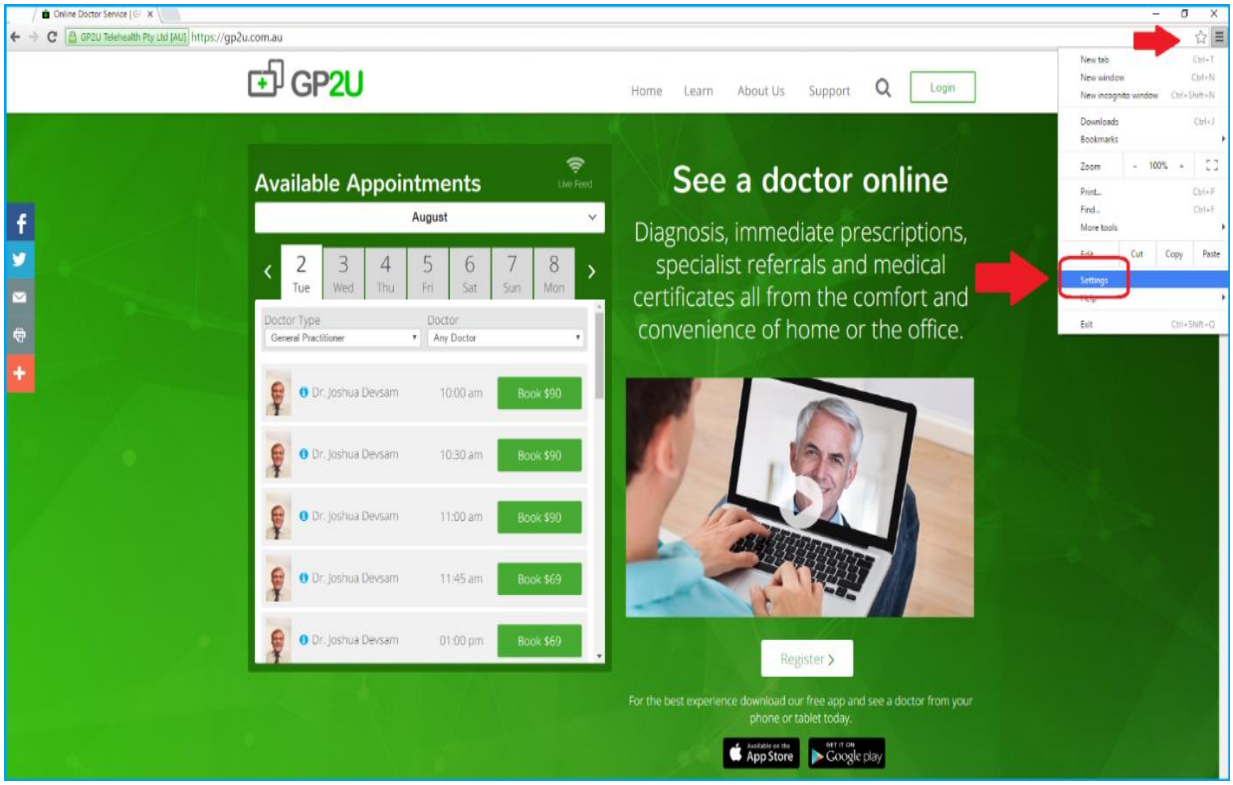
SET GP2U AS THE HOME PAGE IN GOOGLE CHROME

To make things as robust and reliable as possible, it works well to set up GP2U as the home page in Google Chrome.

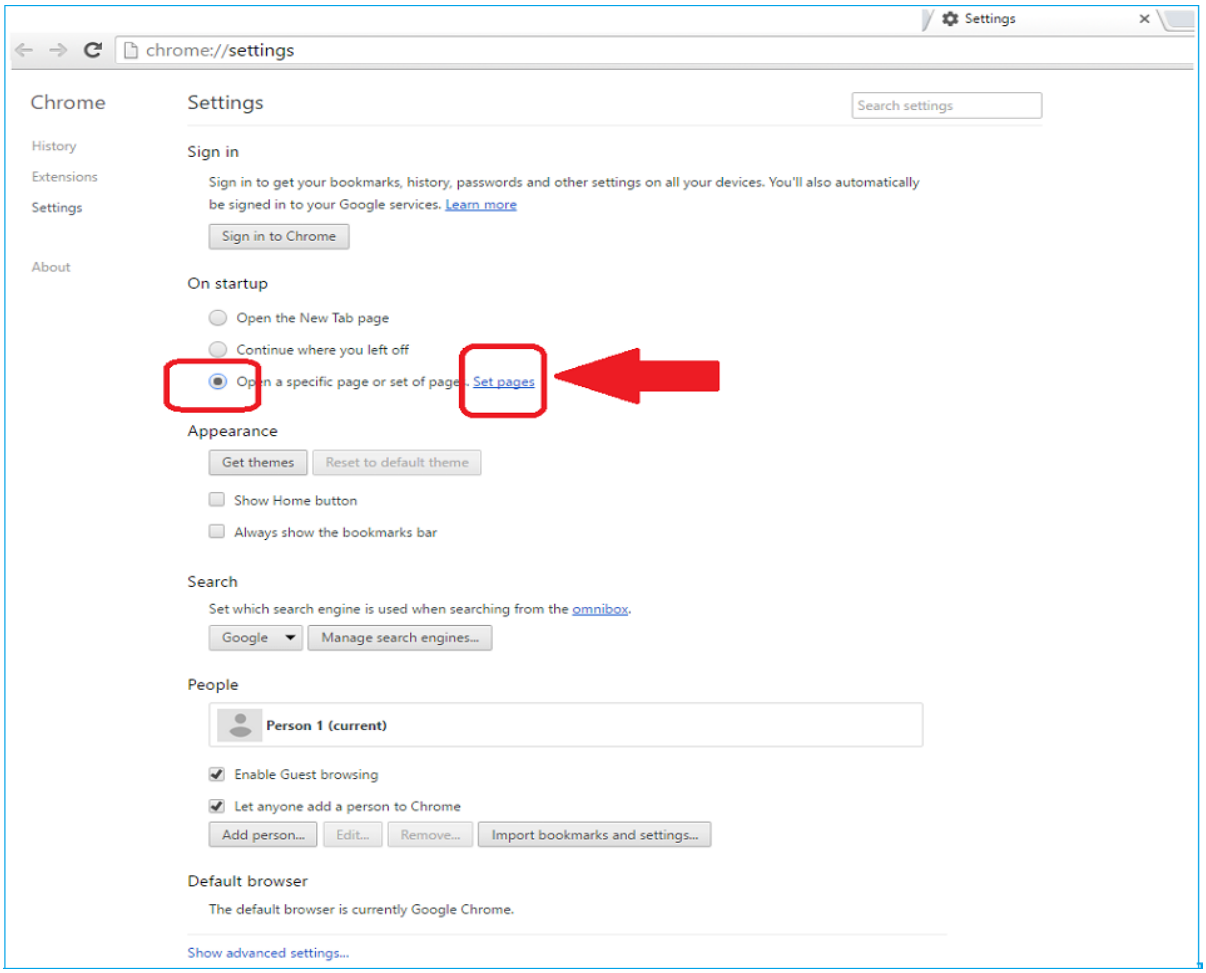
That way all you have to do is open Chrome and things will be ready. First browse to https://gp2u.com.au/

Just type in gp2u.com.au into Chrome and our site will appear. Now let's set this as the home page.

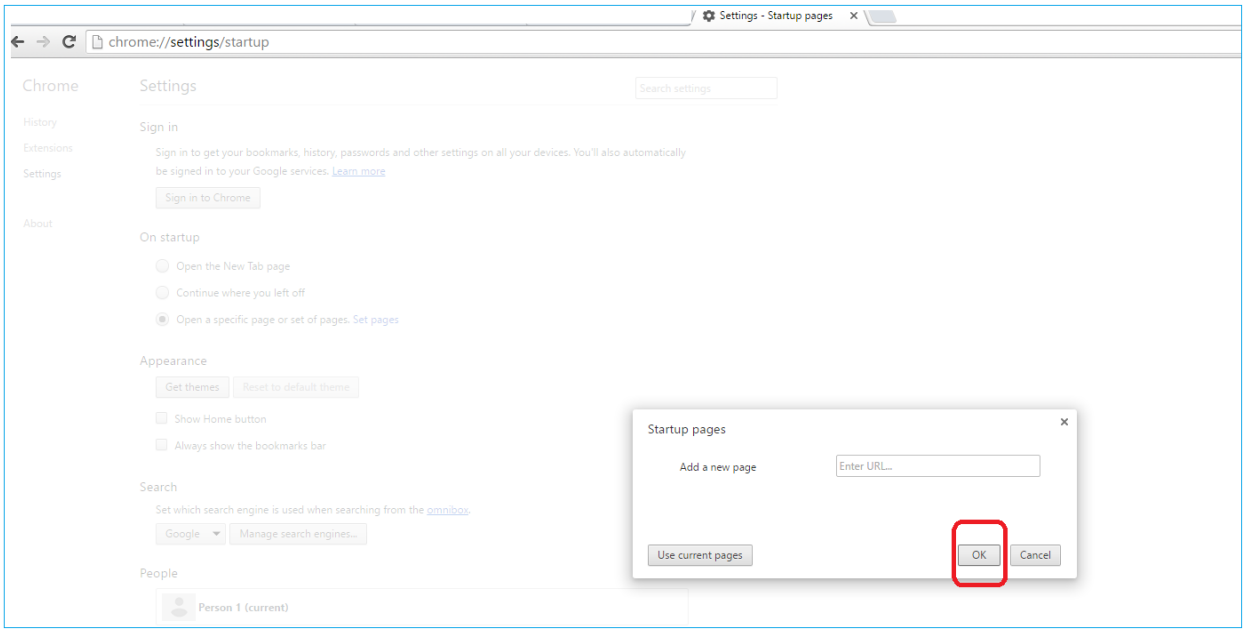
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu.
- In this menu click on the "Settings" link as shown below



Now click the radio button next to "Open a specific page or set of pages" then click the "Set pages" link

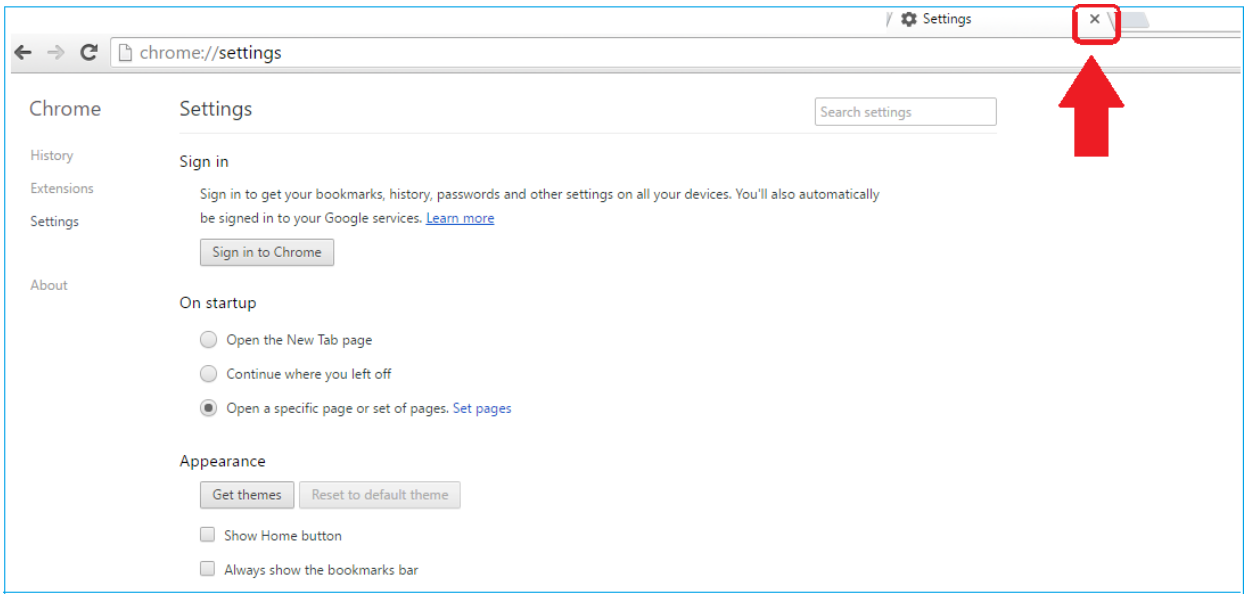

Settings
chrome://settings
Chrome
History
Extensions
Settings
About
Settings
Search settings
Sign in
Sign in to get your bookmarks, history, passwords and other settings on all your devices. You'll also automatically be signed in to your Google services. Learn more
Sign in to Chrome
On startup
Open the New Tab page
Continue where you left off
Open a specific page or set of pages. Set pages
Appearance
Get themes
Reset to default theme
Show Home button
Always show the bookmarks bar
Search
Set which search engine is used when searching from the omnibox.
Google
Manage search engines...
People
Person 1 (current)
Enable Guest browsing
Let anyone add a person to Chrome
Add person...
Edit...
Remove...
Import bookmarks and settings...
Default browser
The default browser is currently Google Chrome.
Show advanced settings...

This will bring you to this page:



Click OK

Close the settings tab by clicking on the “X” as shown:



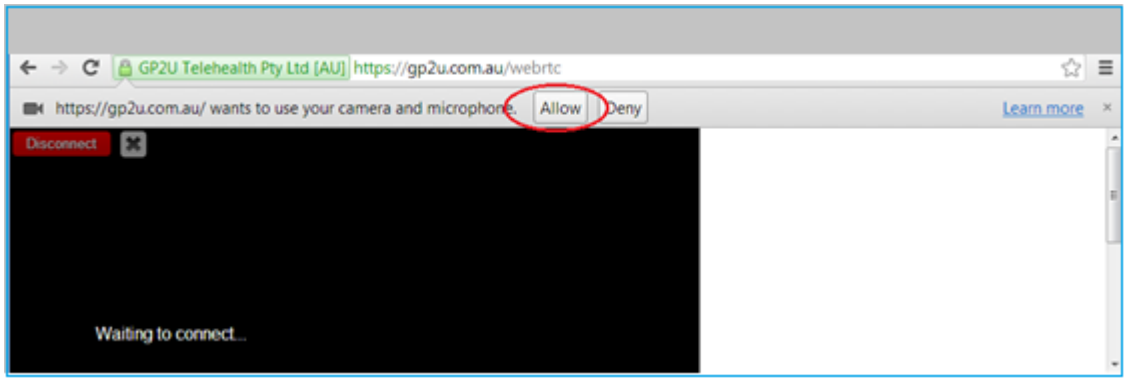
Now you can close Chrome down.

When you open it again it will automatically open on the GP2U page.

TEST VIDEO CONFERENCE

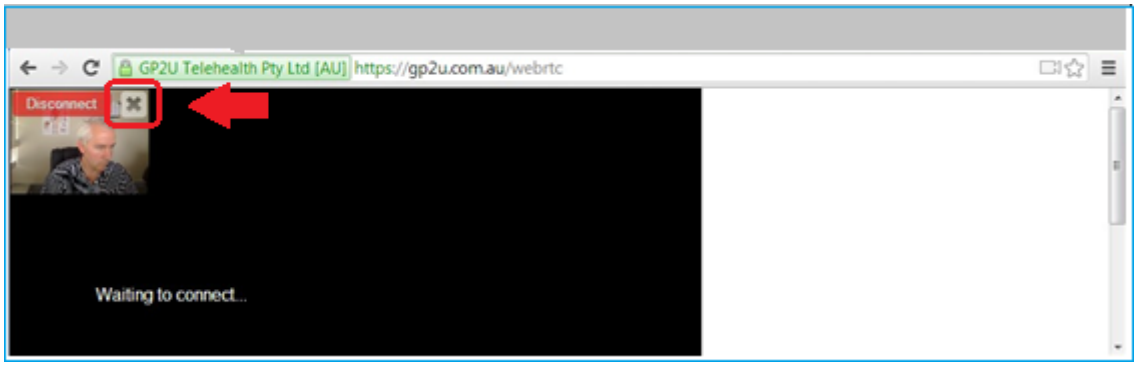
Once you have things set up, please give us a quick call and go to this page: https://gp2u.com.au/webrtc

There is a one-off requirement to allow GP2U to use your camera and microphone. Please click the “Allow” button as shown below:



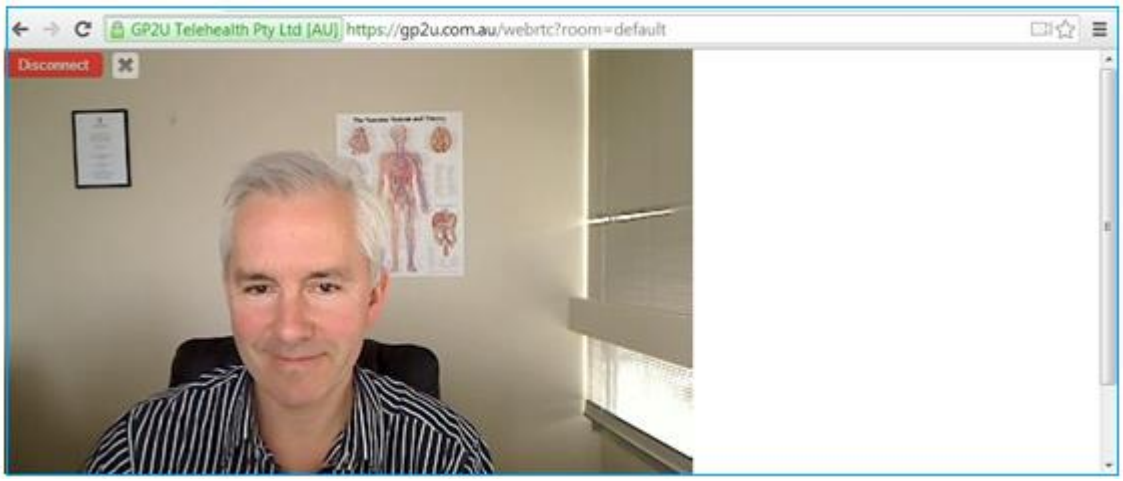
Please note that patients will also have to click this “Allow” button the first time they use the system.

Once you have clicked “Allow” you will see a picture of you in the top left corner:



You can hide your picture using the “X” button next to “Disconnect” if you don’t want to see what you look like.

Now simply give us a call on 1300 472866 and we will connect to the other end so you can see things in action.



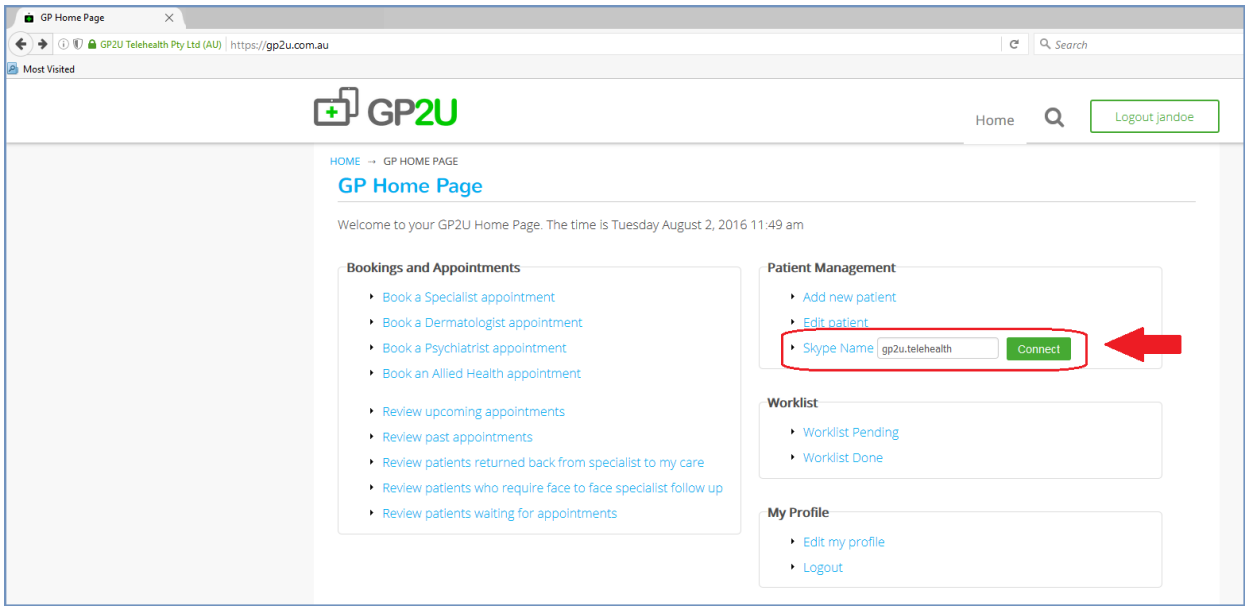
TESTING SKYPE

We can also test Skype at the same time.

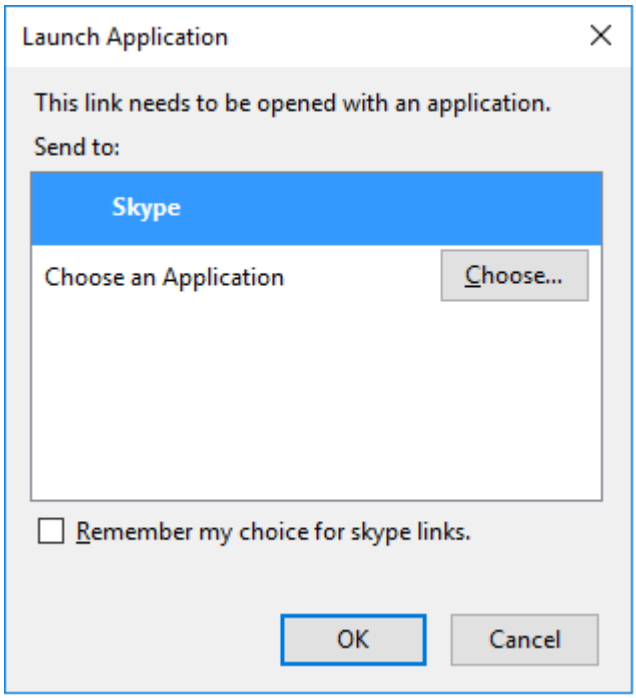
Normally, connections are handled automatically but if you ever have the need to connect to a Skype account, you can do so without having to exchange connection details.

From your home page simply enter the Skype name you wish to connect to (the default is us – gp2u.telehealth) and

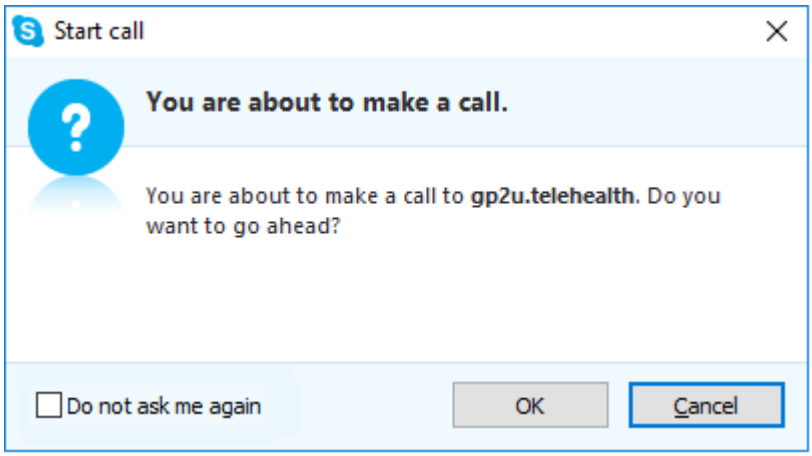
Click “Connect”.



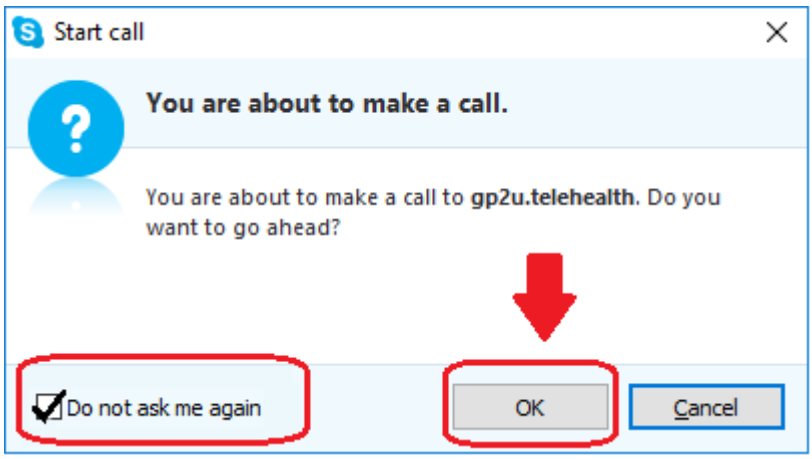
The first time you use this link you will get the following messages:



Click on the Blue Skype box then click “OK”.

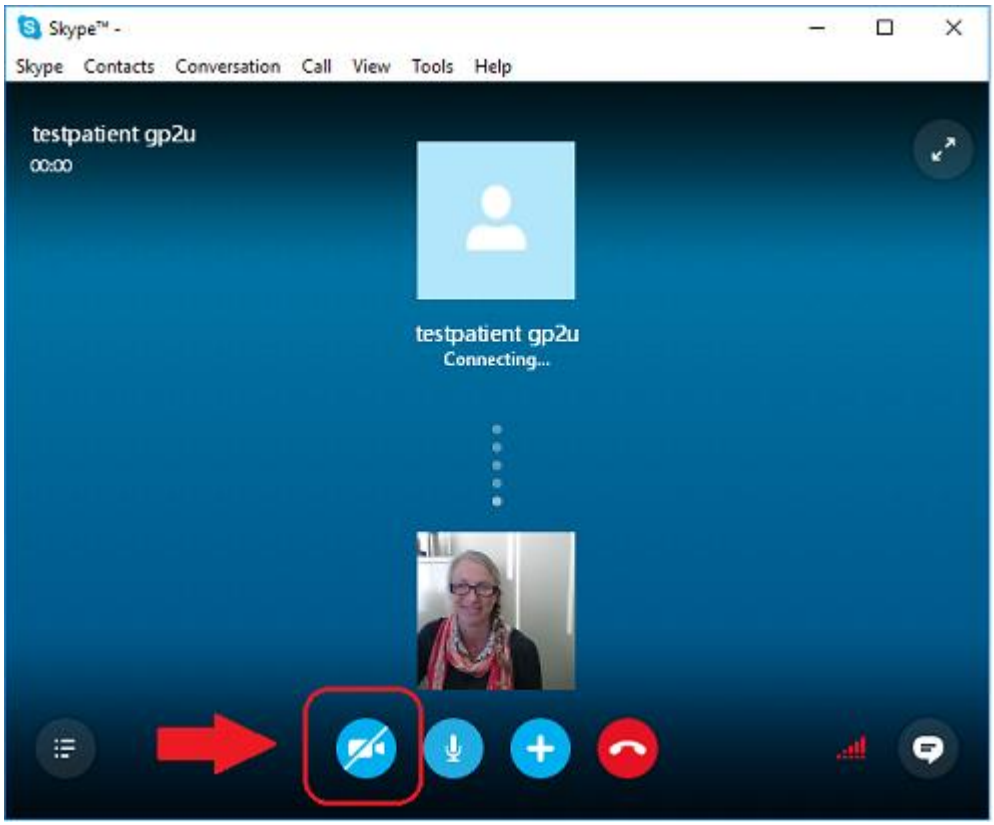


Next you will see this prompt:



Click on the check box before “Do not ask me again” to add a tick and then click “OK”

The next time you press [Connect] you will not see these prompts. Skype will place the call immediately.



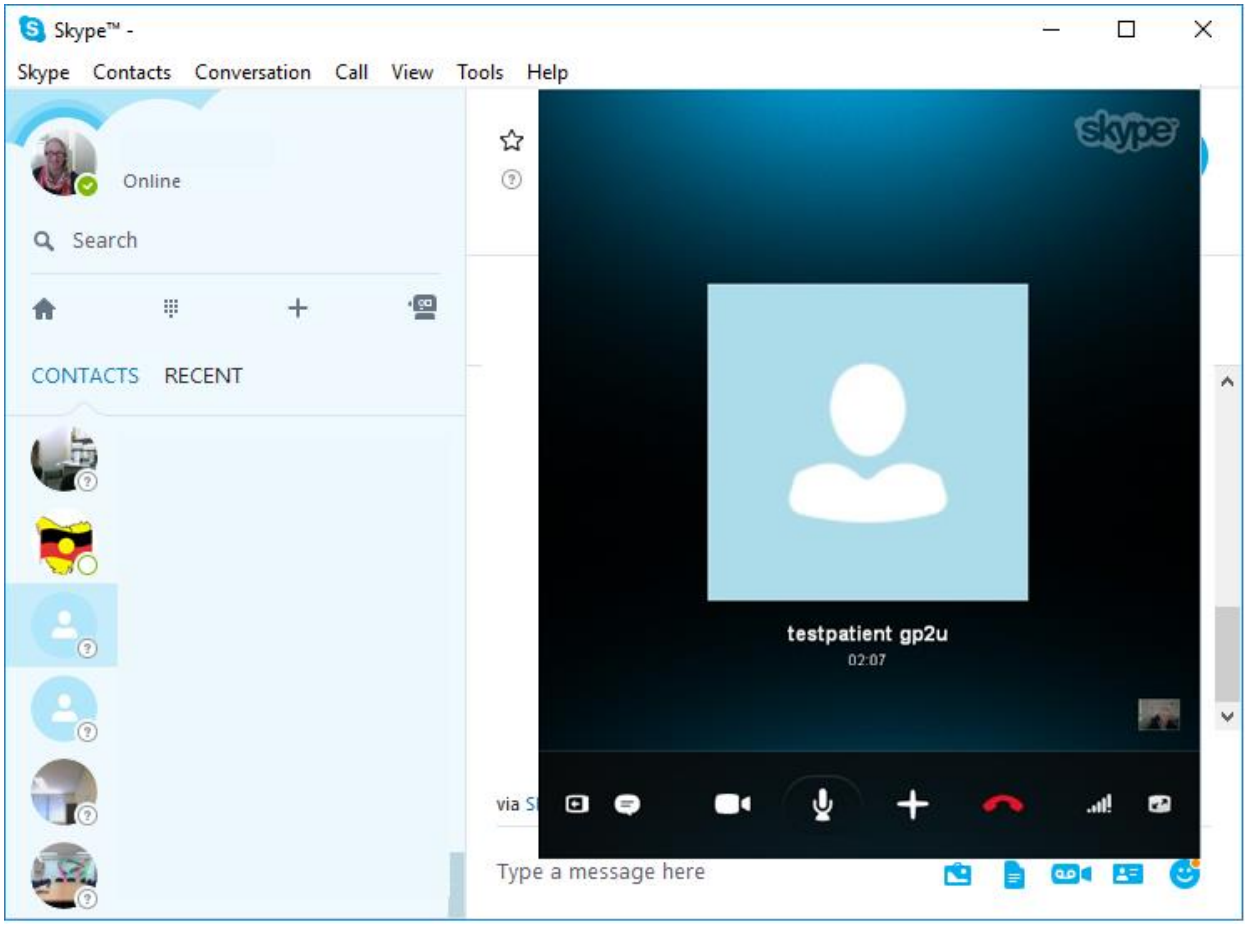
So now we've done that once, you should never be troubled about it again and pressing the connect button in the appointment book should just work.

Please note that in this picture the camera is turned off – see the diagonal white line over the camera icon?

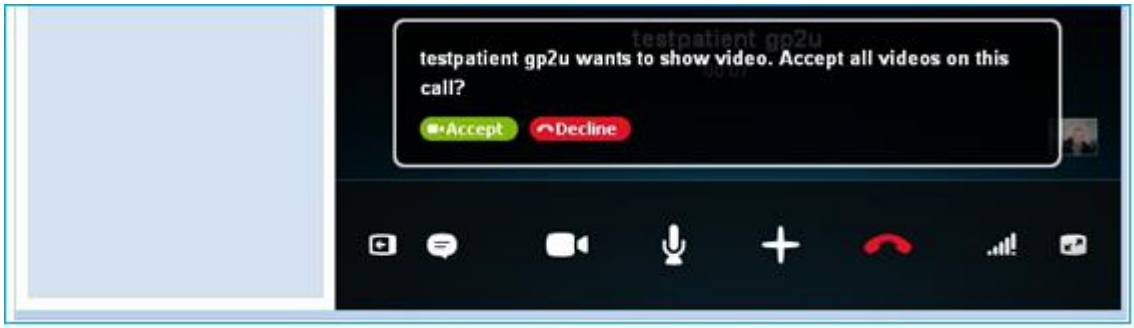
In a perfect world you won't see this, however if you do, just click on the camera icon to turn the video on.

Your patient may also need to click on the video camera icon to turn their video on.

If you see a blank screen like this:



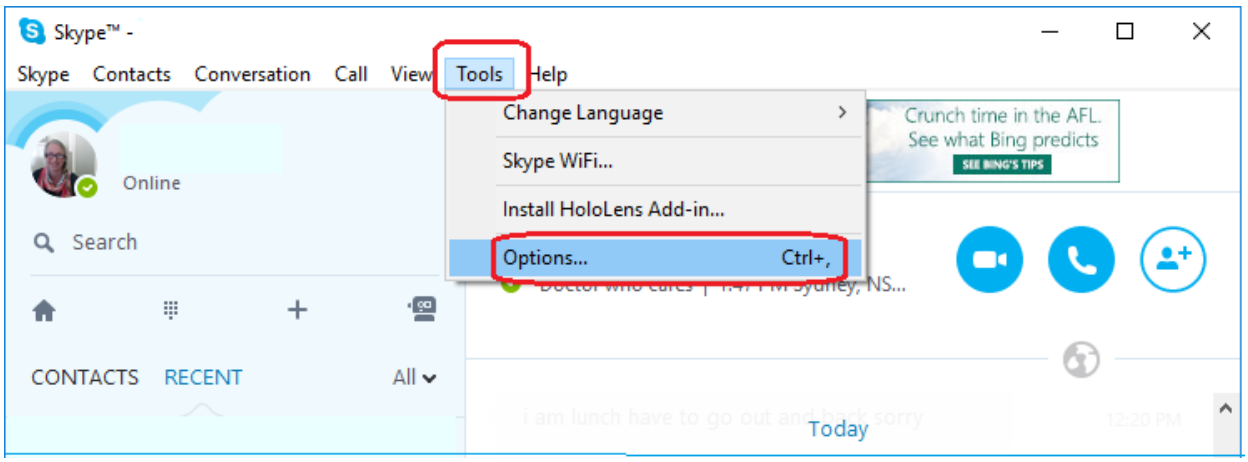
Then simply tell the patient to click their camera on. You will then see a message like this appear:



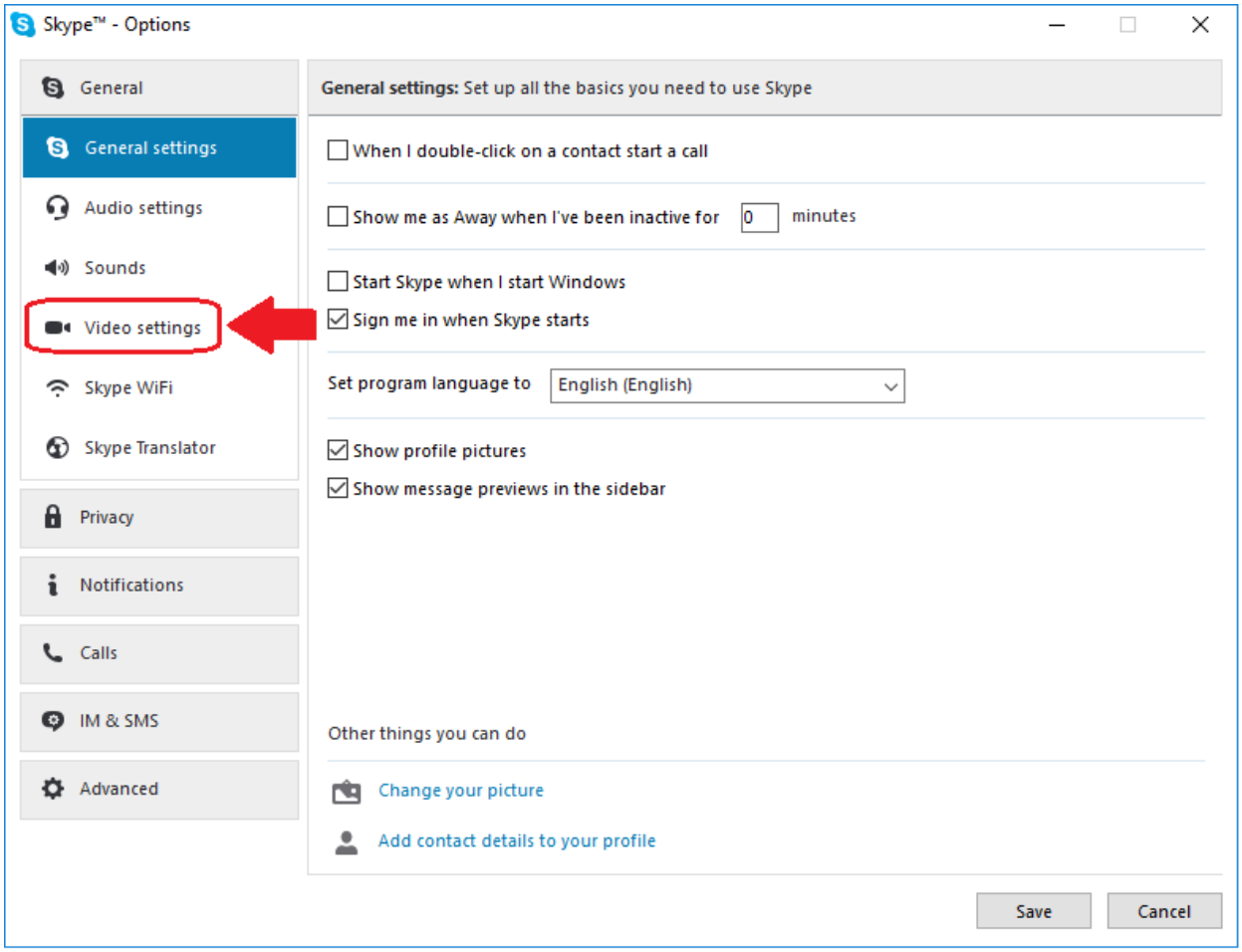
Click on the “Accept” button.

You can stop this message appearing by changing the default setting for video.

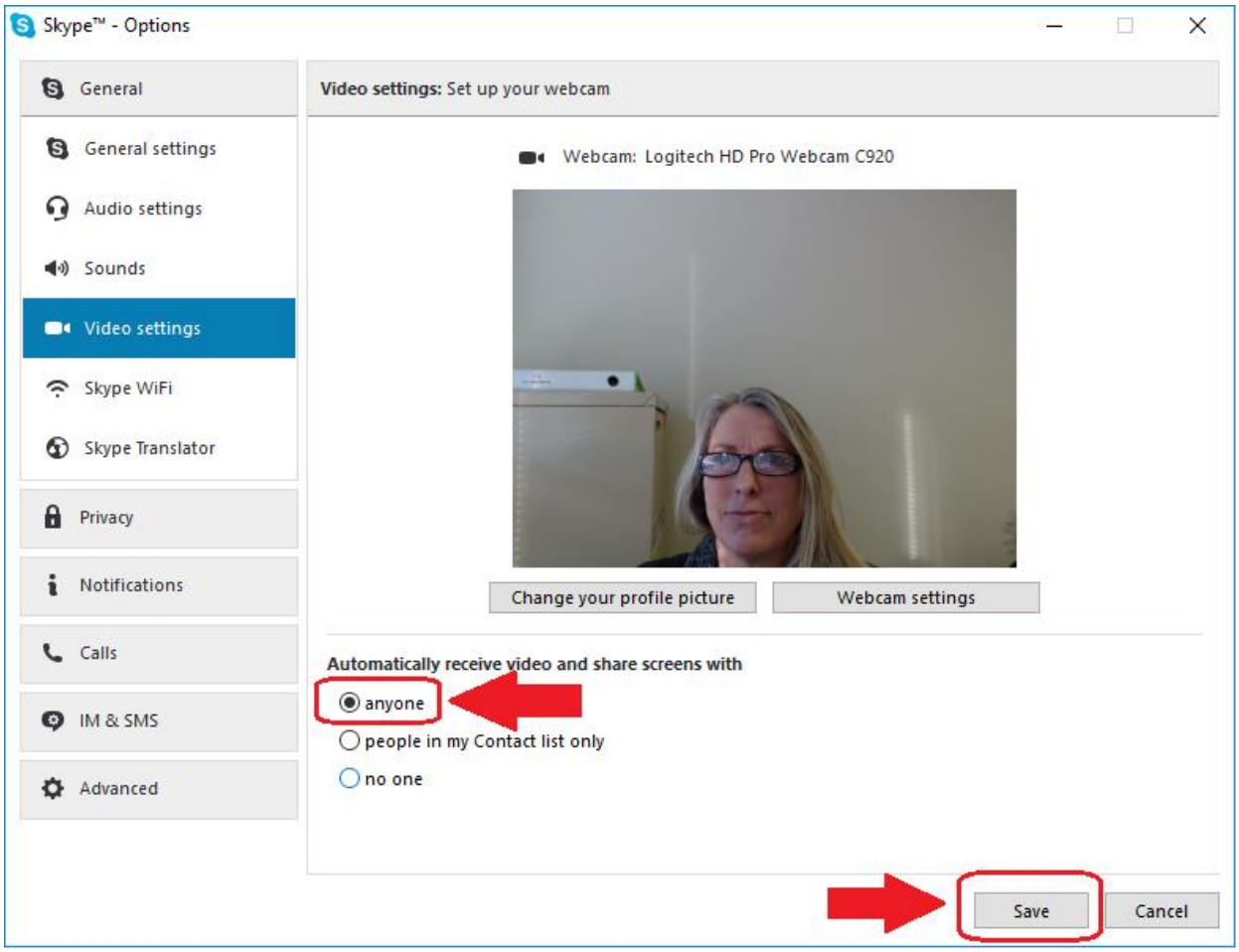
Select Tools | Options from the main Skype menu:



Then select “Video Settings”:



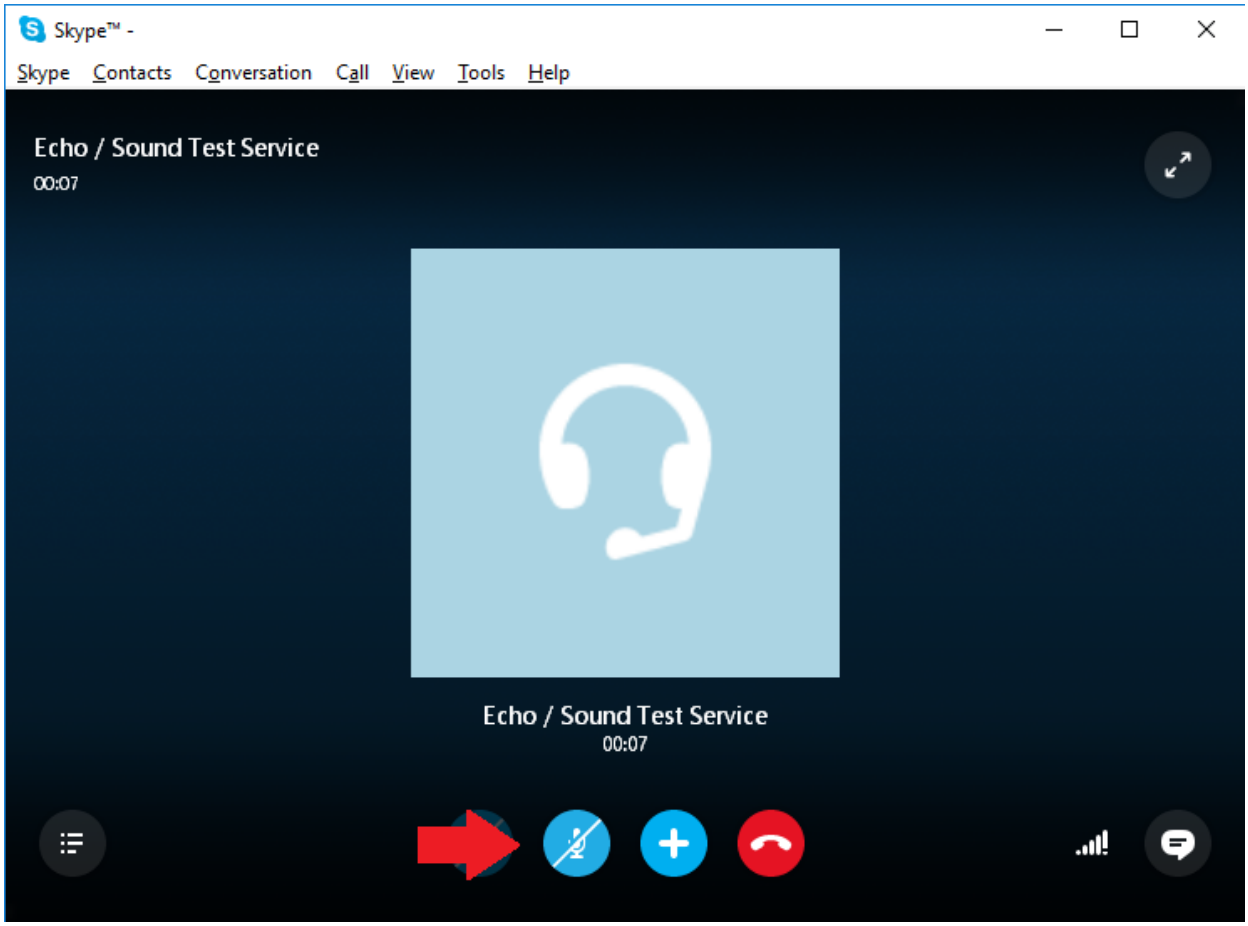
Click on the radio button next to “anyone” as shown and Click “Save”.



Now you won’t get asked if you want to accept videos again.

Please note that both you and the patient have the ability to mute your microphones.

This is not the default but if you can't hear each other this is a very likely culprit.

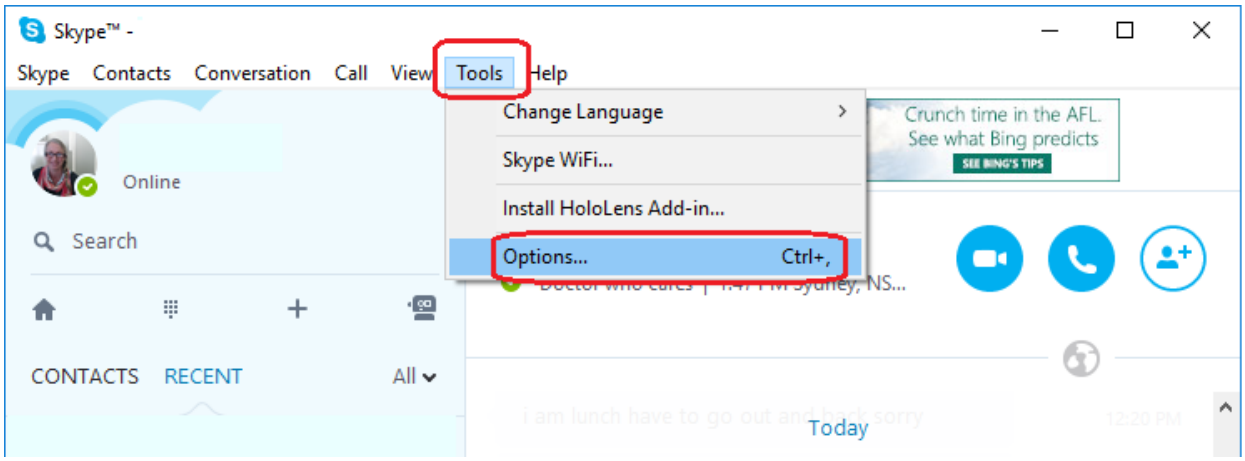


Just click on the microphone icon and this will turn off mute.

TROUBLESHOOTING

If you can't see or hear the patient, make sure your microphones are not muted, your video is switched on and your speakers are switched on.

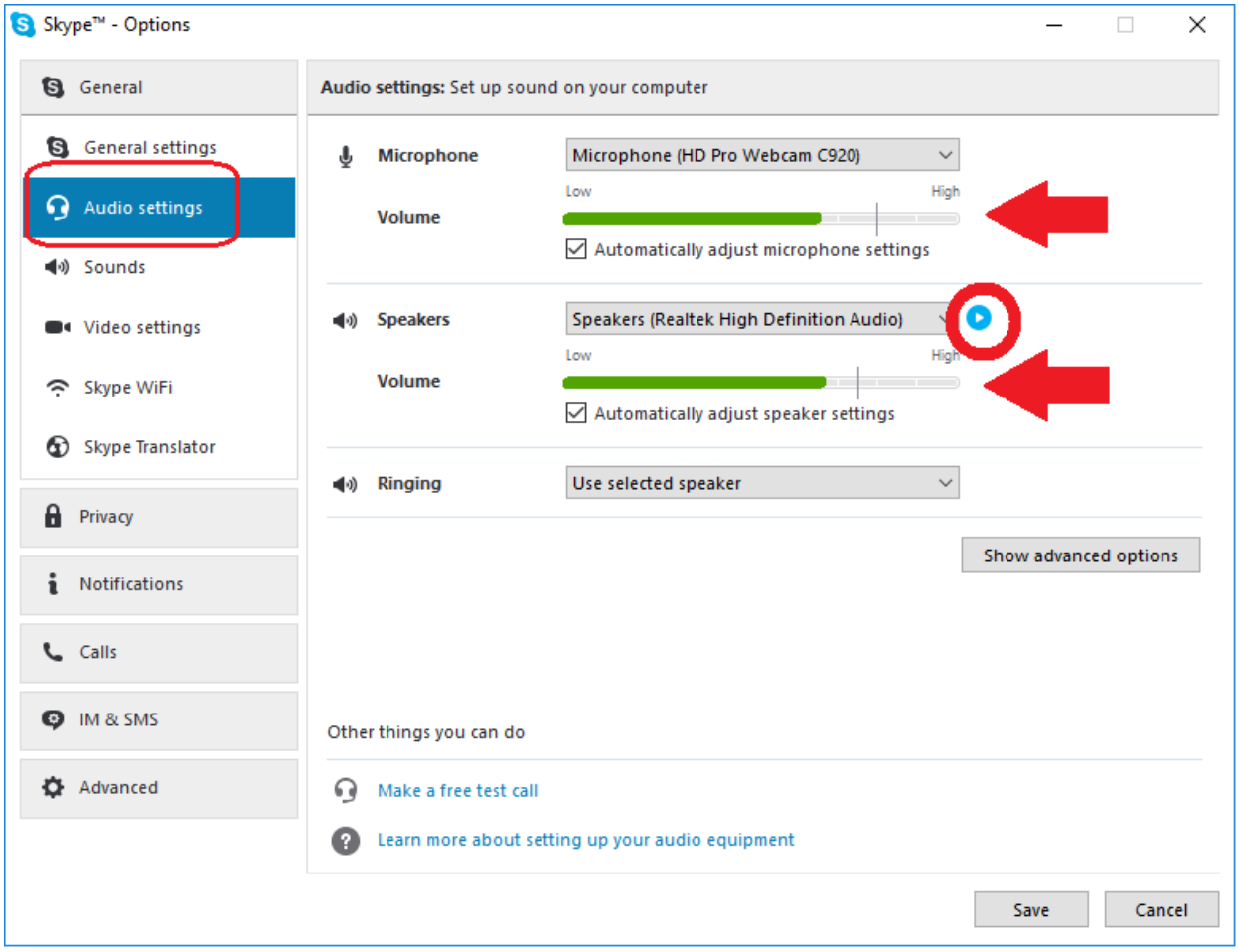
You can test your camera microphone and speakers by selecting Tools | Options from the main Skype menu.



Click on the "Audio settings".

When you speak you should see the volume bar move in the microphone section. If not, click on the drop down list and select the correct device.

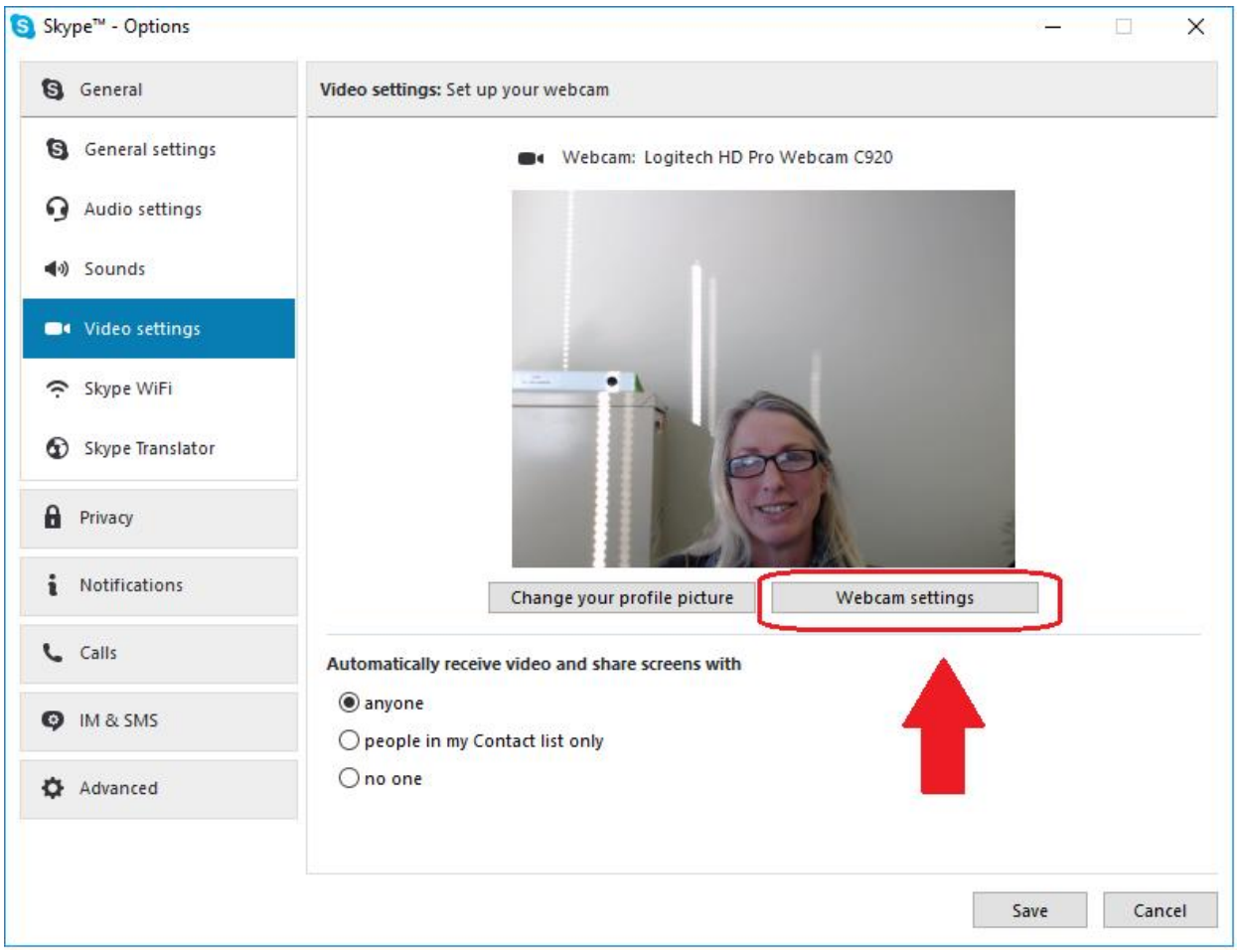
Similarly, when you click the little blue play button (circled) you should hear sound. If not, click on the drop down list and select the correct device.



Don’t forget to click “Save” if you make changes here!

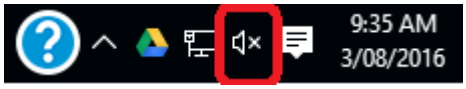
Now check your video settings.

You should see a picture of yourself. If not, click on the “Select webcam” drop down list and select the correct device.



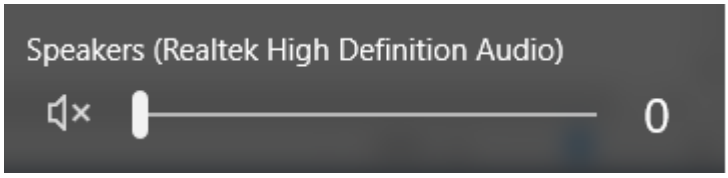
Please keep in mind that your computer also has a separate volume control. On Windows it is down at the bottom of the page on the right hand side.

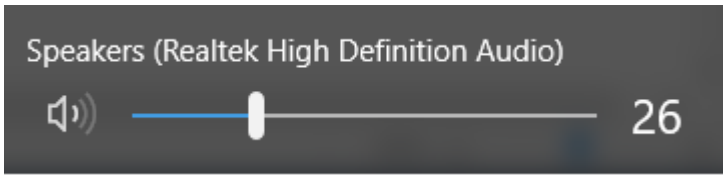
Here is what it looks like muted. Notice the ‘X’ next to the speaker symbol.



Click on the speaker to bring up the volume control. Click and slide to the left to decrease volume until the mute icon appears ‘X’.

You can drag the slider to the right to turn up the volume

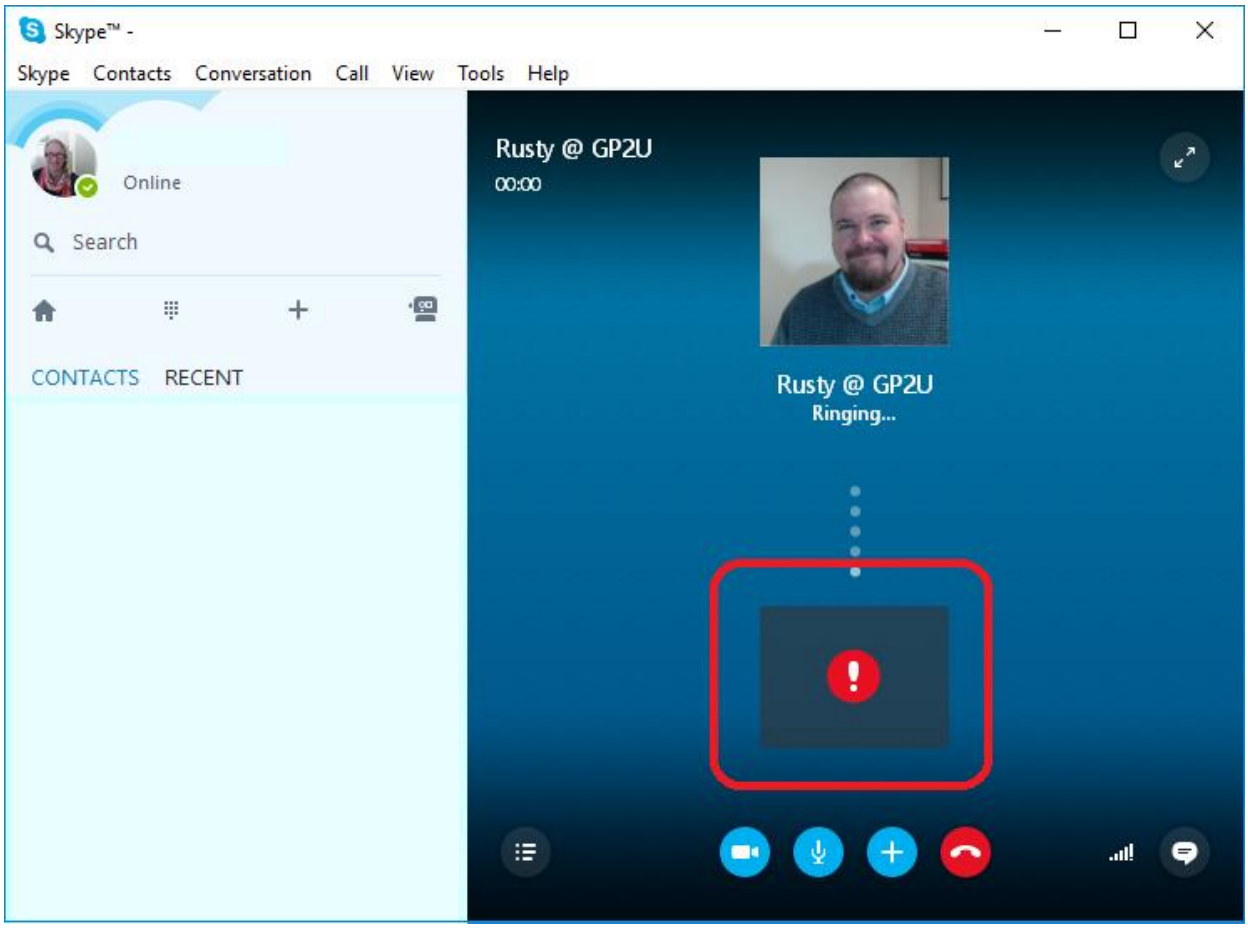




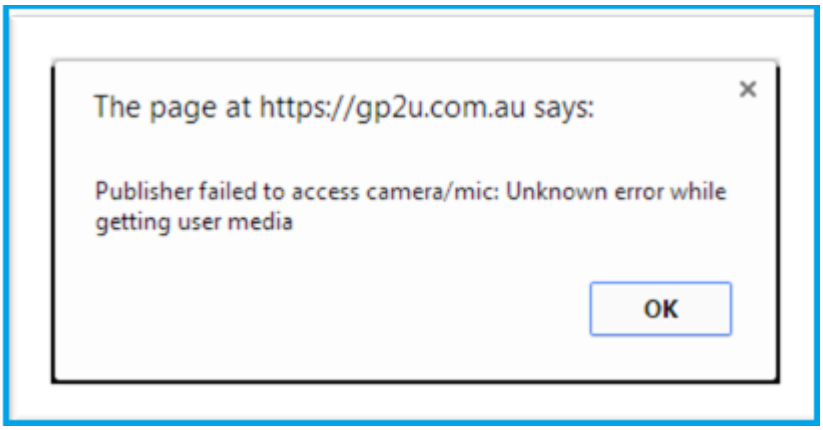
Finally, you should note that **only one piece of software can be in control** of your camera at a time.

If you have WebRTC or Facetime open, and are using the camera for those programs, then Skype cannot access it and vice versa.

Here is what Skype looks like when it cannot get hold of your camera:

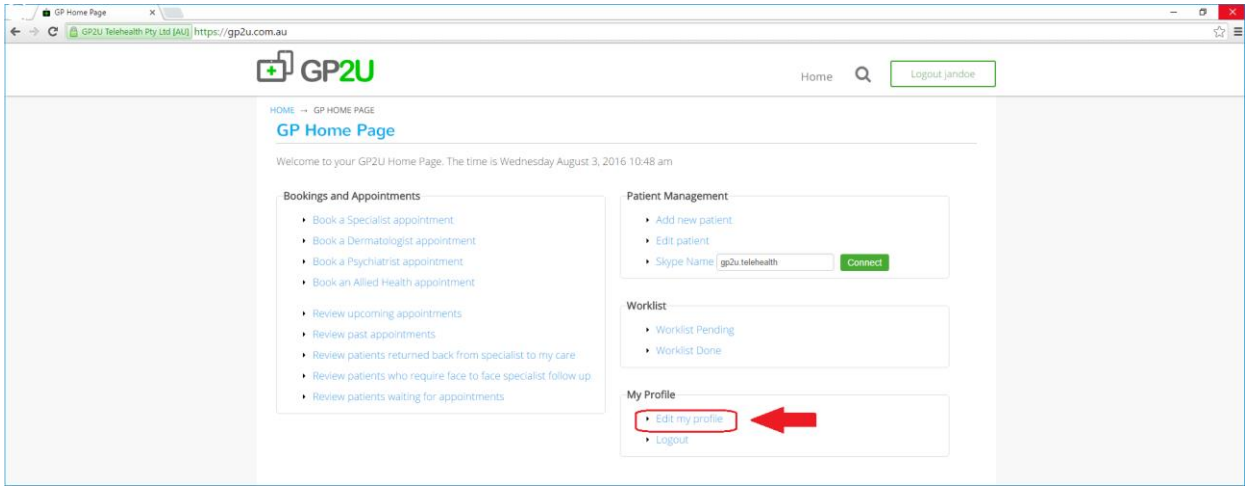


WebRTC is a bit more helpful. It will give you an error message like this:

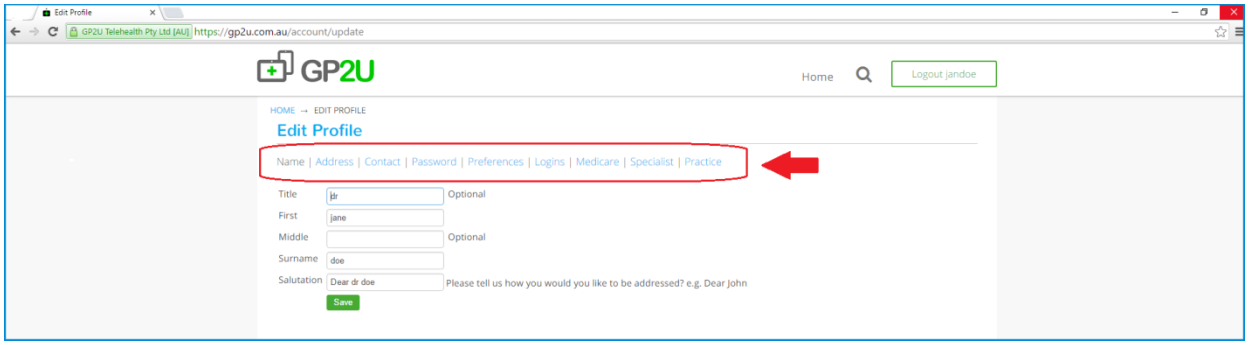


CHANGING YOUR DETAILS

From the home page of your account simply click on the link that says “Edit my profile”.

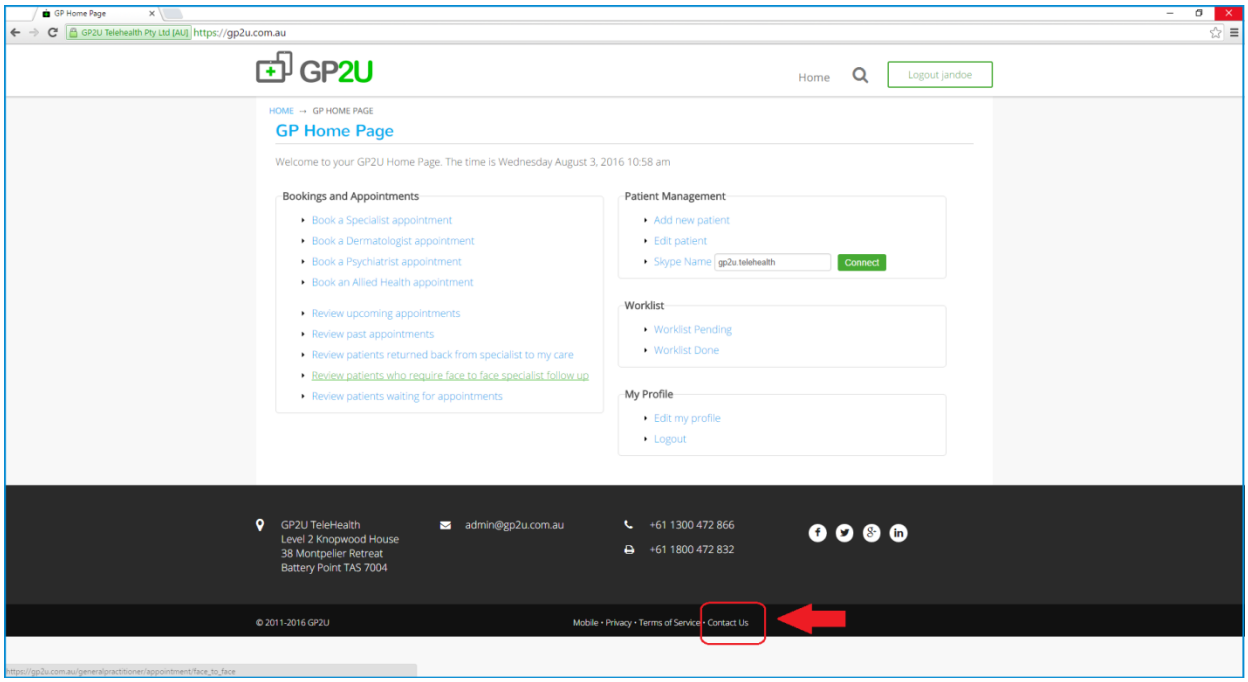


Here you can change all your details. Click on relevant links to alter profile, remember to save before leaving page or link.



CONTACTING US

To contact us, scroll down to the bottom of any page in the black bar along the bottom or click on the “Contact Us” link.



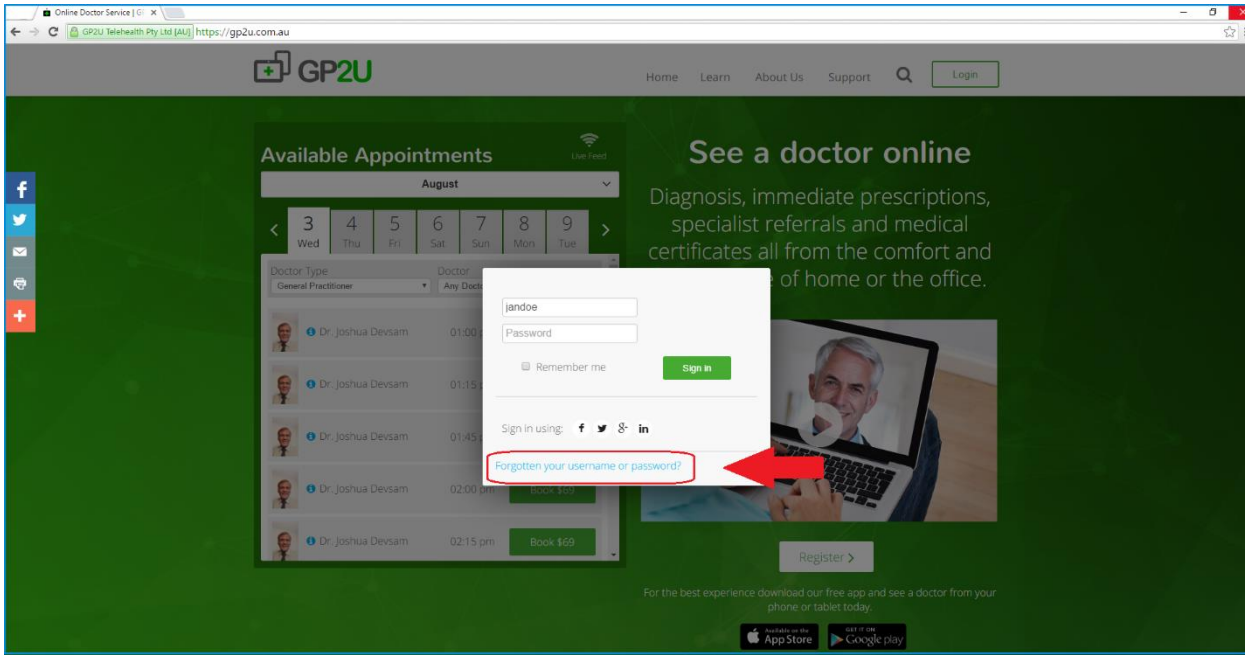
By clicking on the ‘Contact Us’ link will bring up the following page, select an option that suits you.

FORGOTTEN YOUR PASSWORD?

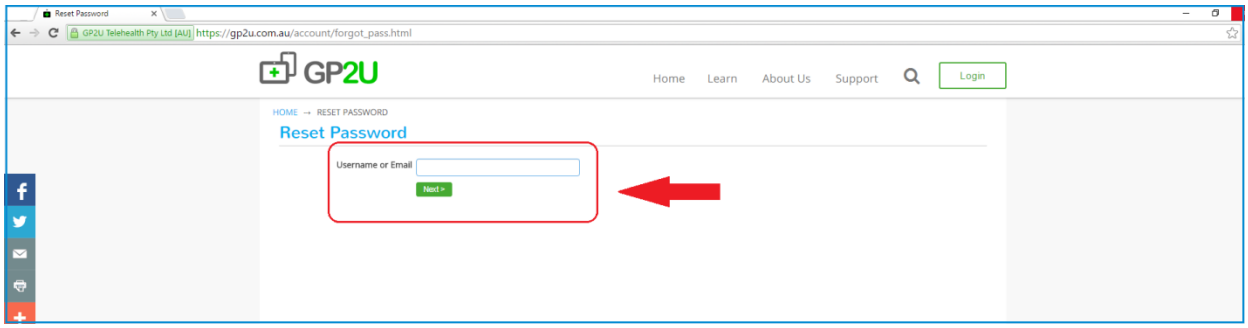
If you forget your password simply click on the “Forgotten your password?” link on your home page, just below the username/password fields.

This will send an email to your registered email address that lets you reset your password.

If for some reason you can’t access that email and are having trouble, just give us a call on 1300 472866.

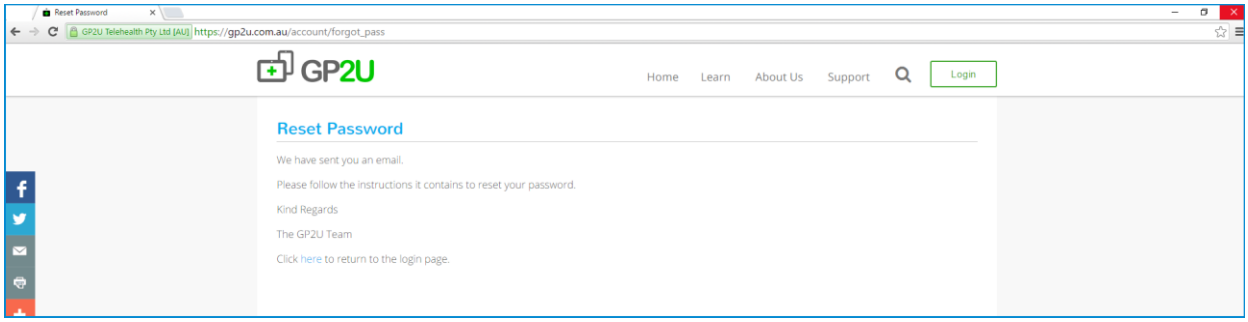


From here, enter your user name or email you used to register with us:



Then click next.

If you have entered the correct information, then you should get a message that looks like the following:



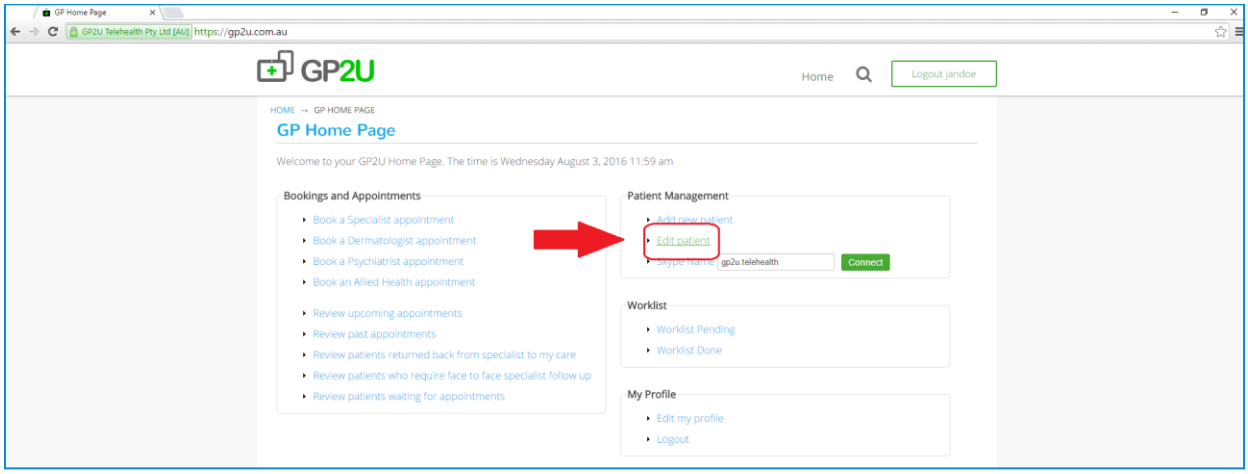
You will get an email that looks like this:

Just click on the link and it will direct you through the password reset process.

PATIENTS WHO HAVE FORGOTTEN THEIR PASSWORDS

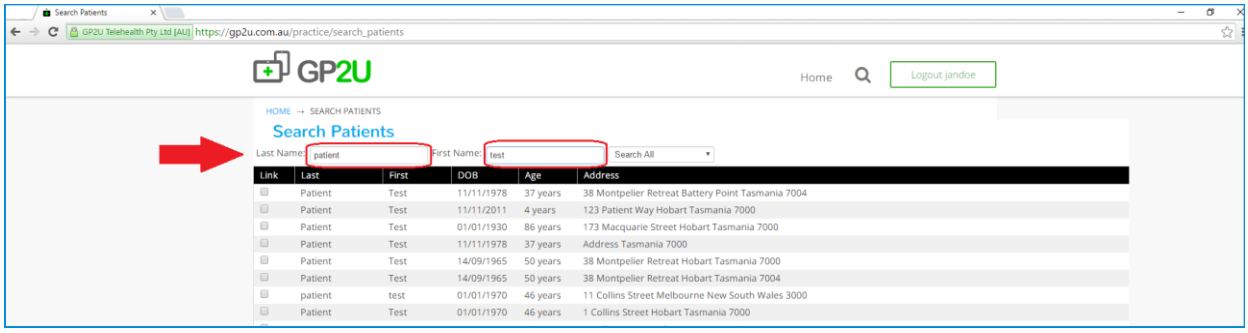
Patients who have forgotten their passwords can use the same reset password link process shown above.

You can also reset their passwords for them should the need arise. From your home page click the “Edit patient” link:

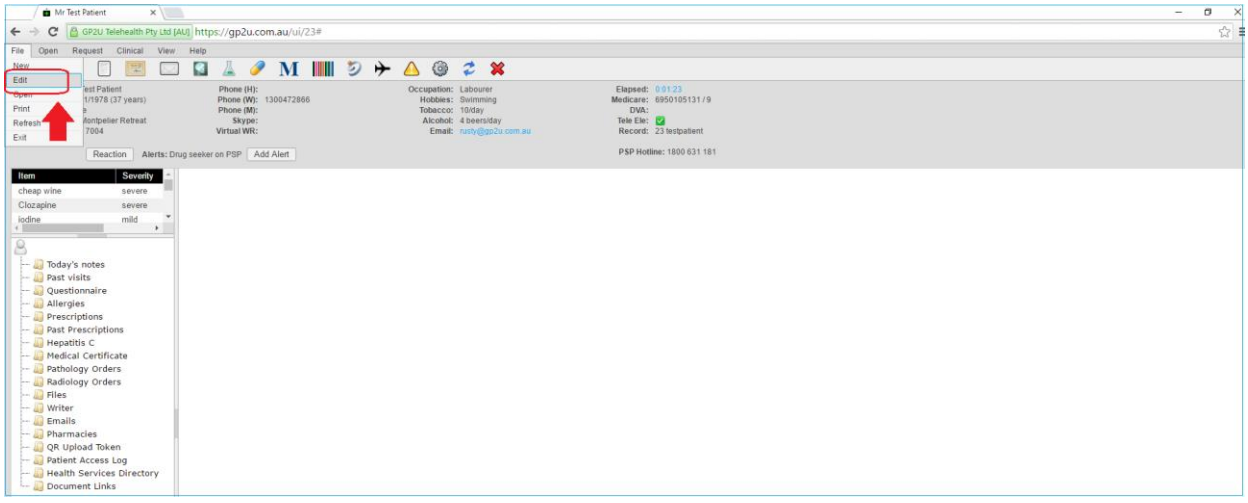


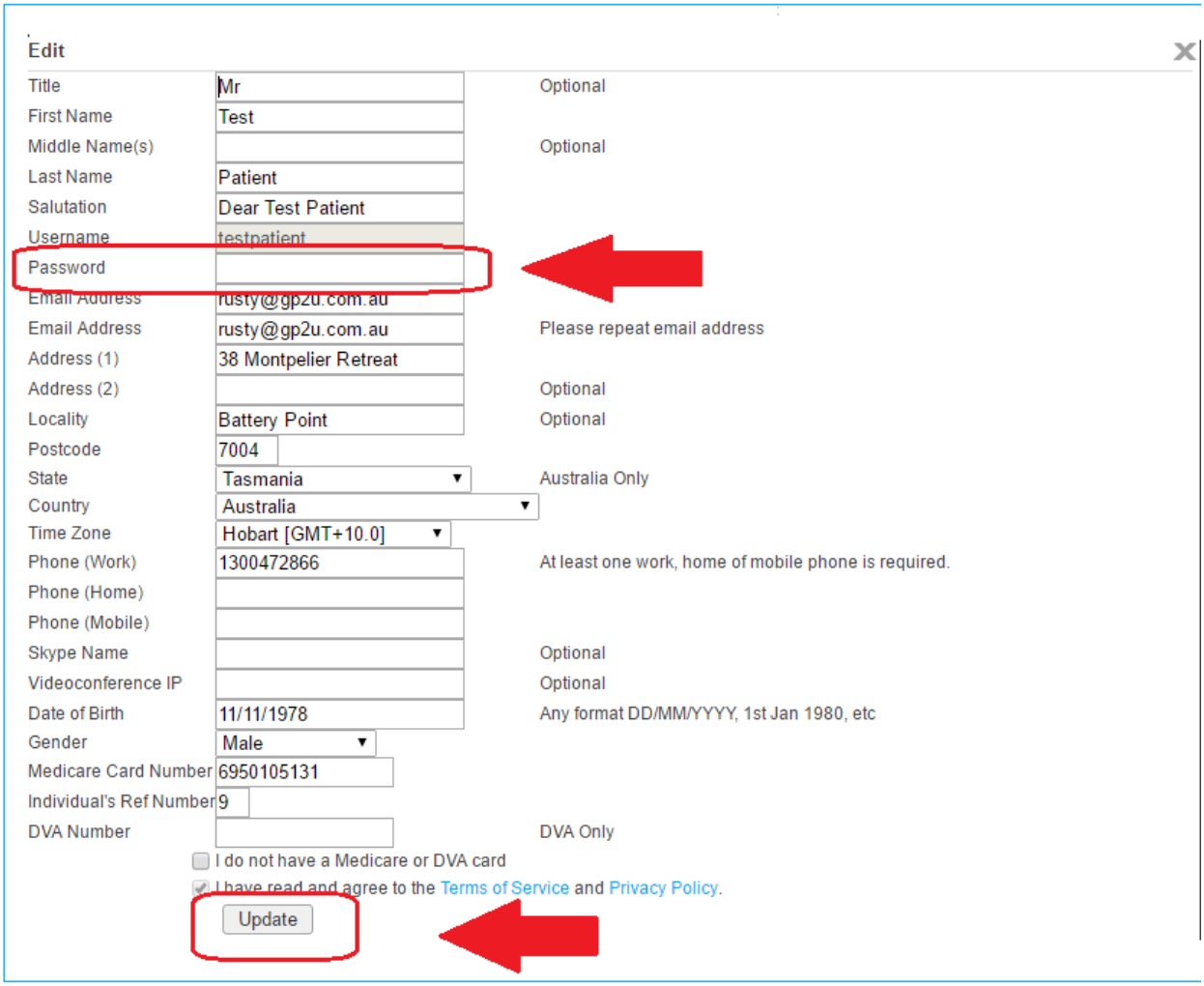
This will bring up the patient search screen.

Type in part of the patient’s name and select the patient by clicking on their name:



This will bring up the following screen. Click on File to access the drop down box, then click Edit.



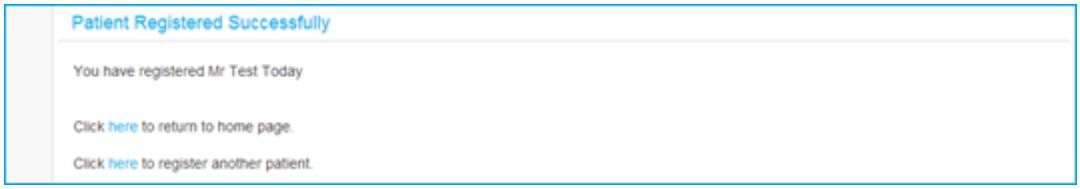


Enter a new password:

Then scroll down to the bottom of the page and click “Update”.

Note that if you update a patient’s details and do not enter a password, their password will remain unchanged.

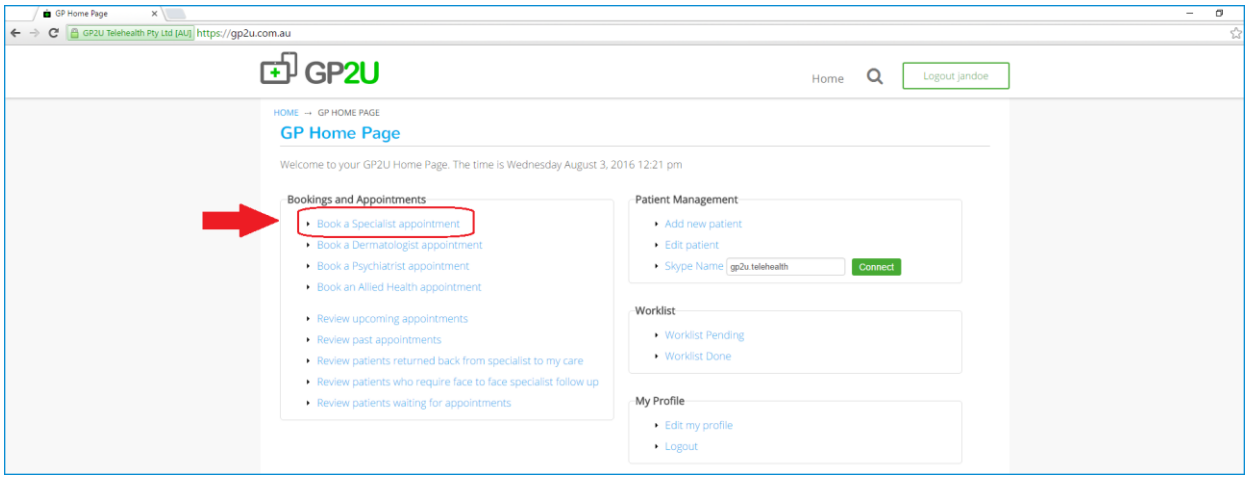
Once you press update you will see this screen:



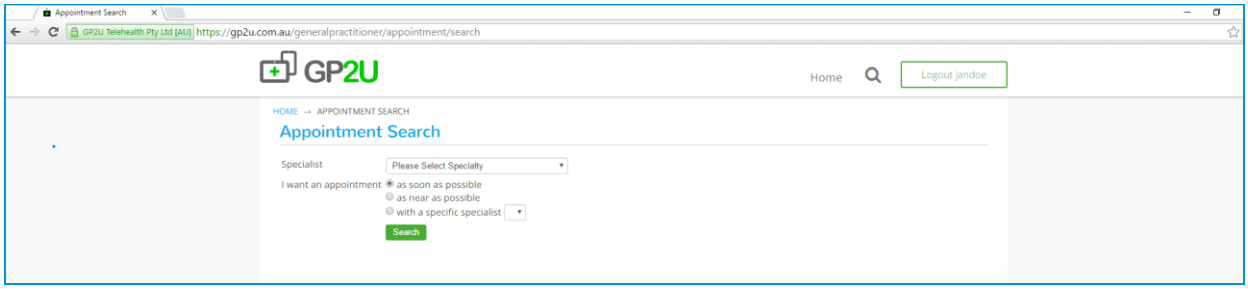
BOOKING YOUR FIRST SPECIALIST APPOINTMENT

To book a Specialist appointment, just click the “Book a Specialist Appointment” link on your home page:

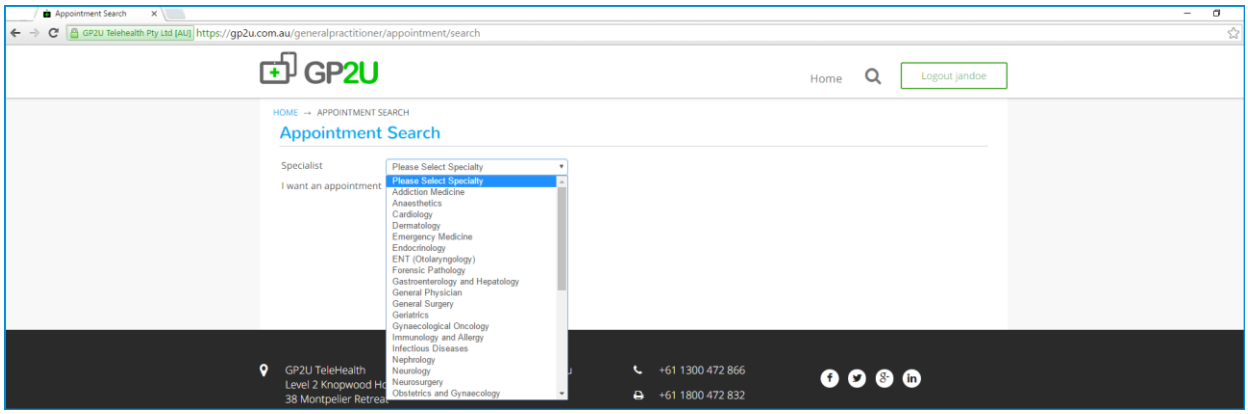
Or go to: https://gp2u.com.au/generalpractitioner/appointment/search



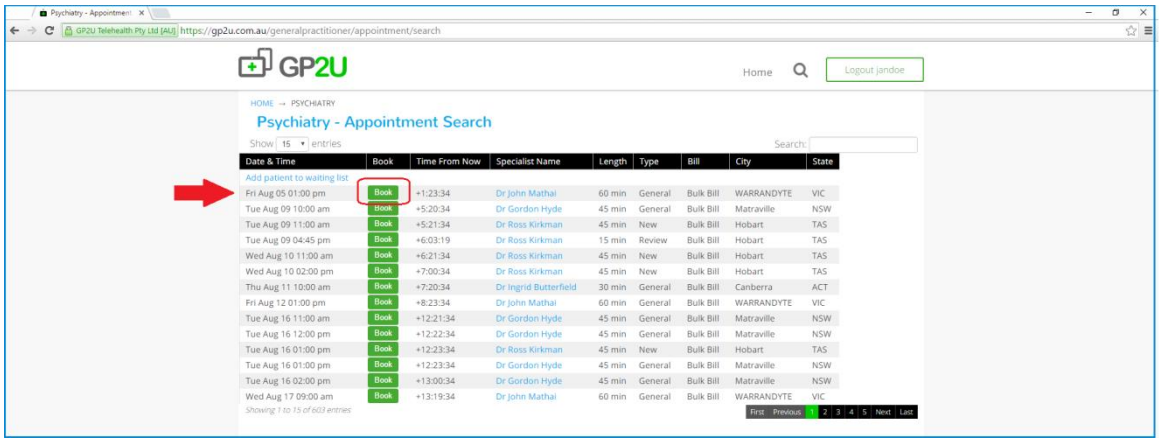
This will bring you to this page:



Select a specialty from the drop down list:

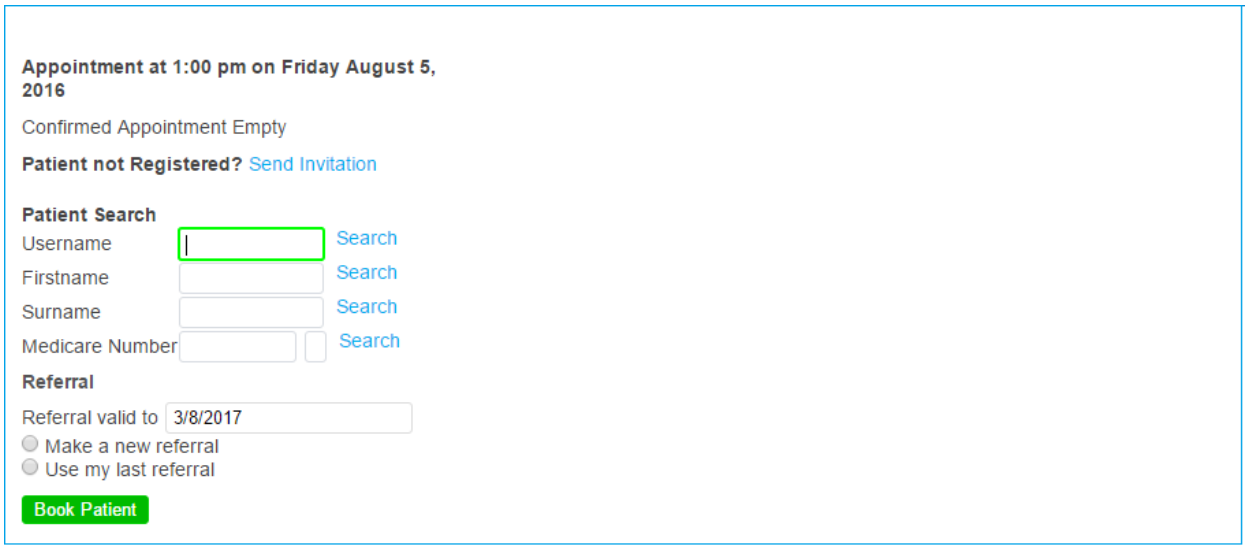


Then click “Search” to bring up a list of available appointments.



Select a suitable appointment length and time. Click “Book”.

That will bring up this page:

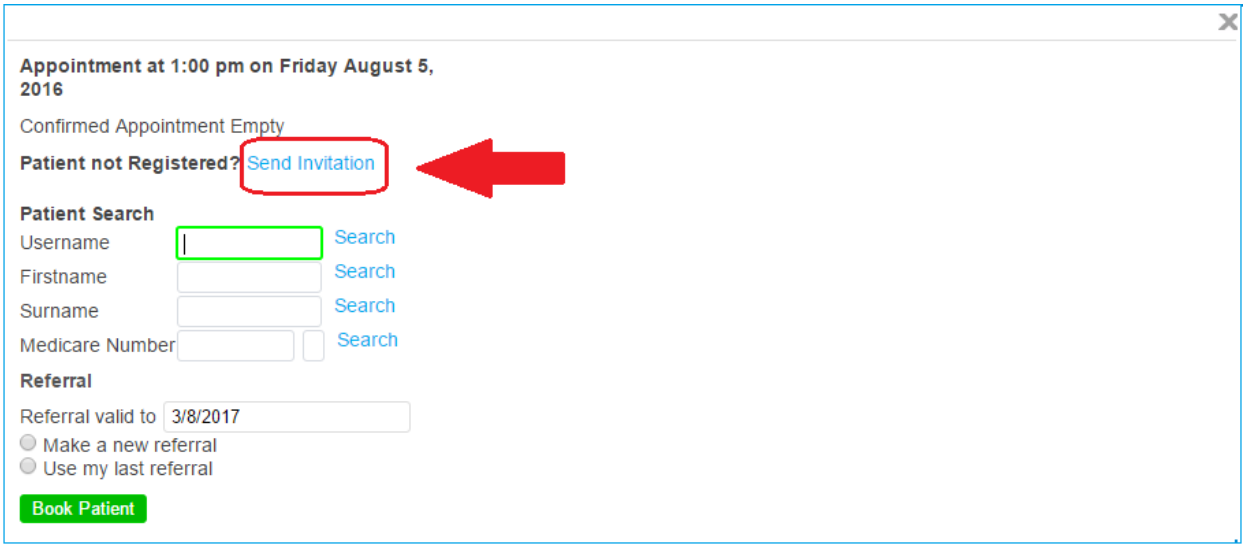


Now we need to add the patient to the appointment.

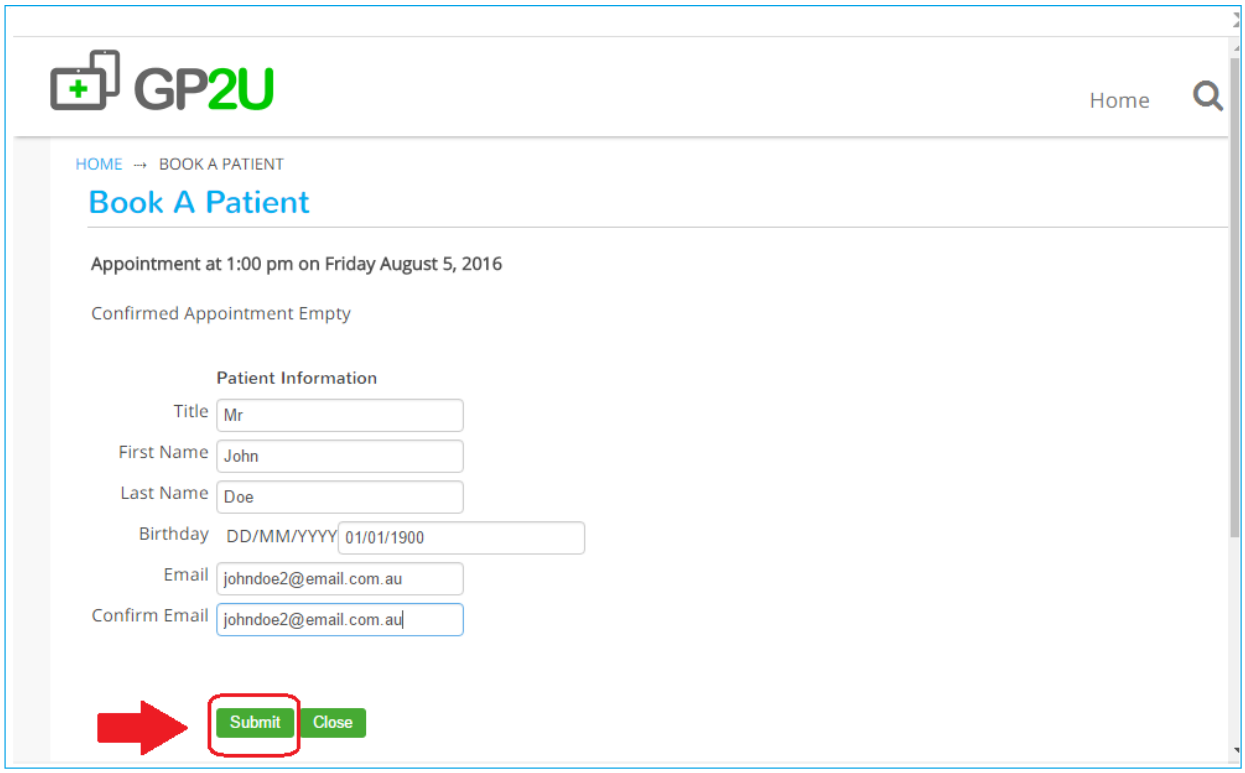
If they are already registered all we need to do is search for them.

We can search for patients by username, first name, surname or Medicare Number, however most patients won’t be registered the first time you use the system.

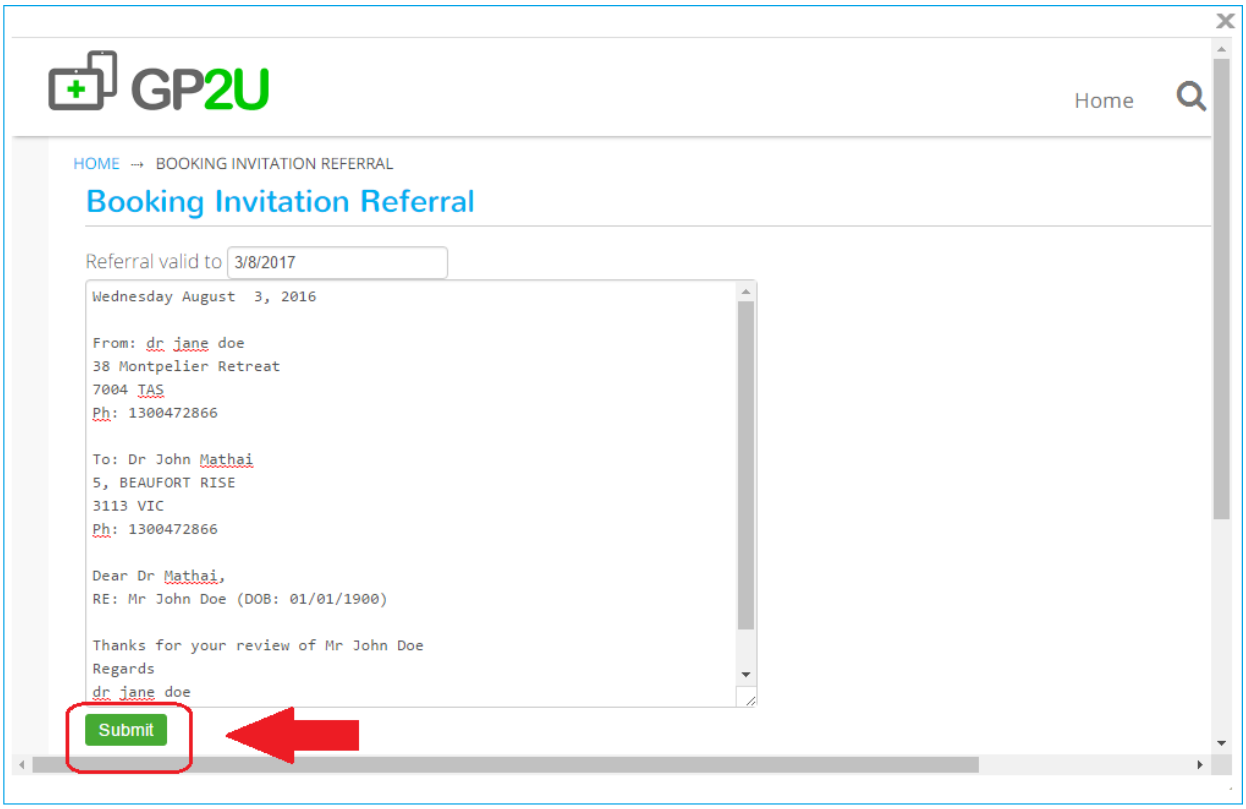
Let's have a look at the "Send Invitation" link:



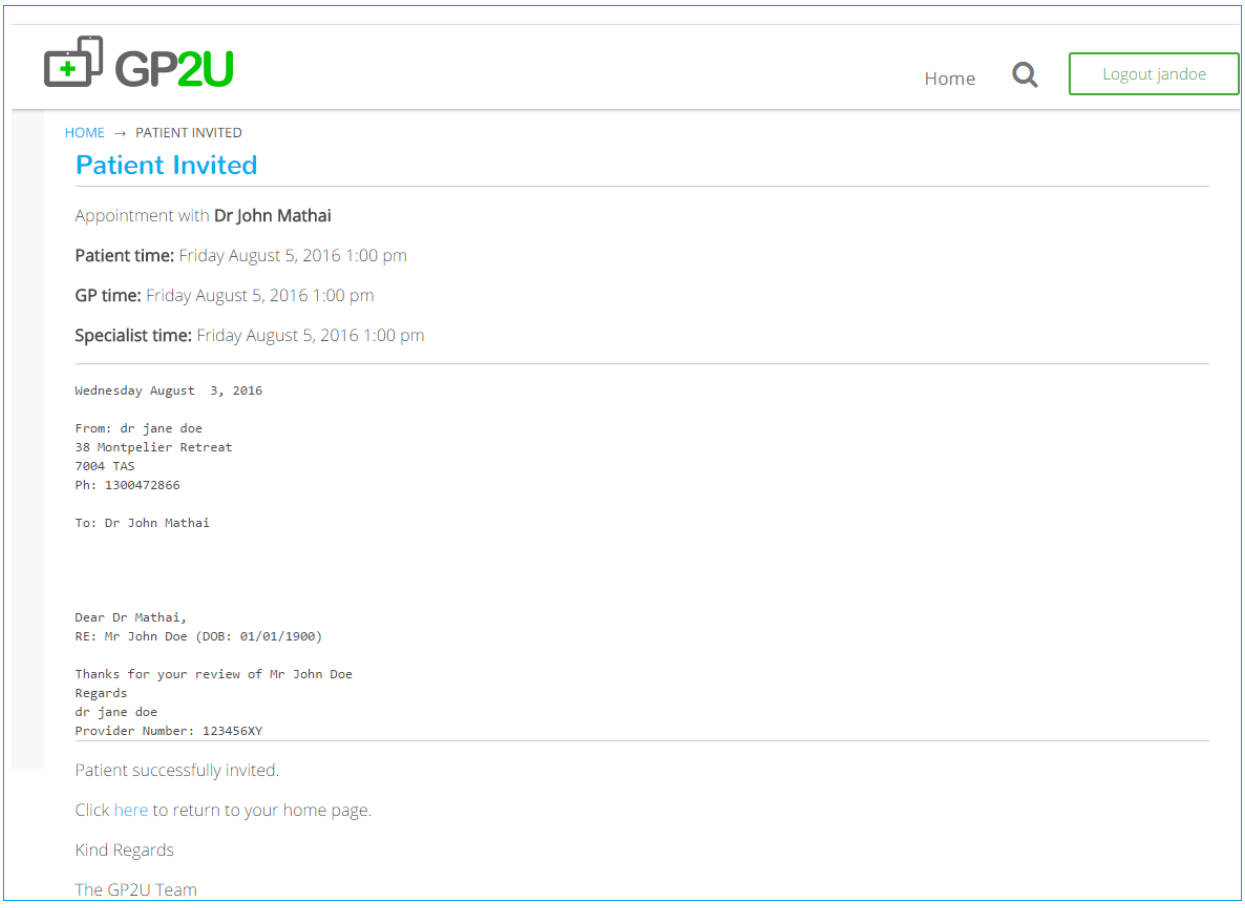
This will bring up the invitation page. From here just enter the details and click "Submit"



Now **fill in the details of the referral** in "…" section of the template and click "Submit".

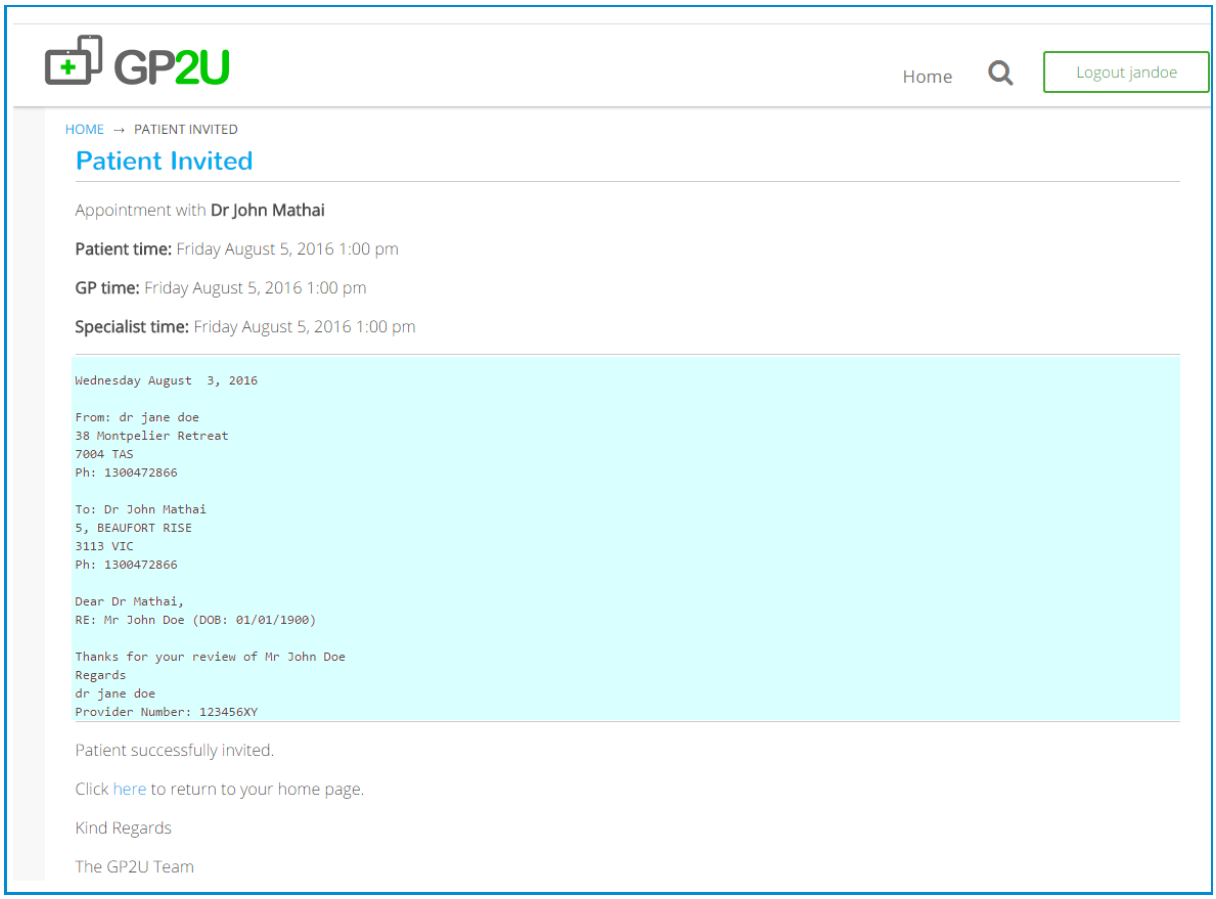


This will bring up the final page:



For your convenience, the referral you entered is presented so you can if desired, highlight it and then do a cut and paste into your notes.

(Hint [Ctrl]+C will copy the highlighted text and [Ctrl]+V will paste it).



The times are quoted in user local time so will be correct for all parties, regardless of time zone. In the background a number of things have happened.

1. The patient has had a place reserved in the Specialists appointment book
2. The patient has been put into your upcoming appointments list
3. The patient has been sent an email asking them to complete their registration

GP2U

Welcome to GP2U Telehealth.

You have received this email because dr jane doe has offered Mr John Doe a Telehealth booking.

The appointment is scheduled for local time:

Patient: Wednesday August 31, 2016 9:00 am
GP: Wednesday August 31, 2016 9:00 am
Specialist: Wednesday August 31, 2016 9:00 am

Dr Test Specialist
123 Special Street, Yambi 0000
Ph: 1100 000 000

Before we can confirm this booking you need to complete a brief online registration process.

Please go to https://gp2u.com.au/registration/completion/xPVI8T5Z5hG4RVocyAO79Q

We hope you will find our service useful, and that Telehealth makes your life just that little bit easier.

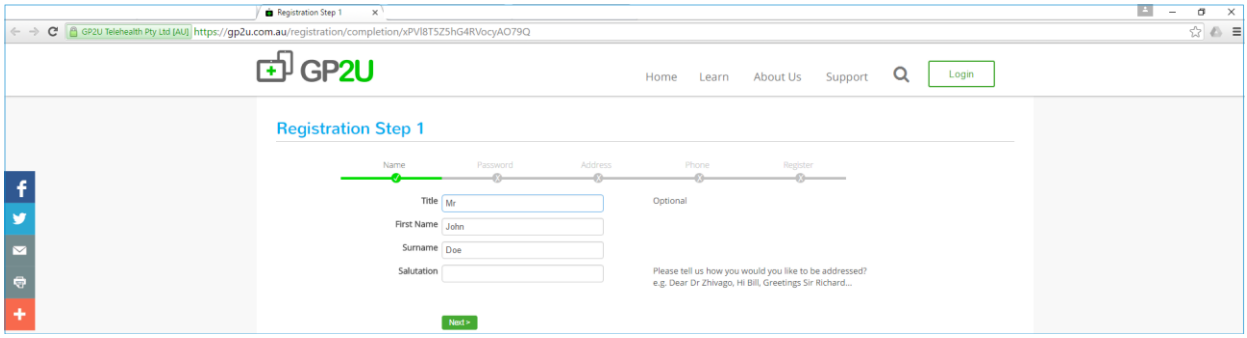
Kind Regards

The GP2U Team

GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au

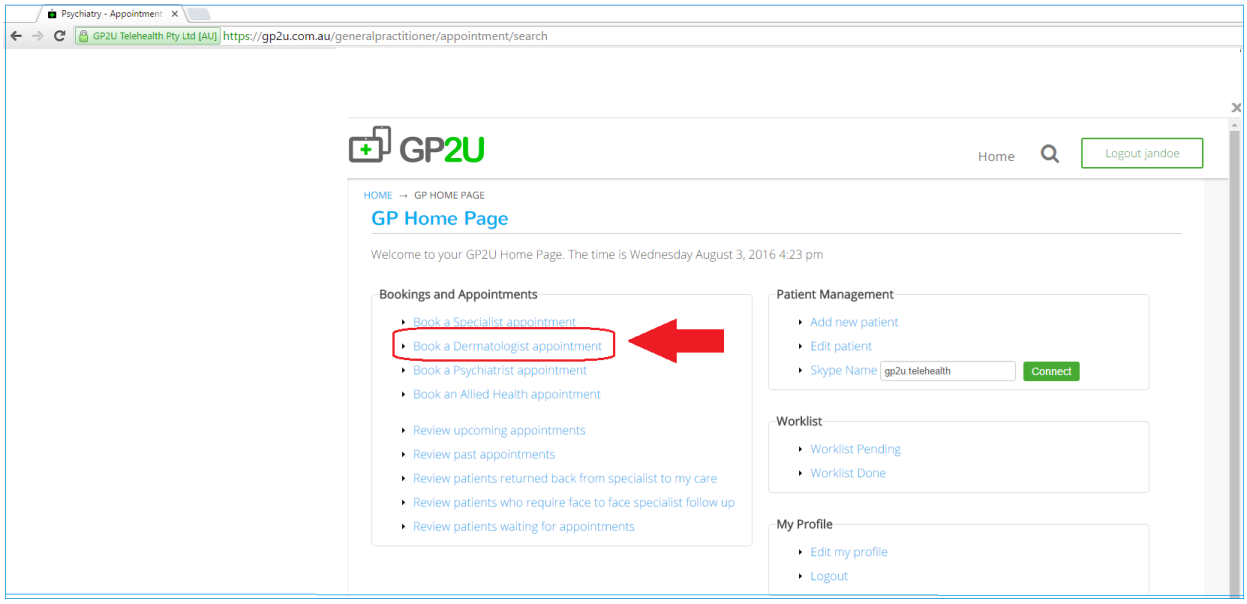
When the patient clicks on the link they will enter the registration process with the details you have supplied, already filled in. For patients without email it is possible to use the practice email address so your admin staff can complete the process.



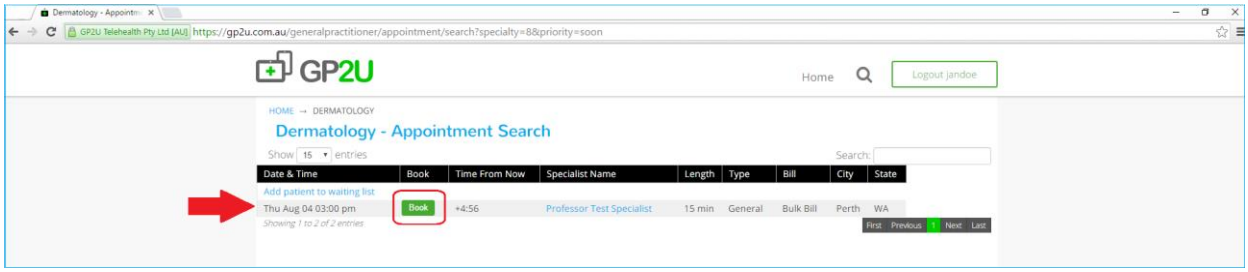
The registration completion process saves you having to enter details like the patient's address, phone and Medicare when booking.

BOOK A DERMATOLOGIST APPOINTMENT

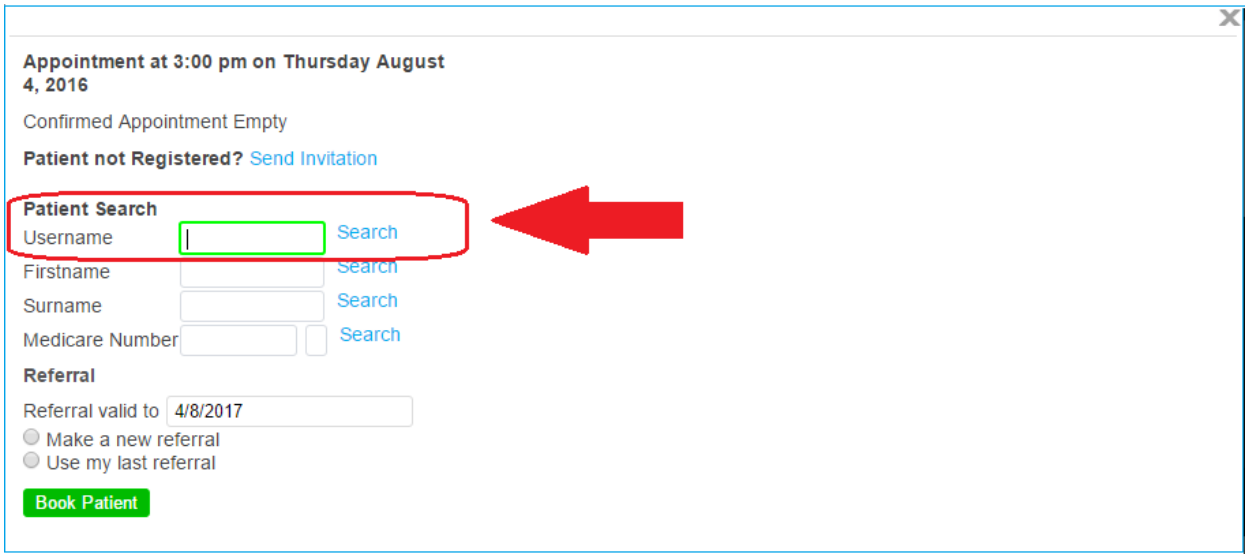
From the home page, click on “Book a Dermatologist appointment”



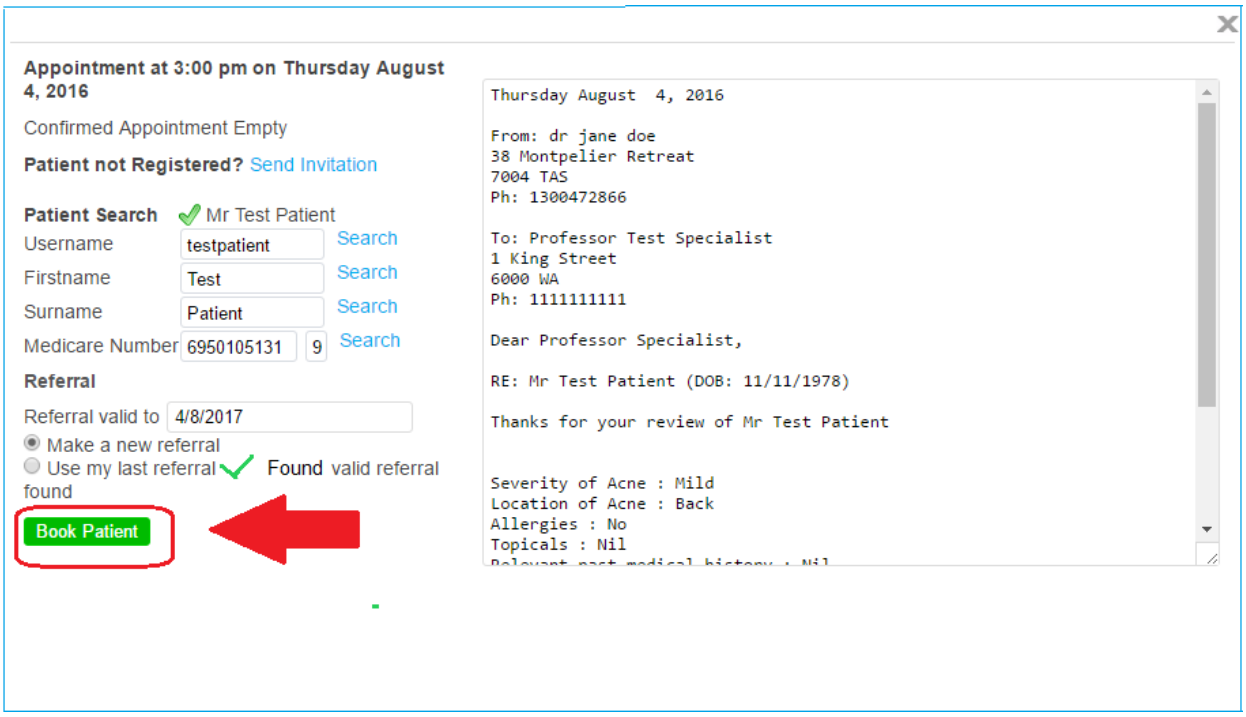
From there, you can either add a patient to a waiting list or book a patient with an available booking. In this example, we have Professor Test Specialist available for an appointment, just click on the “Book” button:



And this will bring up the following screen:

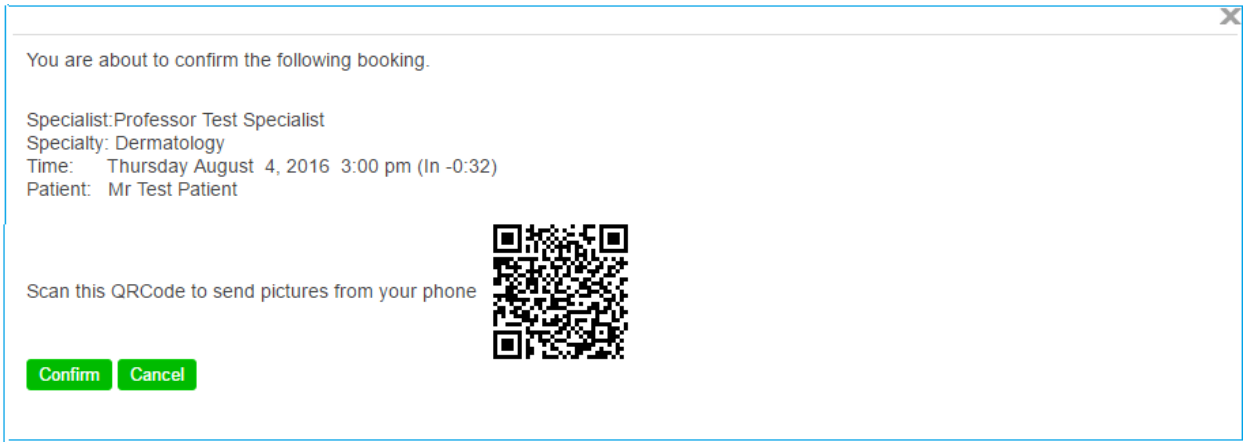


Here we put in “testpatient” for the username and selected “Search”. This will bring up the following screen:

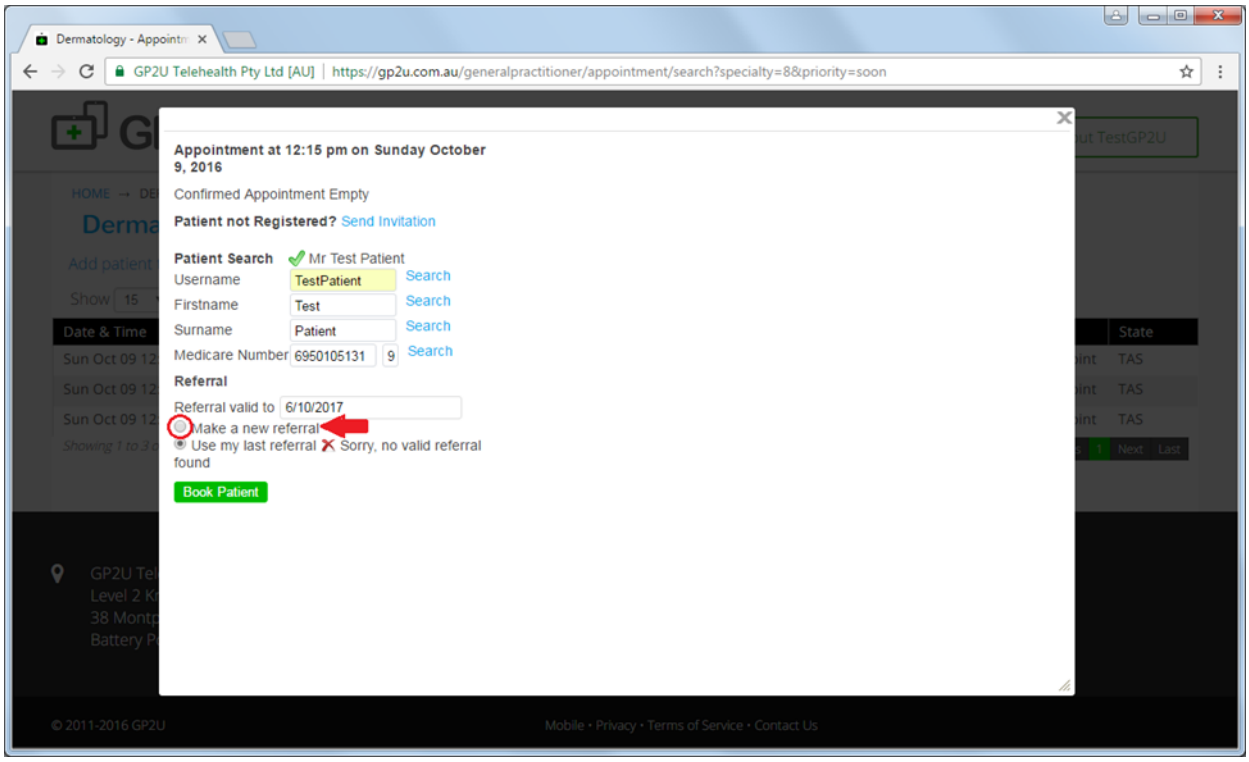


This will load up the patient’s name, Medicare Number, and a Referral letter. From here, we click on “Book Patient”…

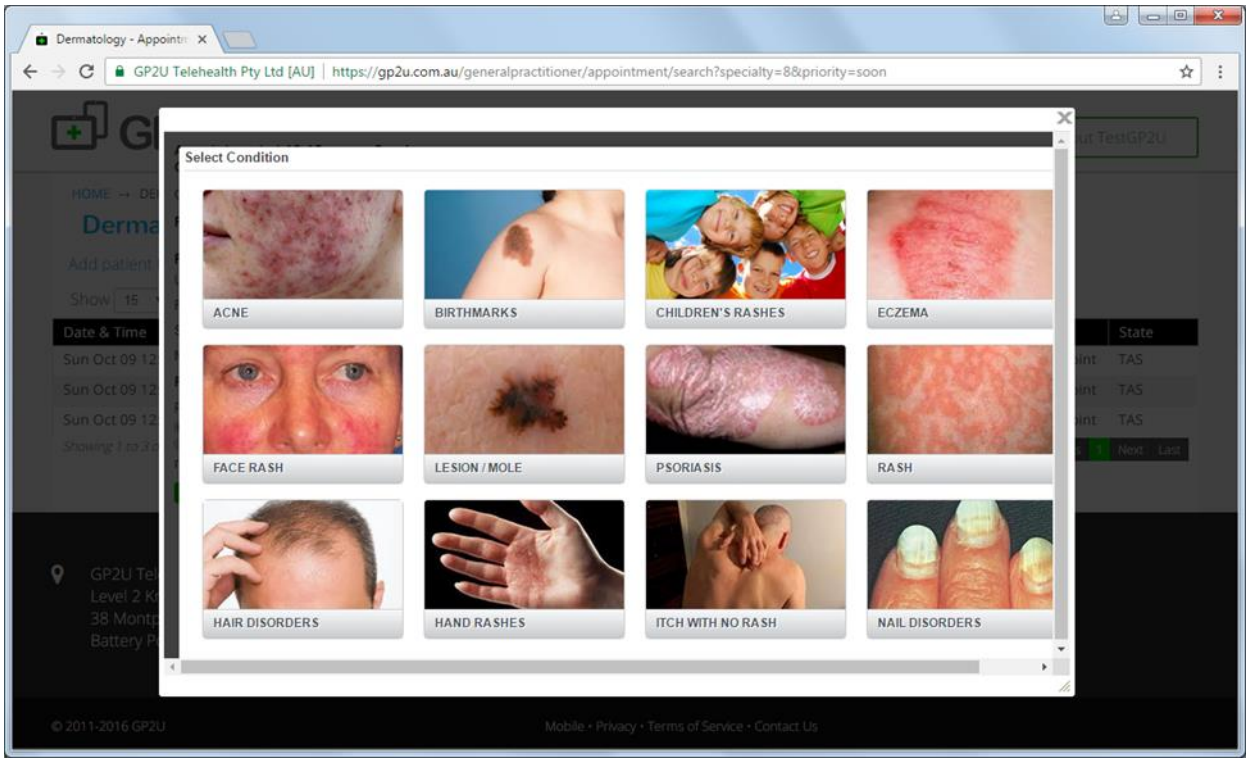
And the following screen comes up:



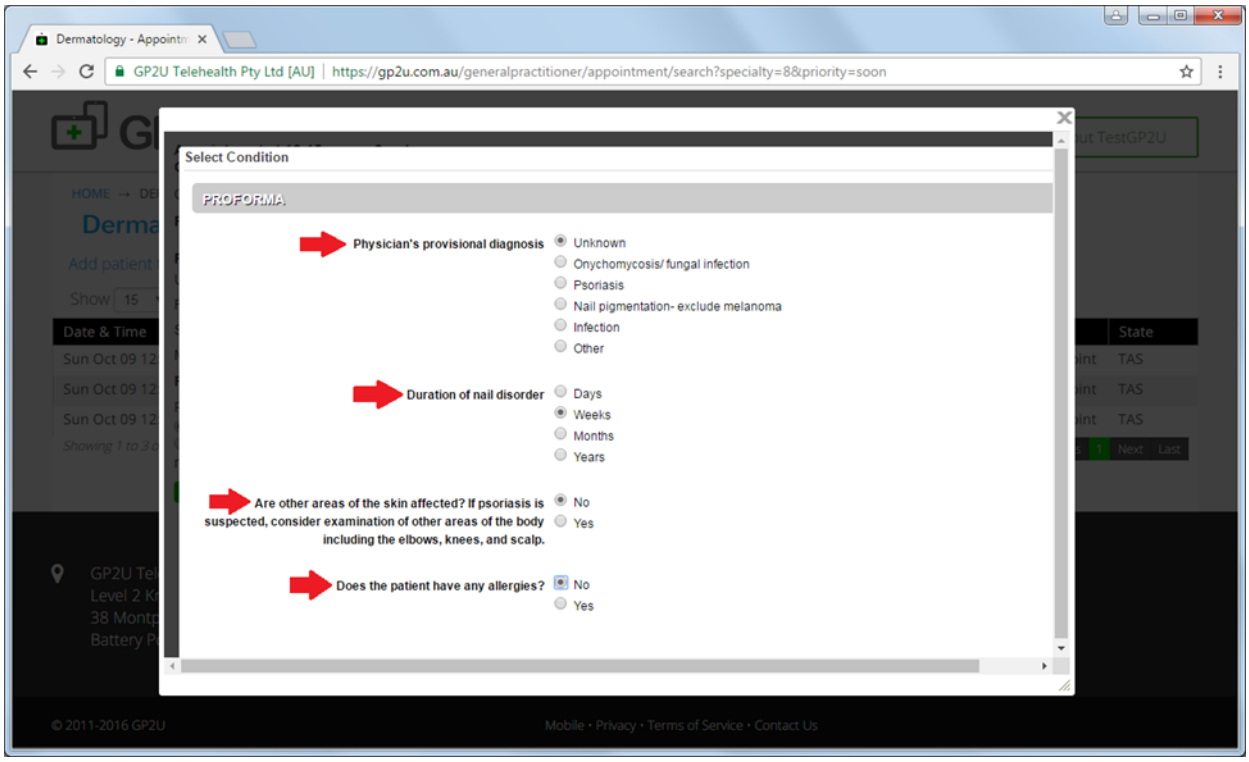
If the GP is required to do a referral this can also be done from the ‘Patient Search’ screen by clicking on the button to make a new referral.

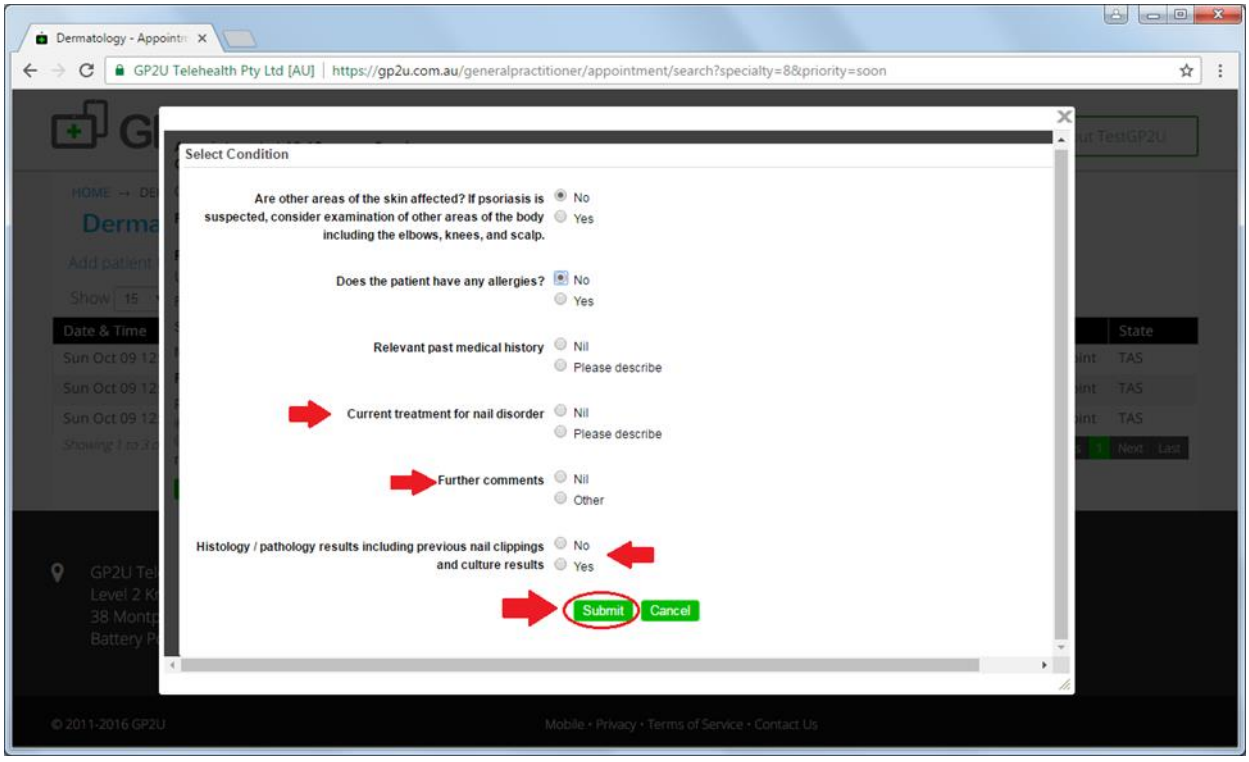


A screen will pop up to identify condition. Click on the one appropriate.



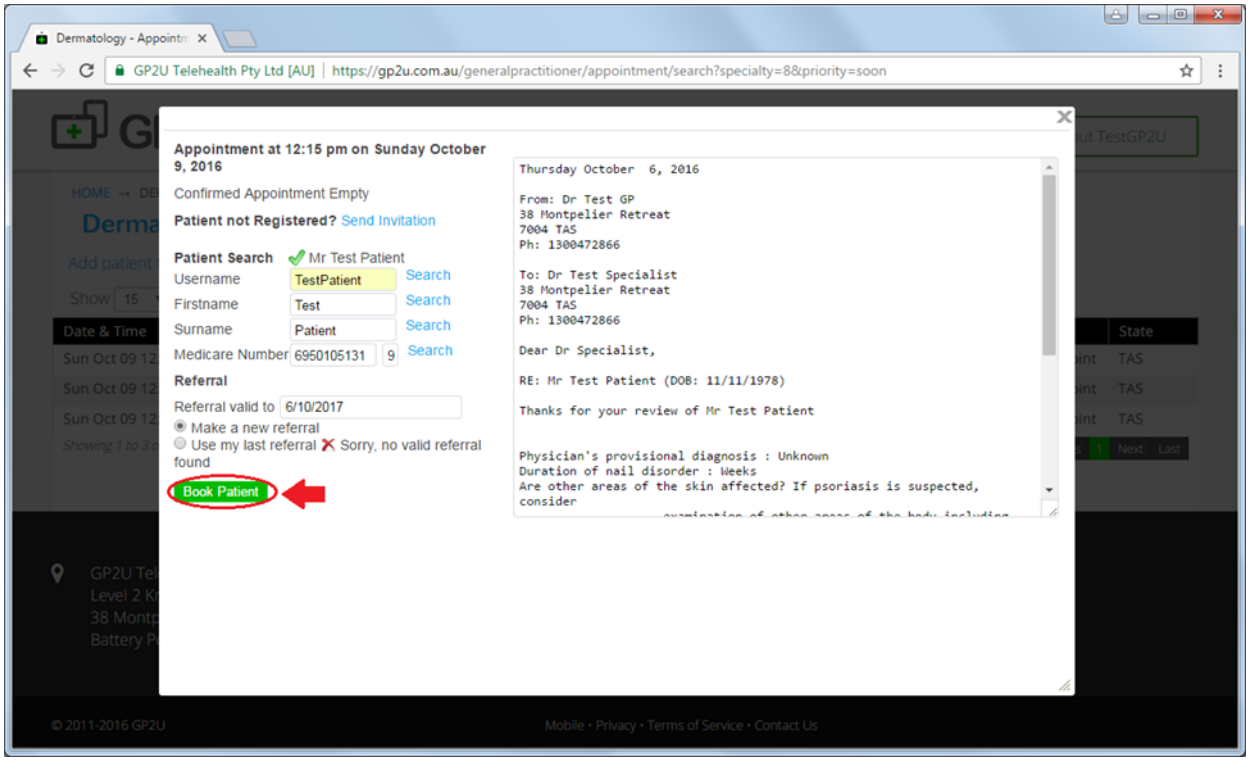
Continue through the following screens to identify relevant details.



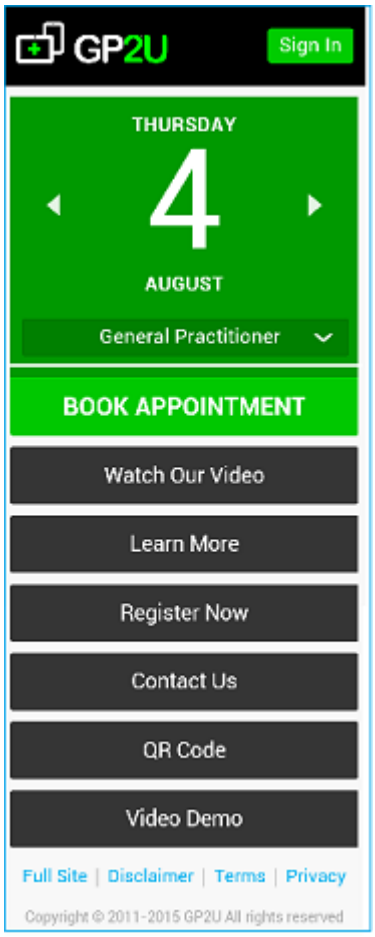


At the end click on 'Submit'.

Finish by clicking on ‘Book Patient’.



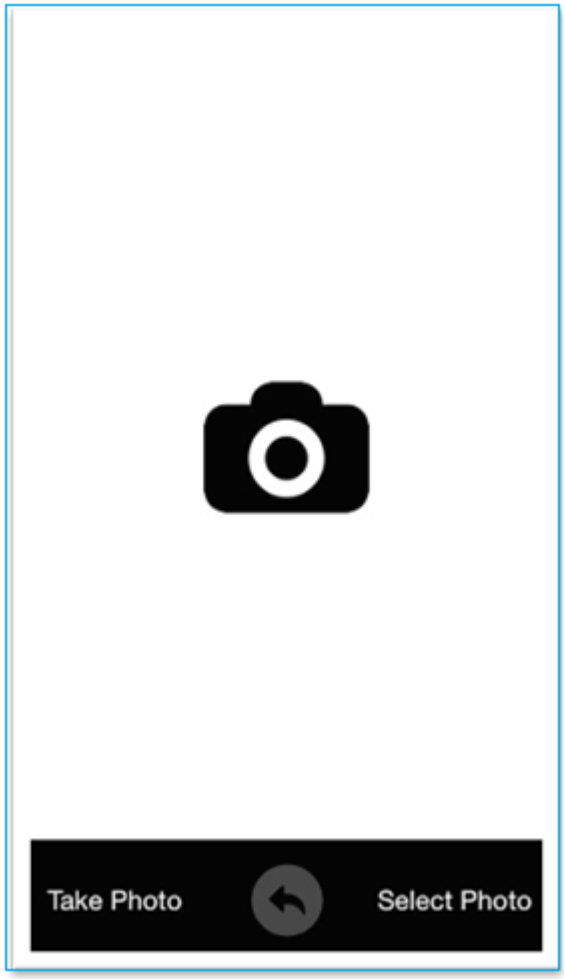
Most Dermatologists will need to see pictures of what the patient needs them to look at. So if you have the GP2U App loaded on your smart phone or a tablet device, you can bring up the QRC scanner.



Touch the QR Code button to bring up the QR scanner:

It will need to scan a QRCode, which we have shown below.

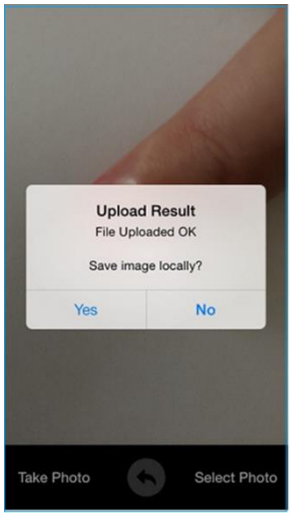
Once your device has scanned the code, it will load up the App's specialized Dermatology photo scanner:



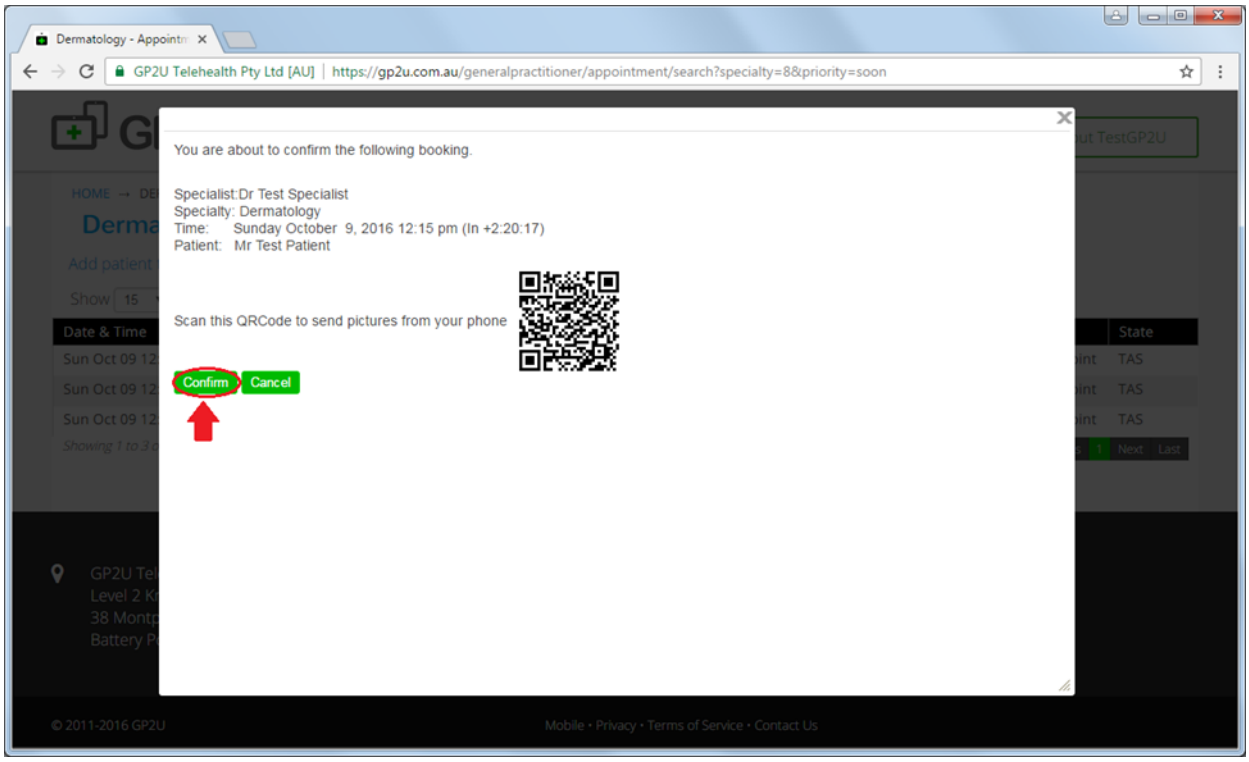
From here, you can take a photo of the patient's skin or select a photo that is on the phone.

From here, you will need to: Label the photo (for example, we just called the picture “finger”), adjust the size of the photo using the slider bar, and then upload the photo to save it to the patient’s file.

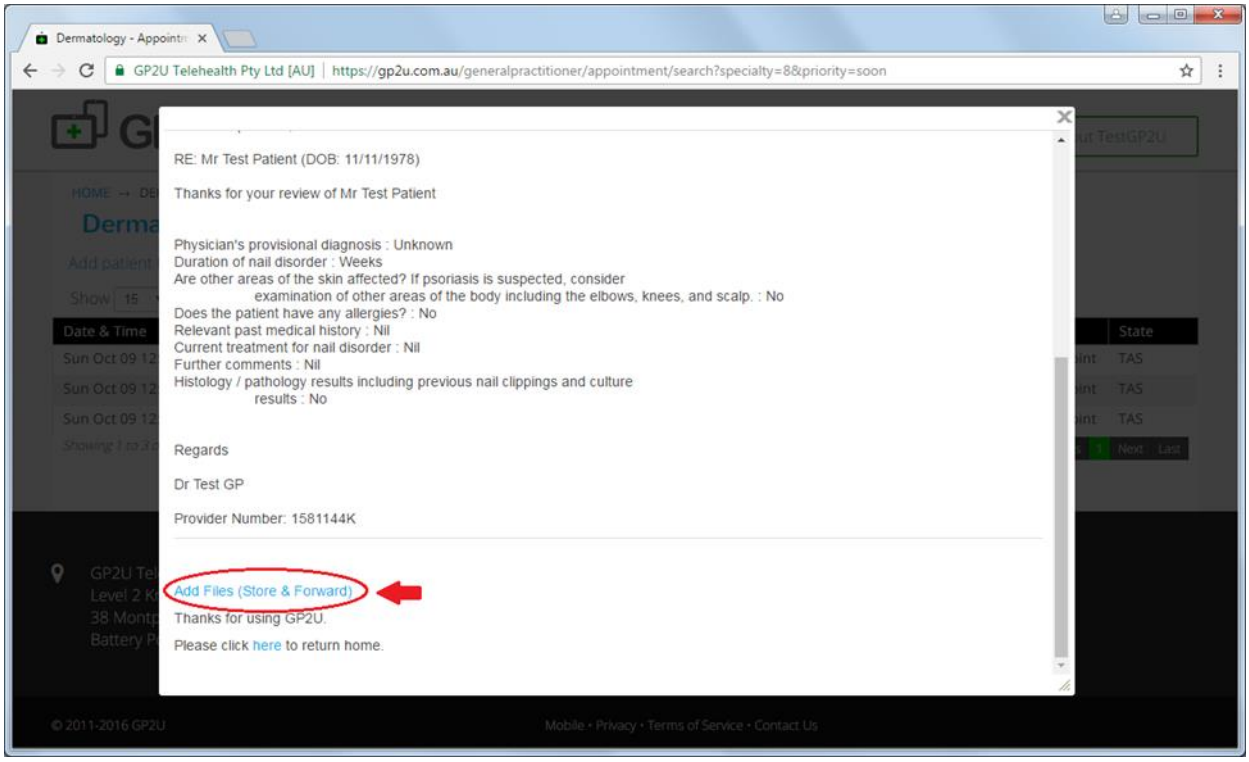
Once you have done all of those steps, just select Upload and the file will be stored onto the cloud. You will see a prompt at the center of the screen saying “Uploading…”



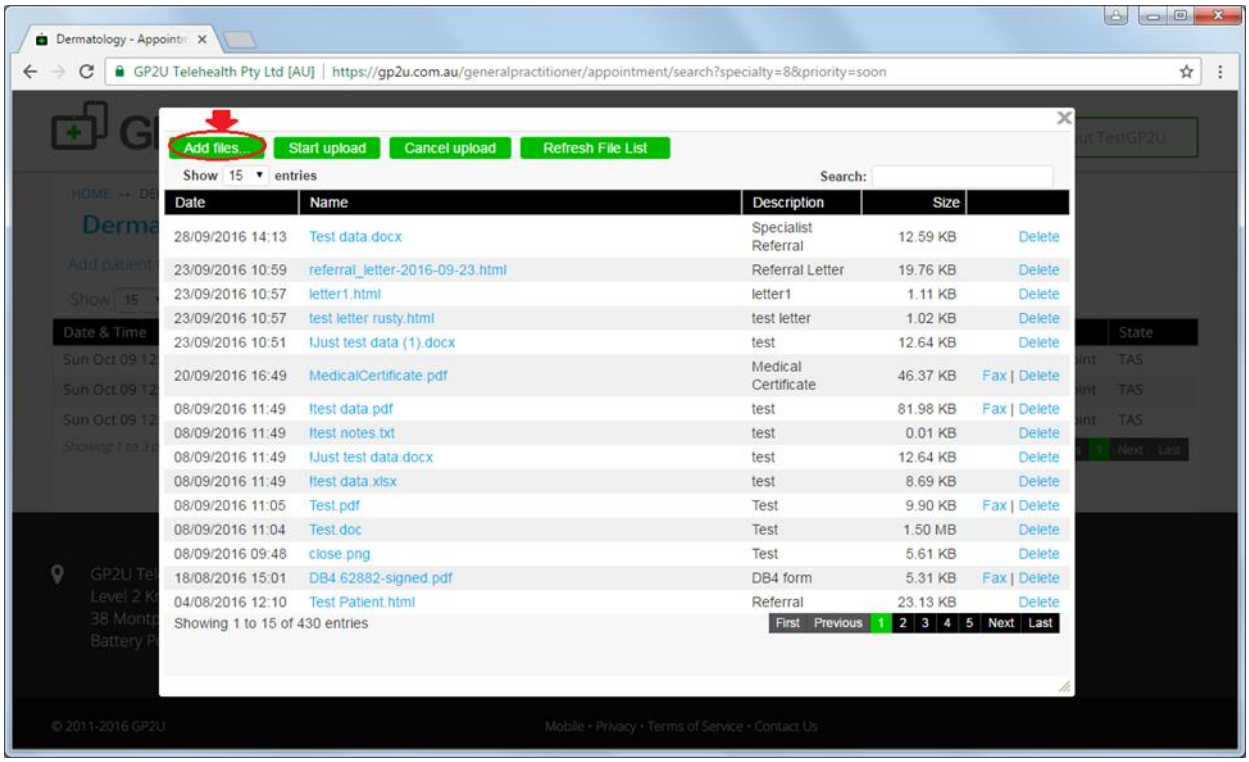
You will be told if the photo has been uploaded successfully or not and if you want to save the photo onto the device (Smart Phone or Tablet). If you store it onto the device, it will be saved in the device’s normal picture directory.



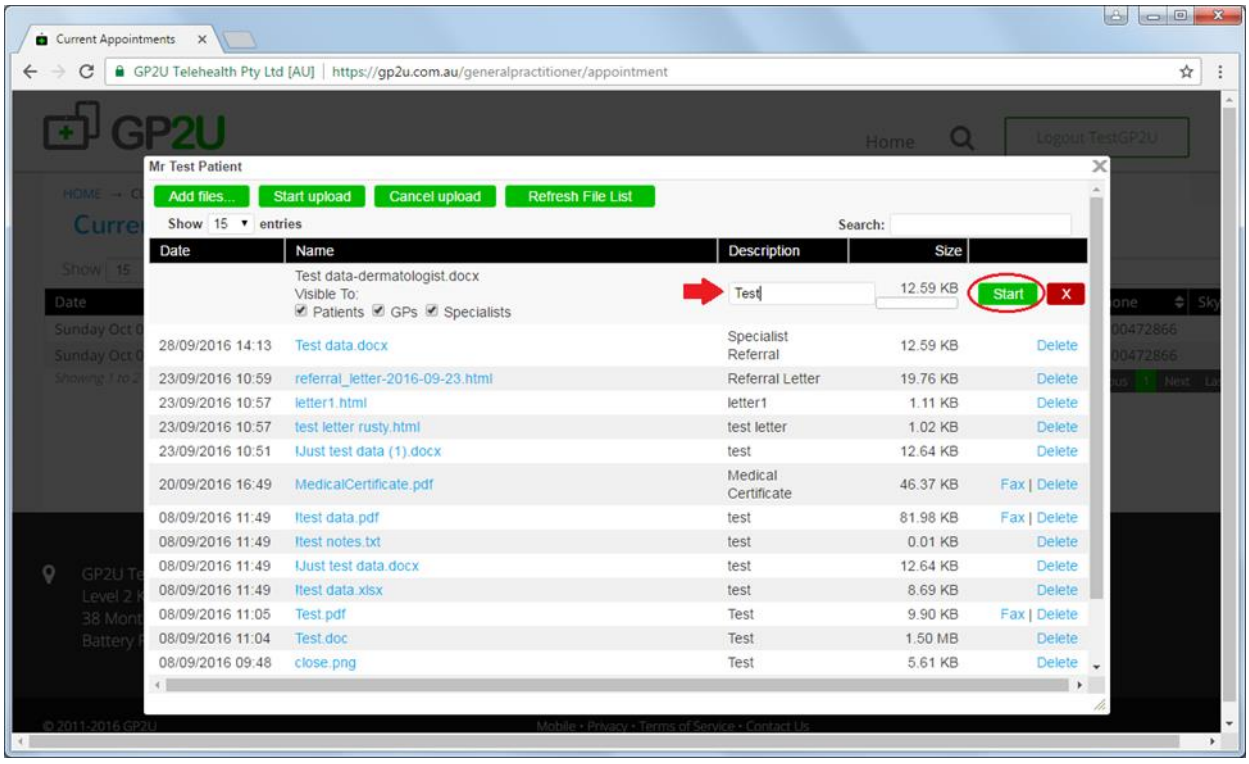
Now to upload the photos to the patient's file, after confirming, the following screen will appear. Click on 'Add Files (Store & Forward).



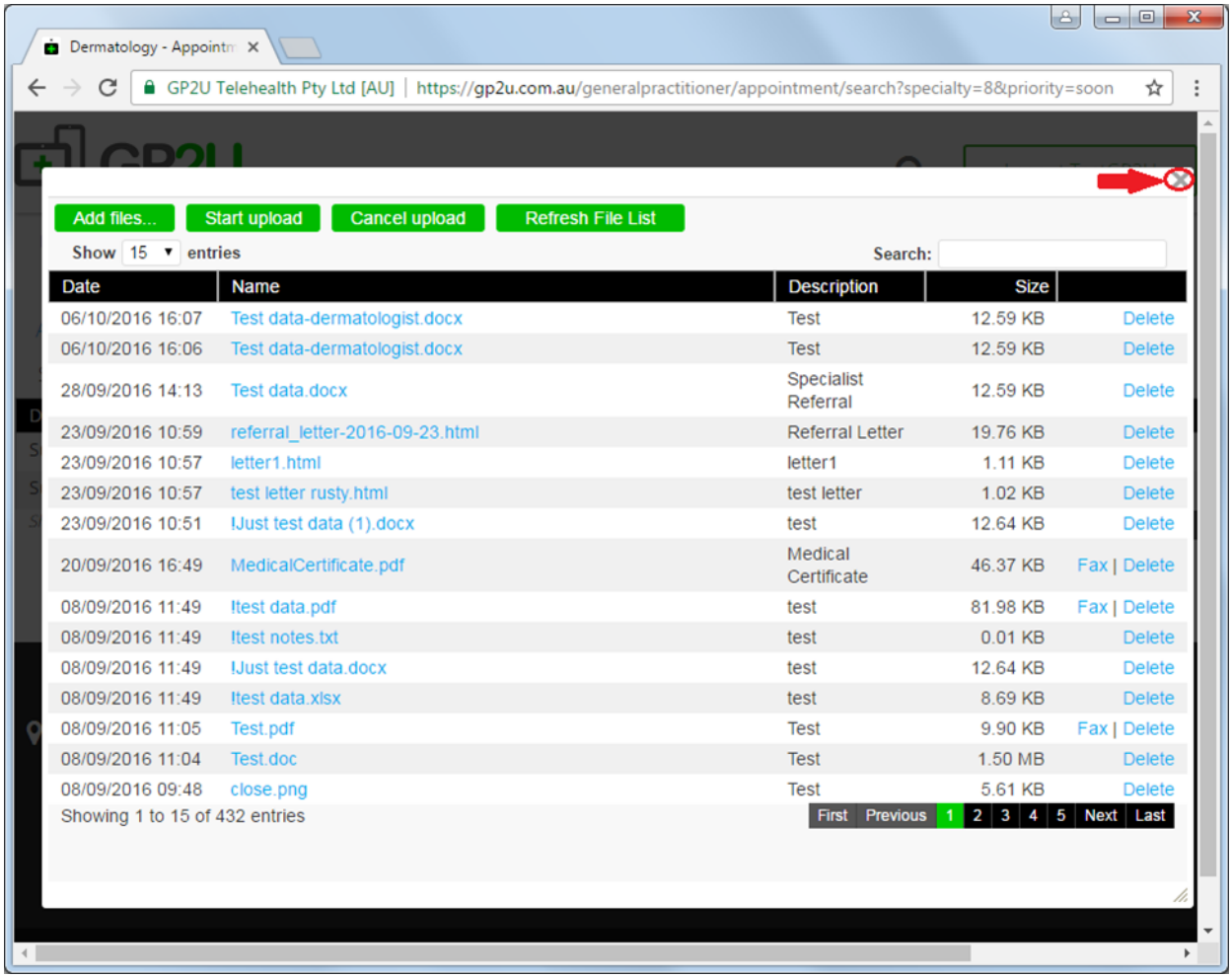
Click on ‘Add Files’



Find the saved photos and download into patient’s file.

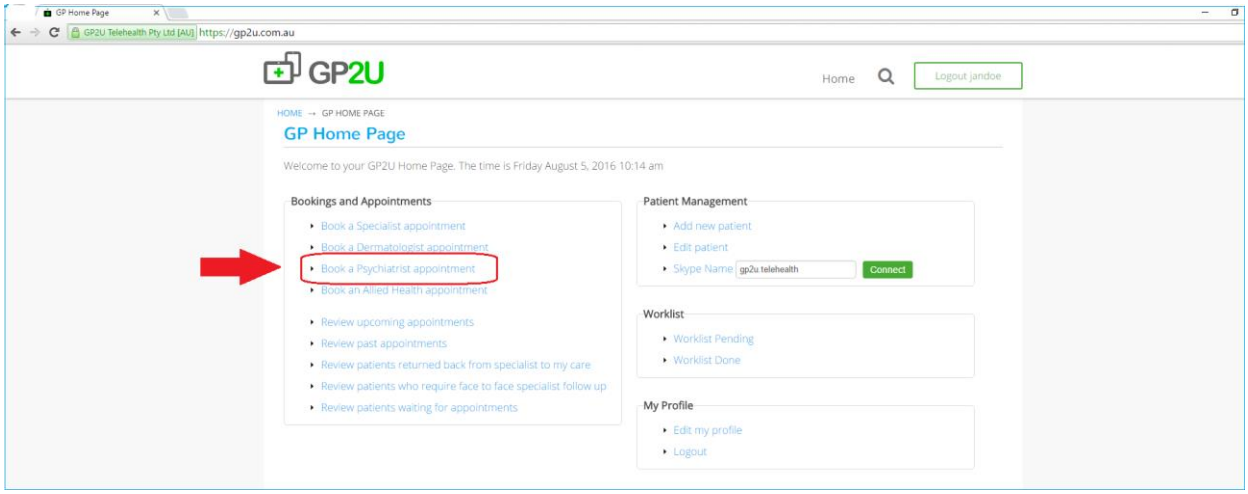


Type in ‘Description’ relevant information, e.g. scan, photo. And click on ‘Start’ to complete download onto file.

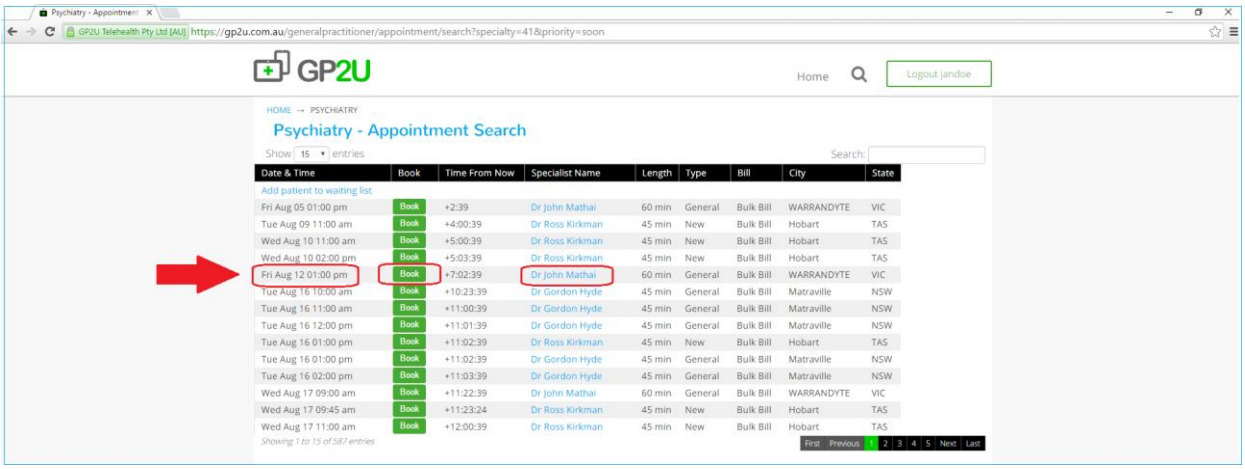

Dermatology - Appointm
GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/generalpractitioner/appointment/search?specialty=8&priority=soon
Add files...
Start upload
Cancel upload
Refresh File List
Show 15 entries
Search:
Date
Name
Description
Size
06/10/2016 16:07 Test data-dermatologist.docx Test 12.59 KB Delete
06/10/2016 16:06 Test data-dermatologist.docx Test 12.59 KB Delete
28/09/2016 14:13 Test data.docx Specialist Referral 12.59 KB Delete
23/09/2016 10:59 referral_letter-2016-09-23.html Referral Letter 19.76 KB Delete
23/09/2016 10:57 letter1.html letter1 1.11 KB Delete
23/09/2016 10:57 test letter rusty.html test letter 1.02 KB Delete
23/09/2016 10:51 !Just test data (1).docx test 12.64 KB Delete
20/09/2016 16:49 MedicalCertificate.pdf Medical Certificate 46.37 KB Fax | Delete
08/09/2016 11:49 !test data.pdf test 81.98 KB Fax | Delete
08/09/2016 11:49 !test notes.txt test 0.01 KB Delete
08/09/2016 11:49 !Just test data.docx test 12.64 KB Delete
08/09/2016 11:49 !test data.xlsx test 8.69 KB Delete
08/09/2016 11:05 Test.pdf Test 9.90 KB Fax | Delete
08/09/2016 11:04 Test.doc Test 1.50 MB Delete
08/09/2016 09:48 close.png Test 5.61 KB Delete
Showing 1 to 15 of 432 entries
First Previous 1 2 3 4 5 Next Last

BOOK A PSYCHIATRIST APPOINTMENT

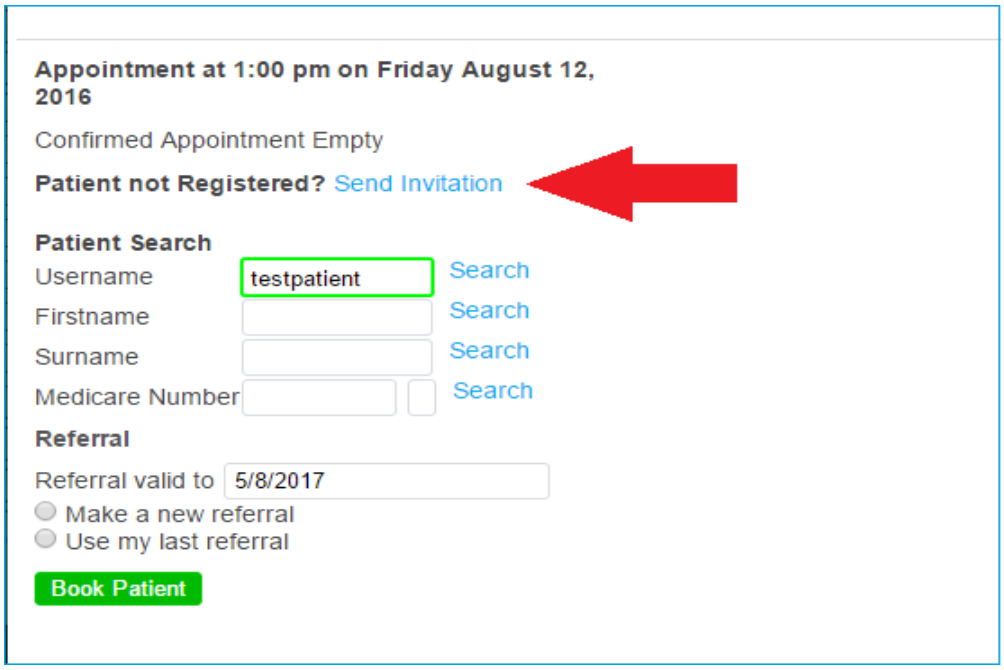
Booking a Psychiatrist appointment is very easy with our system. Simply click on “Book a Psychiatrist appointment”



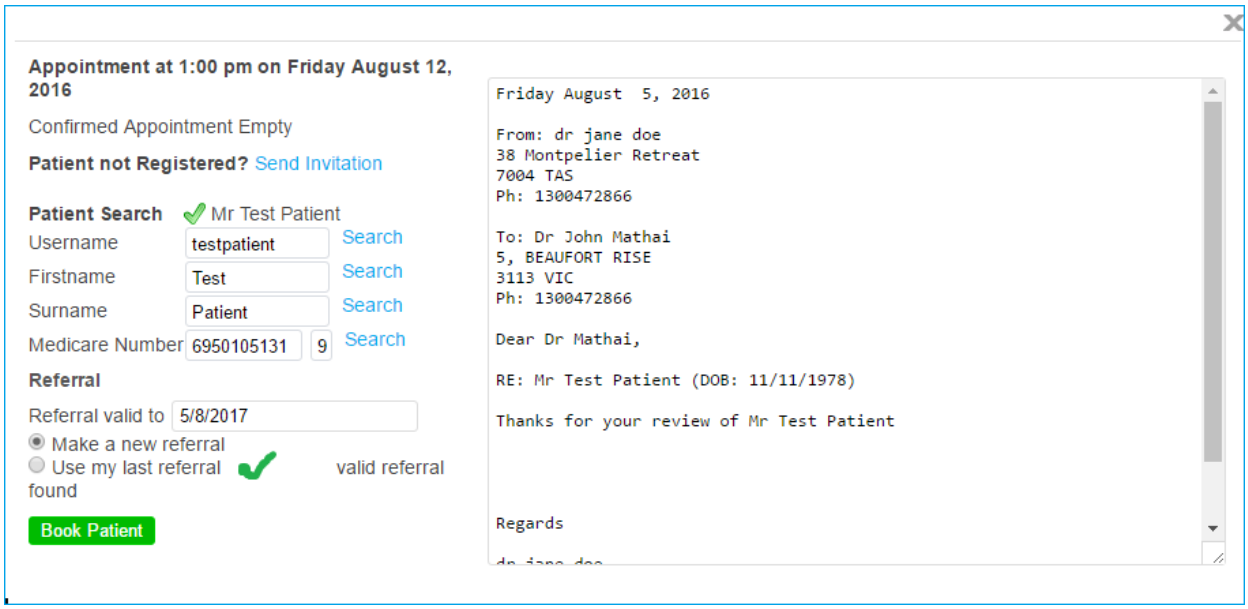
And select an appointment that best suits your patient’s needs. In this example we have chosen Dr John Mathai’s allotted time of 1:00 PM on Friday August 12th, 2016.

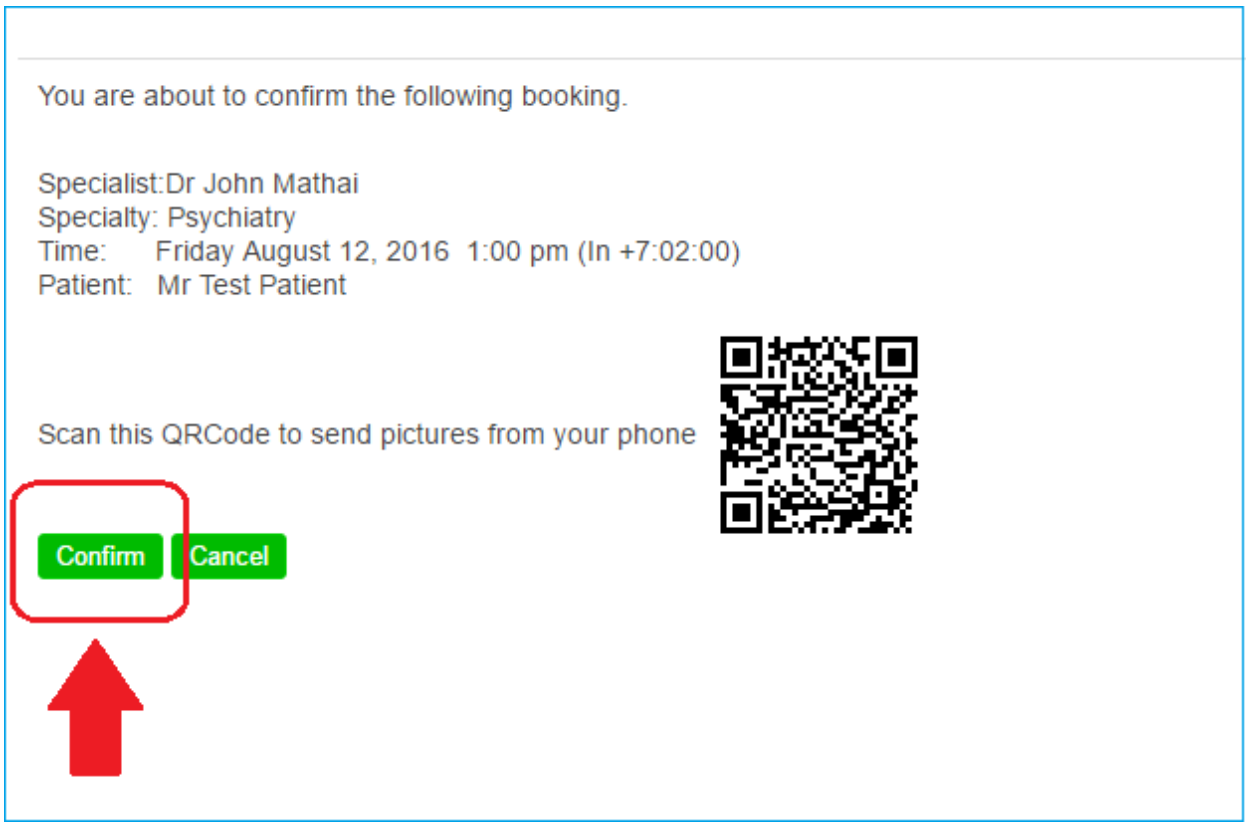


From here you will need to enter either the Username of the patient, or their first and last name. If they have not registered you can send them an invitation via their email by clicking on the “Send Invitation” link, which we have marked with a red arrow.

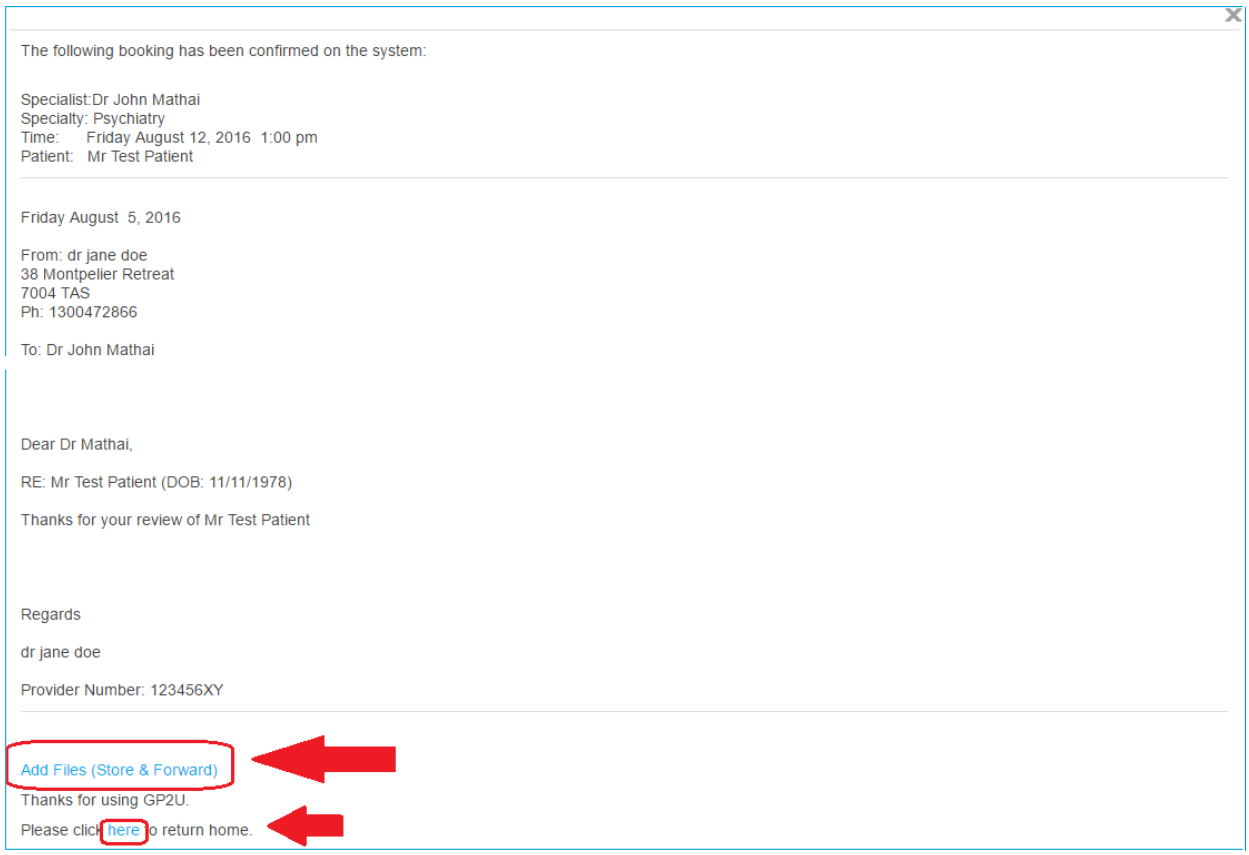


For this example, we have used the "testpatient" username and clicked on search. This brings up the following information about the patient as well as providing the psychiatrist a referral letter (on the right).

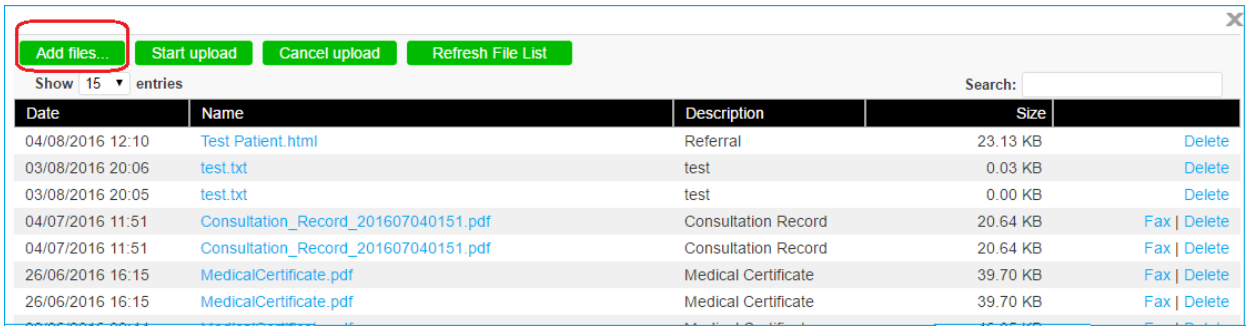




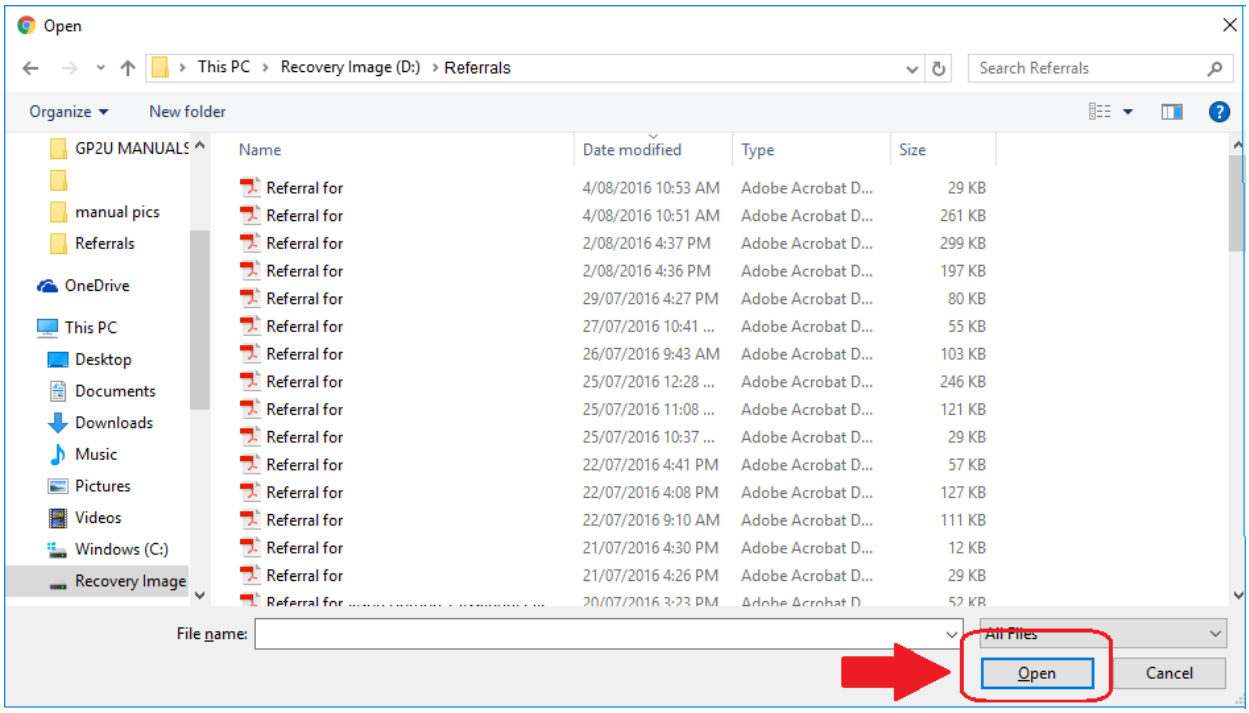
Click on the confirm button. This will bring up the Confirmed Booking page. If you need to add files, these can be added from this page, just click on the "Add Files (Store & Forward) link. If you do not need to add any files, just click on the blue "here" at the very bottom of page and this will return you to the Home Page.



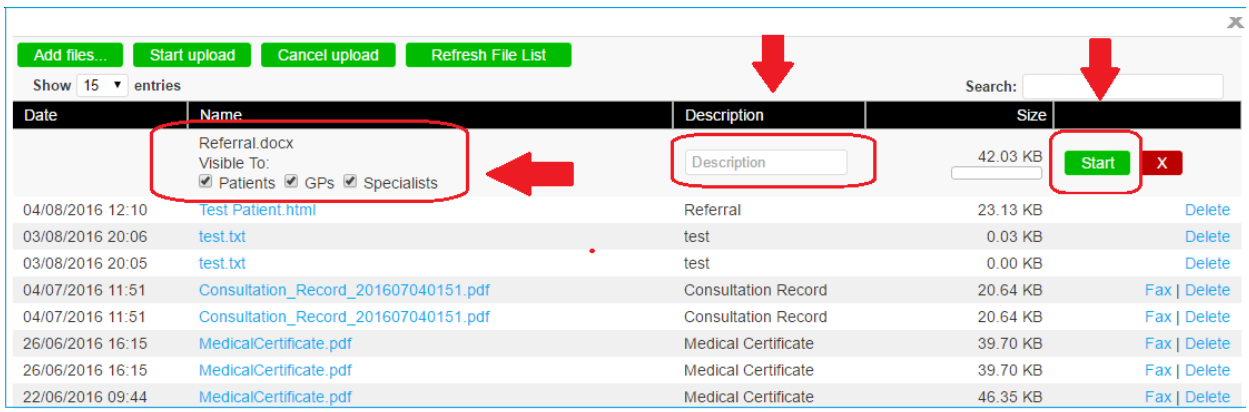
By clicking the “Add Files (Store & Forward)” link will bring up the following page, click on “Add Files”:



Clicking on the “Add files” button will bring up File Explorer, select file and click “Open” button:



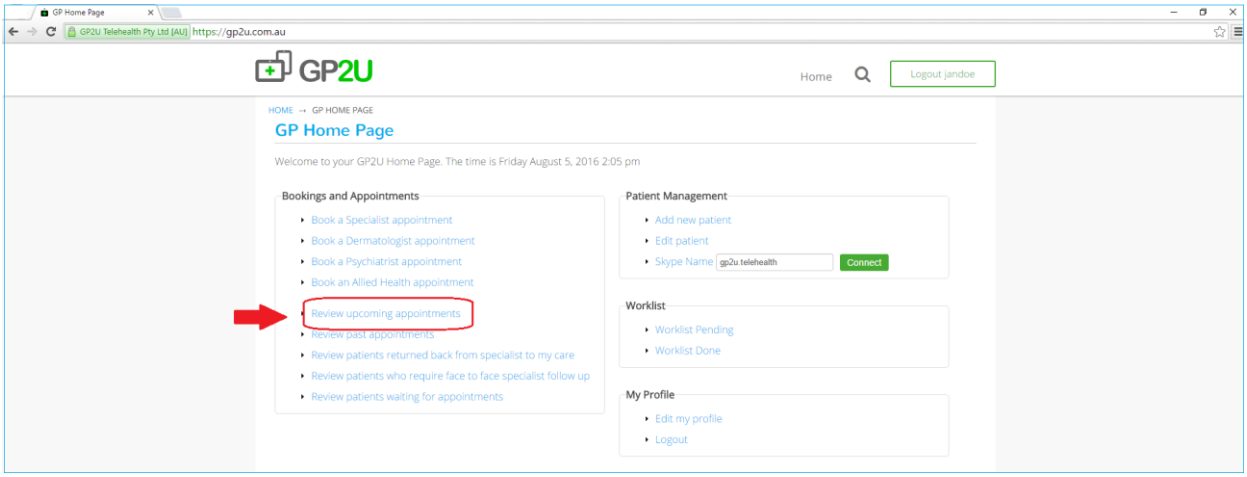
The file is added to patients records with options, de-select ticked boxes if required. Type in the description, i.e. Referral, Pathology Report. Click “Start” and it will download onto the file ready for viewing.



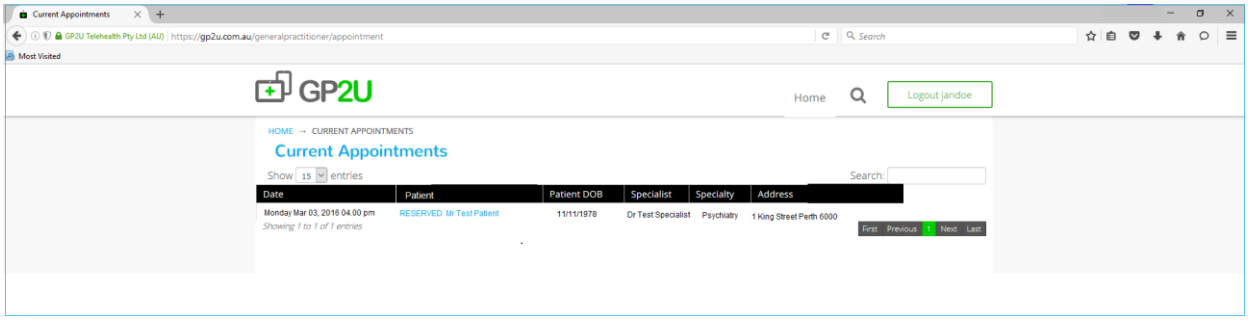
UPCOMING APPOINTMENTS

If we have a look in your list of upcoming appointments –

Click the “Review upcoming appointments” link on your home page:



We will see that the patient appears with the prefix “RESERVED” – This indicates that they are yet to complete their registration.

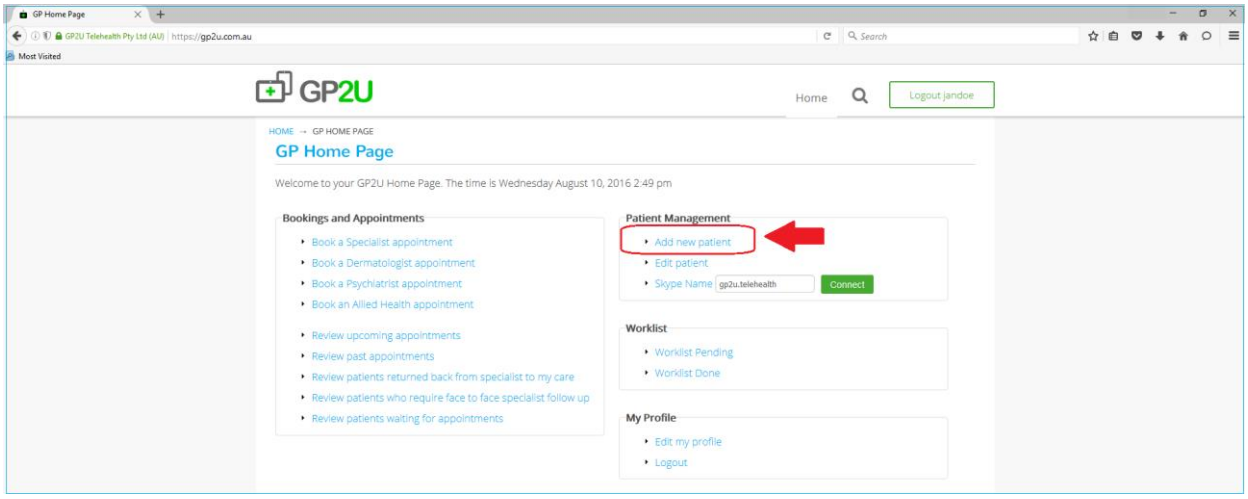


If you click on the patient's name you will see their details and a number of options such as the ability to View/Add files, edit your referral and “Complete Patient Registration”.

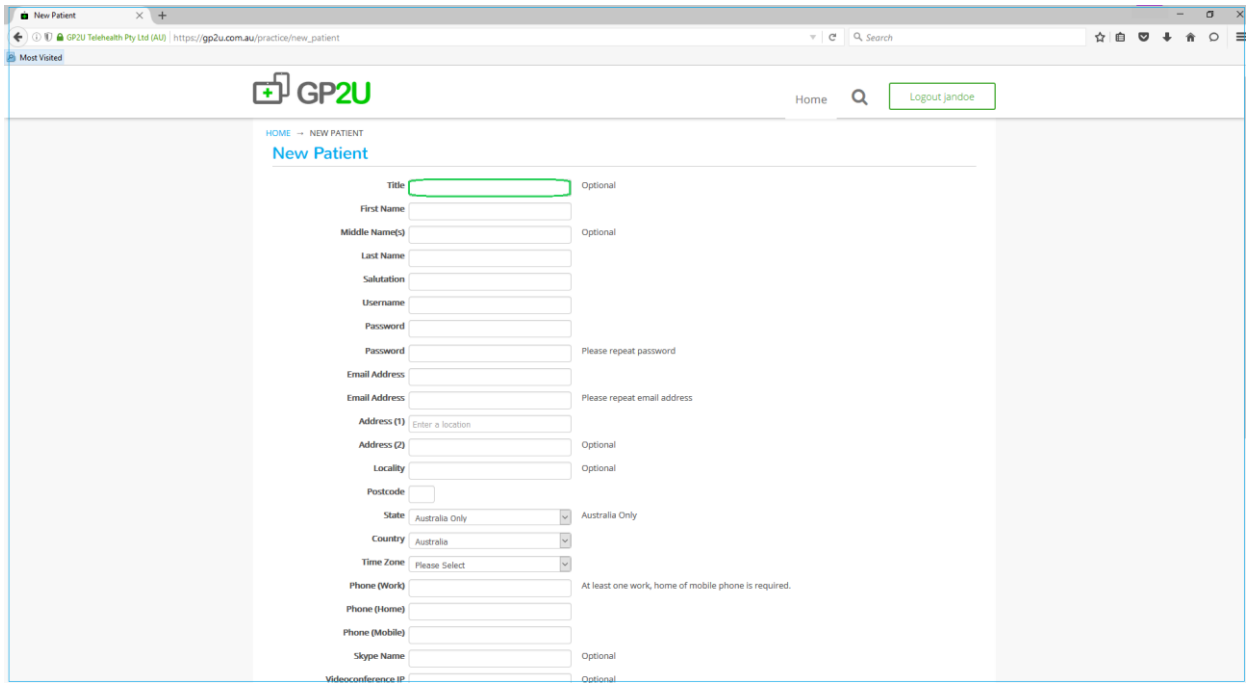
You shouldn’t really ever need to use this but it’s there in case of emergencies.

So that's one way to get a patient into the system.

Patients can also register themselves from our home page using the same process you used, or; they can be registered from your home page using the "Add New Patient" link:

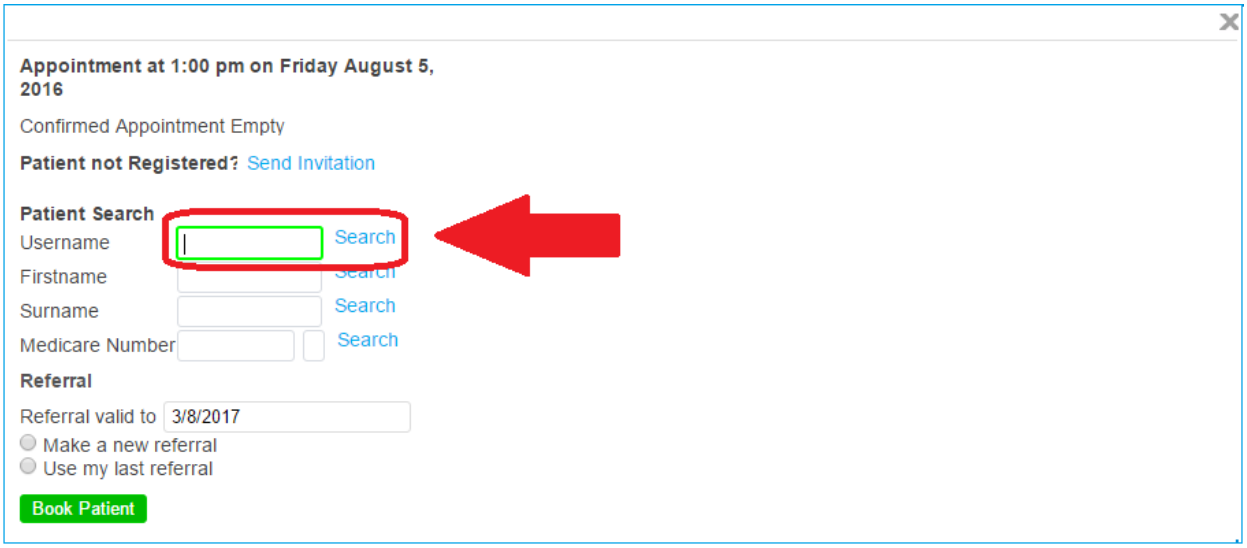


Which brings up a one page registration form:

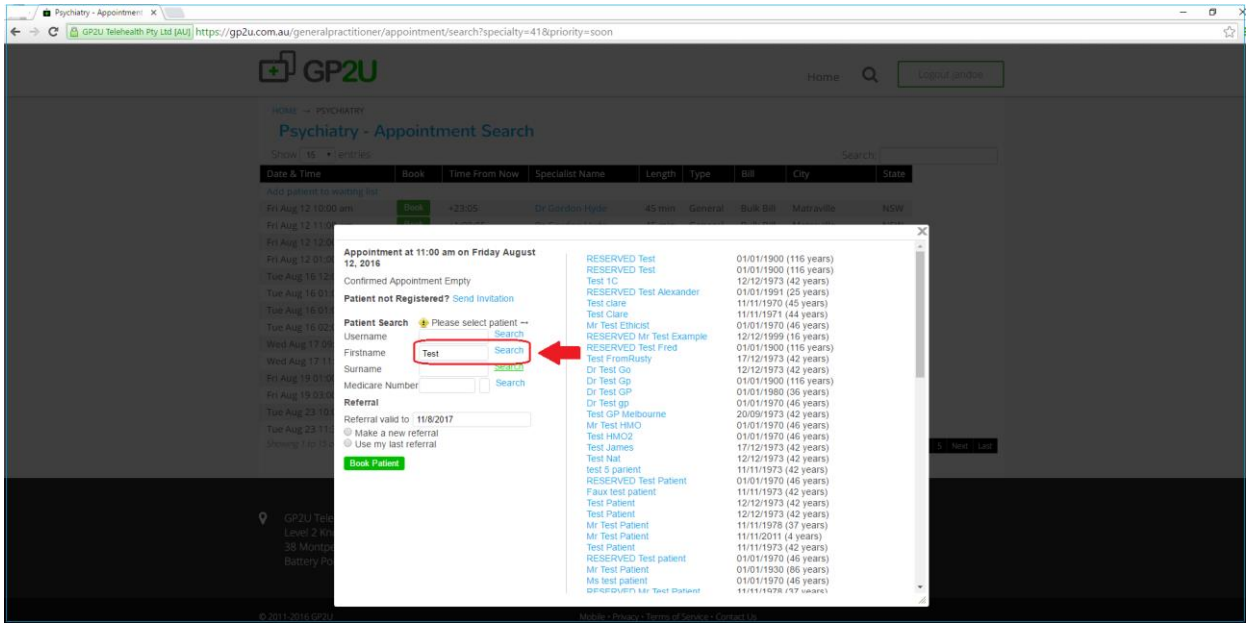


Once a patient is in the system it's very quick and easy to add them.

Having found an appointment, instead of using the "Send Invitation" link let's search for them.

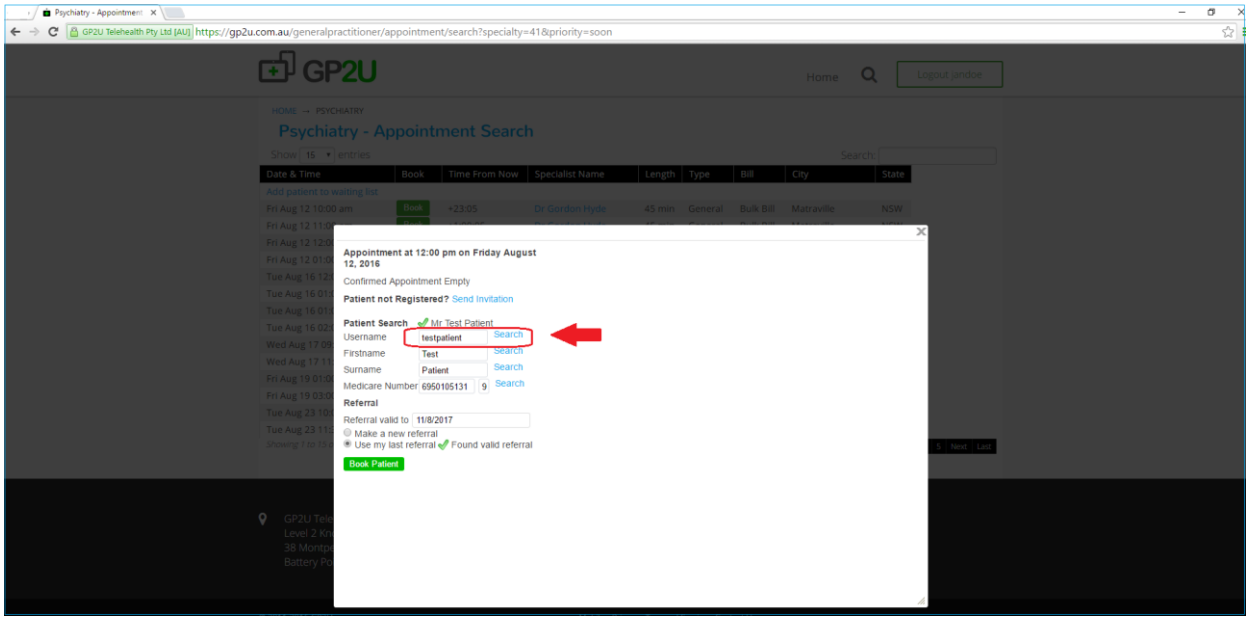


You can type in there any of the following criteria to search for a patient, but let's search in the "Firstname" box and enter in "Test"



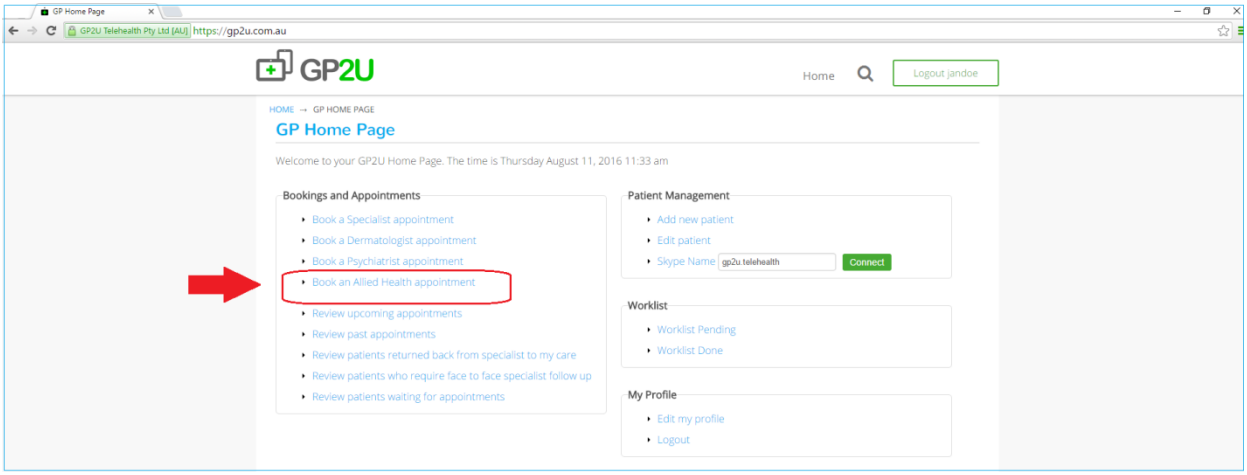
It comes up with several different users, so we will need to narrow the search a bit.

Type "testpatient" in the Username box:

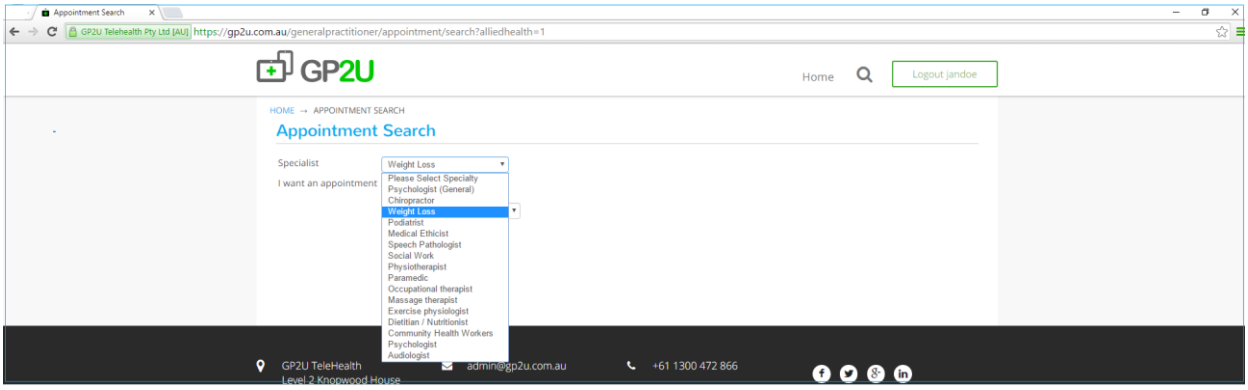


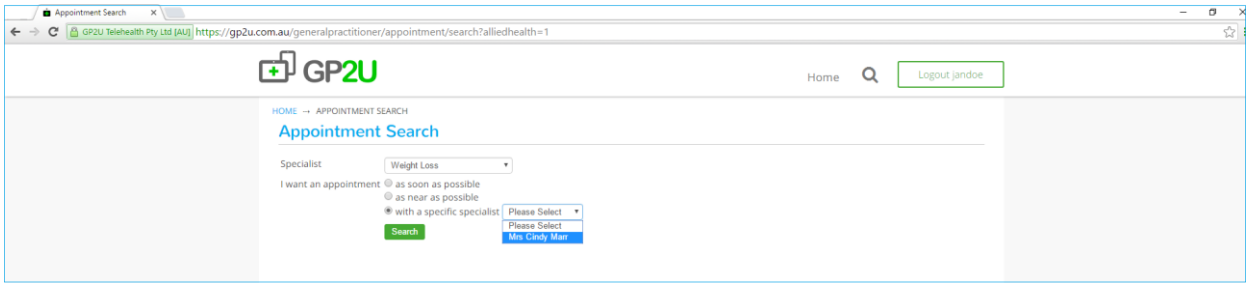
When you search by a Username, it looks up the exact match as what you typed in the box.

BOOK AN ALLIED HEALTH APPOINTMENT



This link works similarly to booking a Specialist Appointment except it allows bookings for online allied health delivery. These appointments need be paid for as they do not attract a Medicare rebate (at least at this time). Normally, patients would book these appointments themselves.

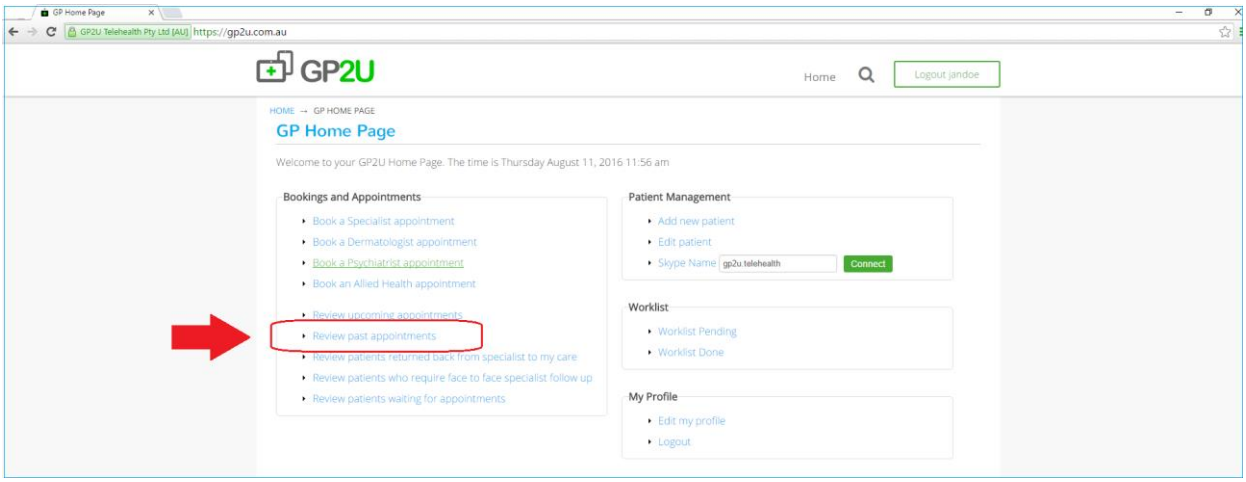


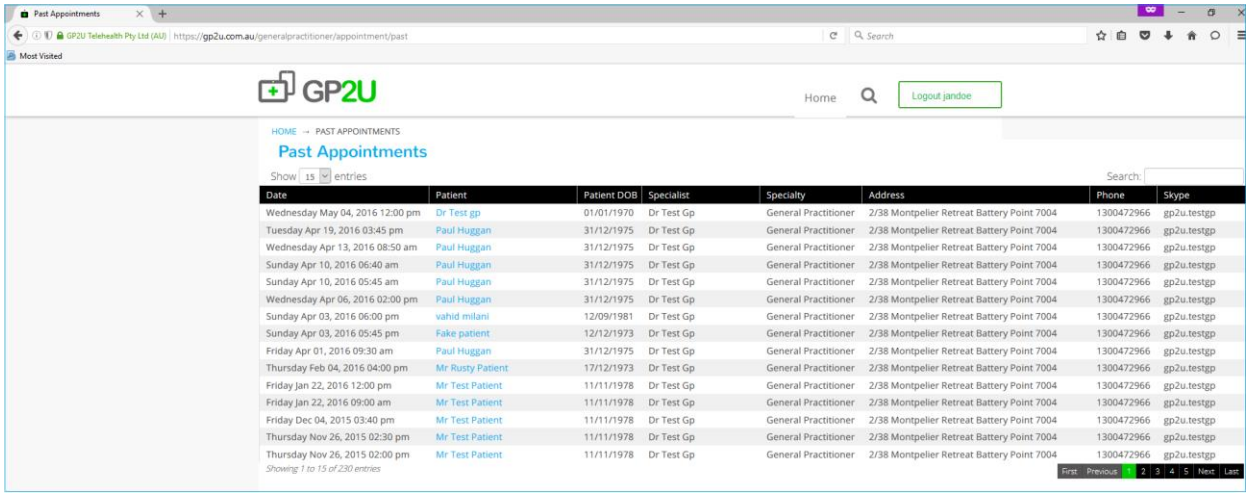


Select a specialist type. Then select either “as soon as possible, as near as possible, or with a specific specialist” This will show you all upcoming appointments, or give you the option of adding a patient to a waiting list.

REVIEW PAST APPOINTMENTS

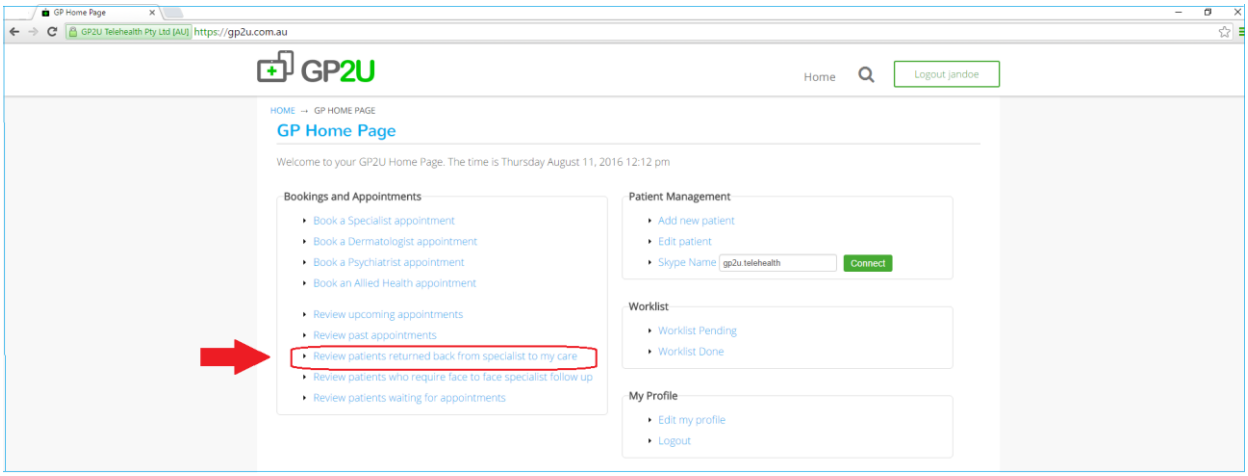
This is similar to the upcoming appointments page except only shows appointments in the past:

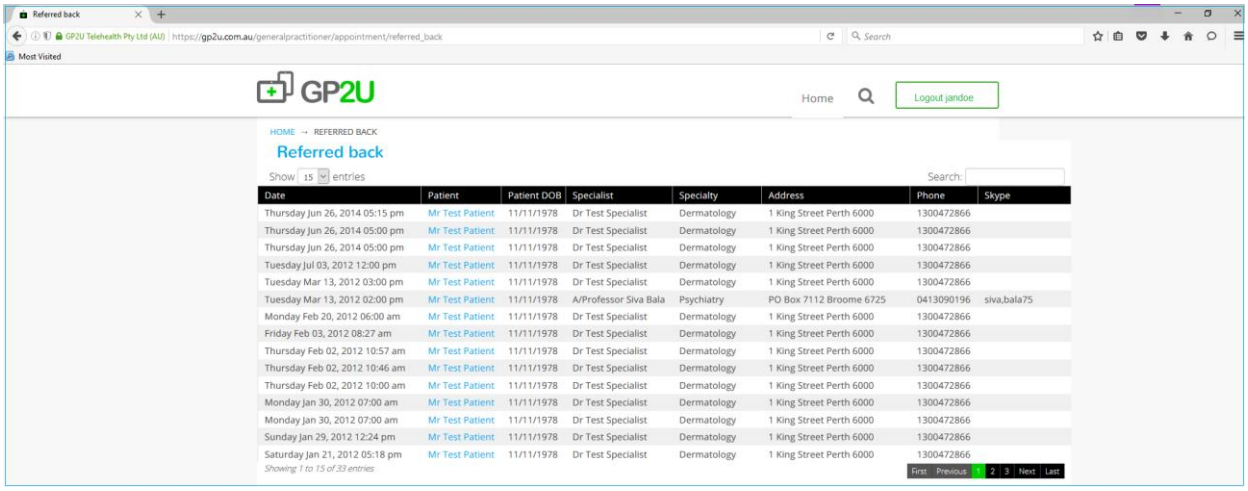




REVIEW PATIENTS RETURNED BACK FROM SPECIALIST TO MY CARE

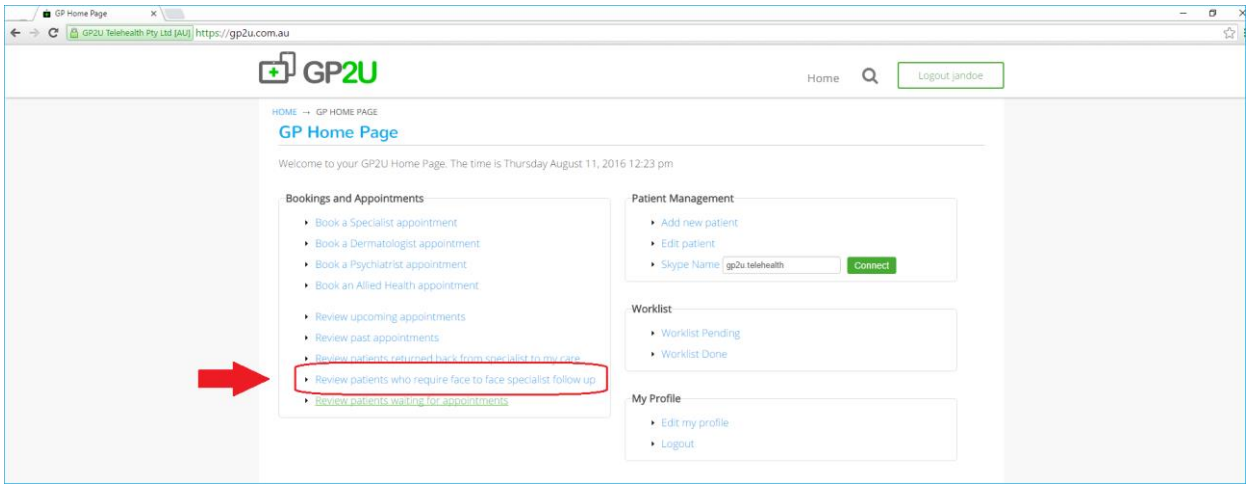
When a Specialist completes an appointment they nominate where the patient is expected to be seen next. If they select the “Back to GP” option, patients will be listed here.

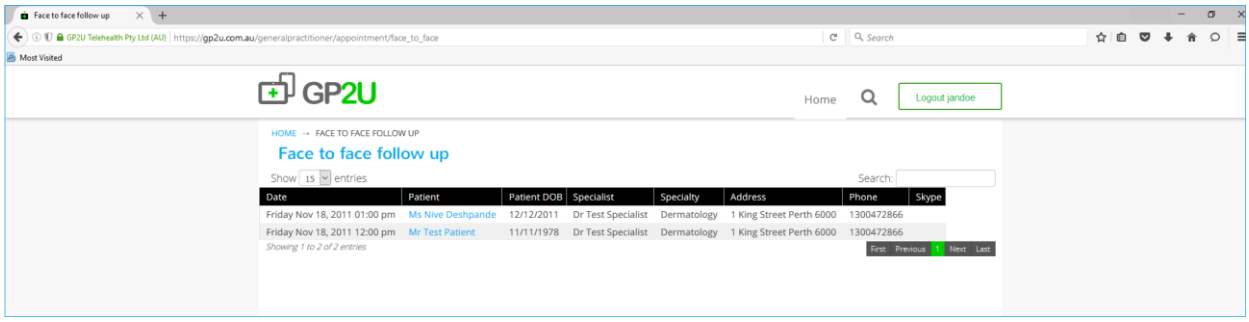




REVIEW PATIENTS WHO REQUIRE FACE TO FACE SPECIALIST FOLLOW UP

As an alternative, a Specialist may nominate that the patient needs to be seen face to face. Although it is not strictly speaking your responsibility, these patients will appear in this list.

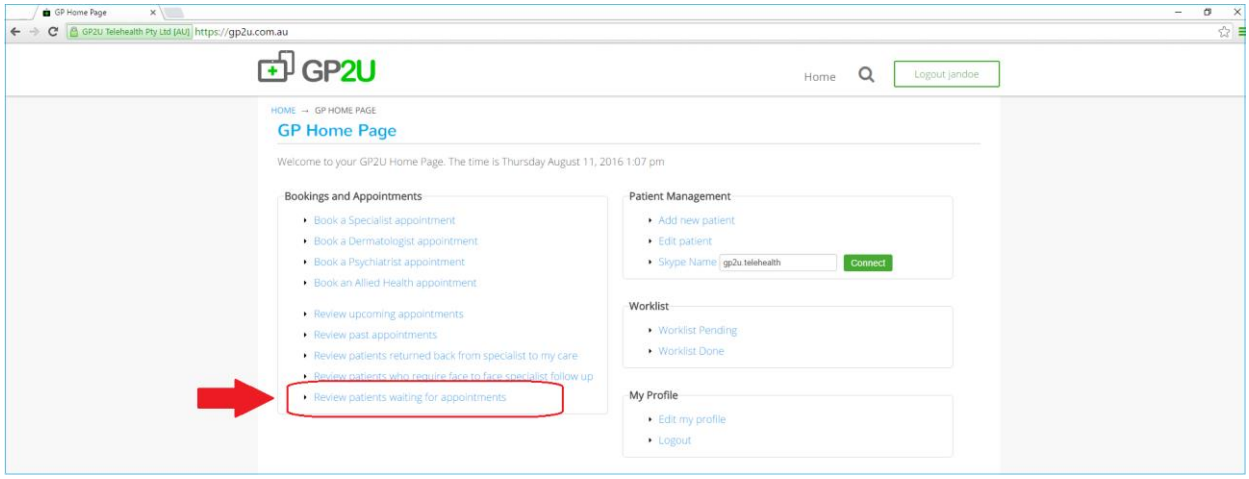


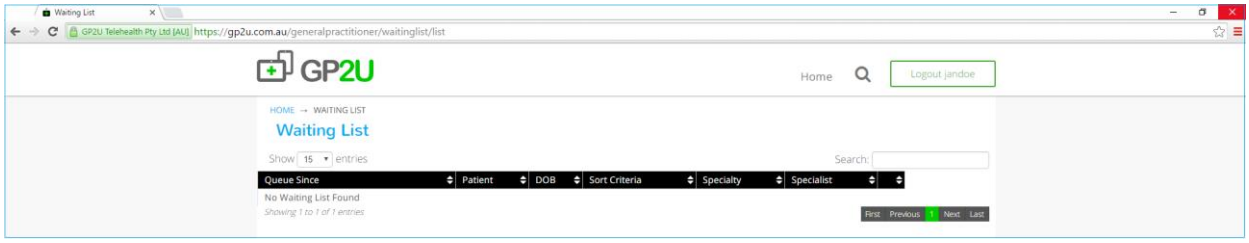


REVIEW PATIENTS WAITING FOR APPOINTMENTS

If you try to book a patient with a Specialist or Specialty for whom there are currently no available appointments, they will be put on the waiting list.

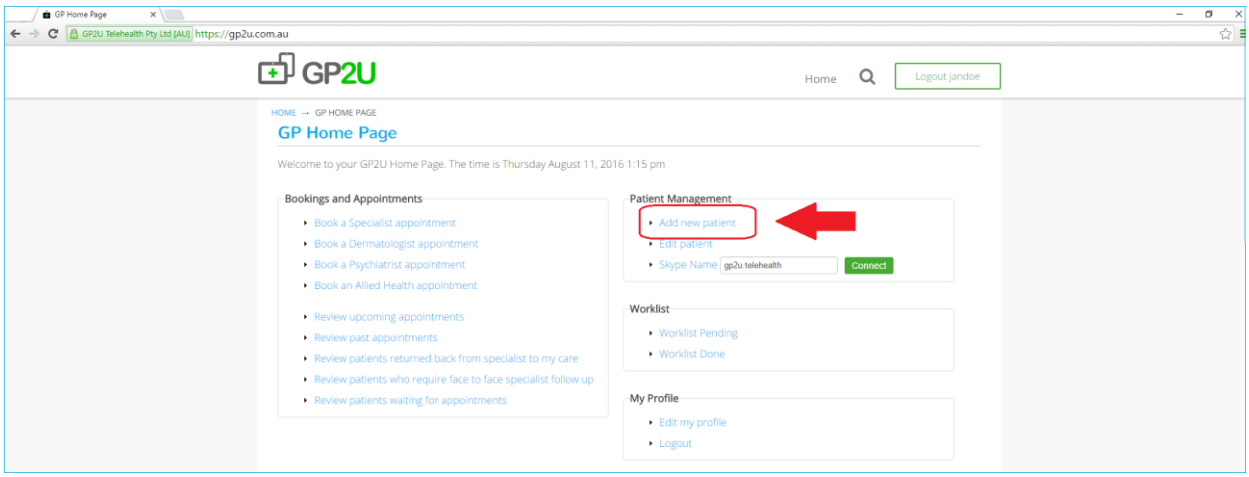
These patients will appear here.



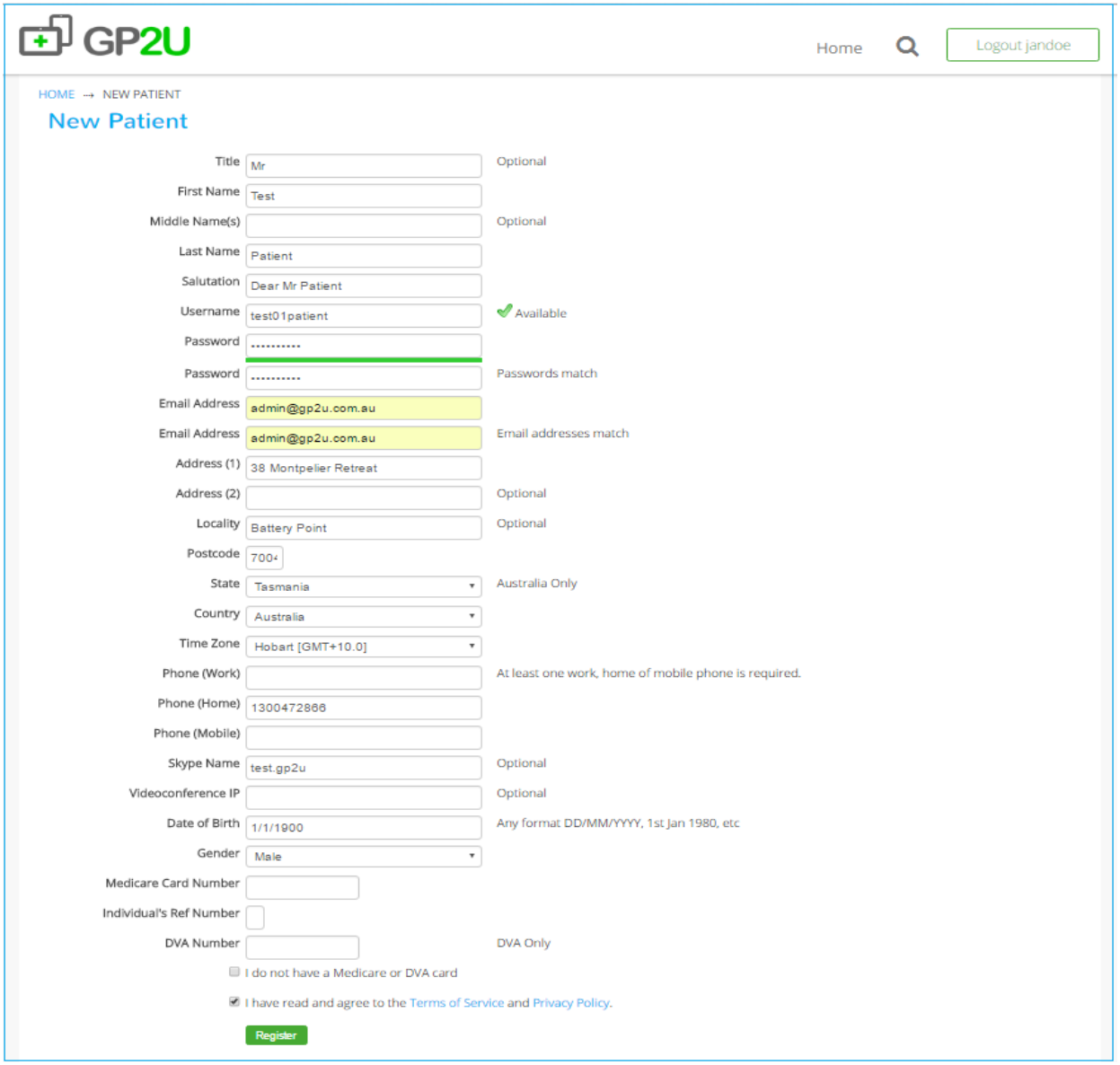


ADD NEW PATIENT

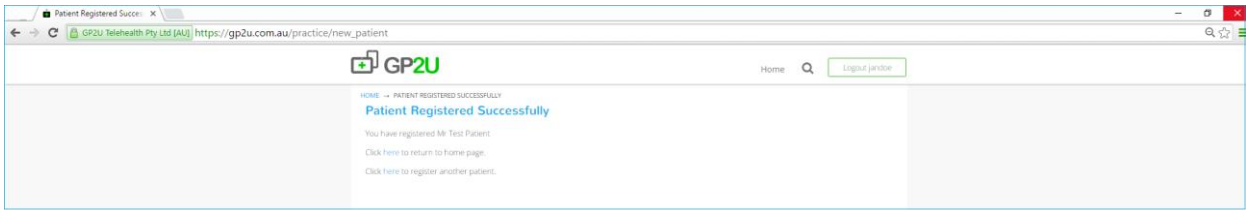
This lets you add a new patient.



Clicking on the “Add new patient” link will take you to the following screen and allow you to add patients to our system

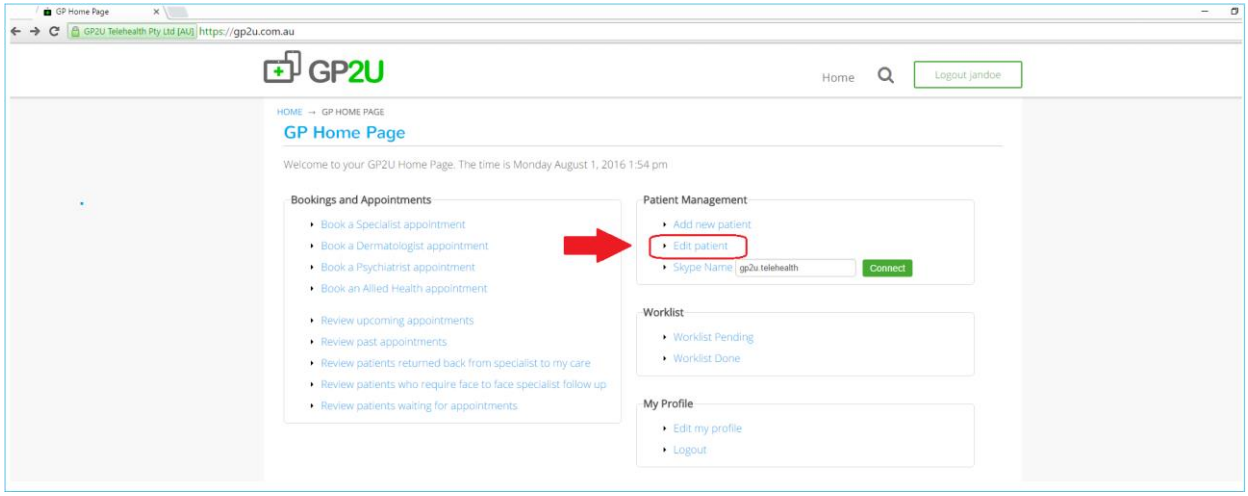


You can enter the patient's details, as well as their password. Be sure to try to take down as many details as you can for the patient. If anything entered is wrong, you do have the power to edit the patient. Once you have entered in the information, just click on the "Register" button and you will get the following screen:

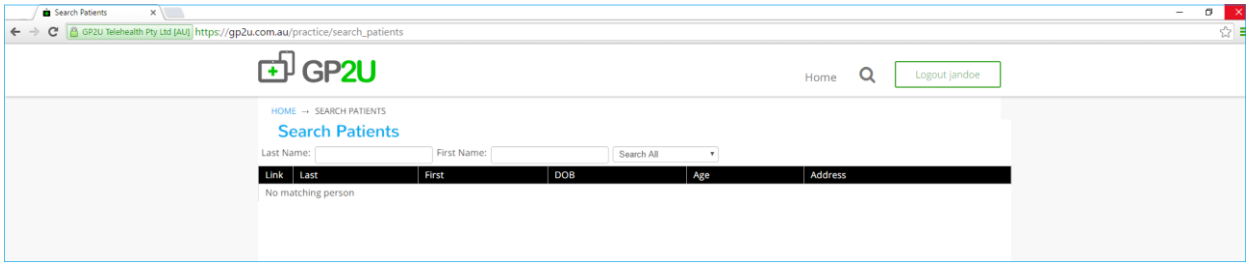


EDIT PATIENT

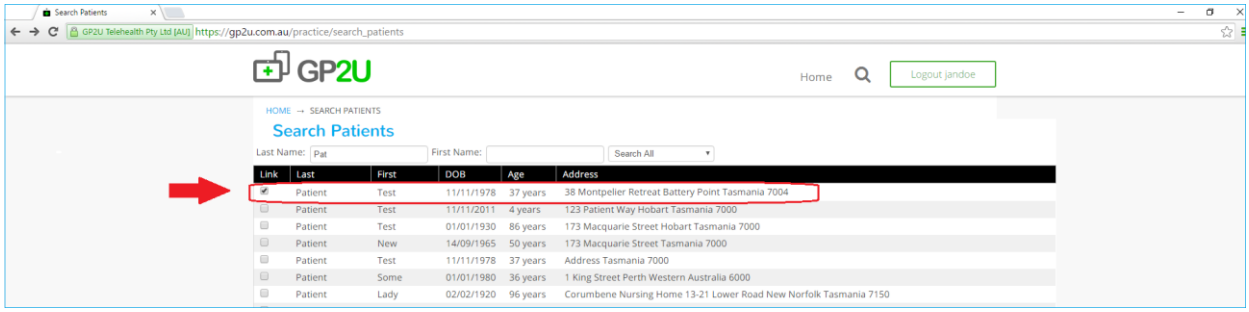
This lets you find and edit a patient's details. Just click on "Edit patient":



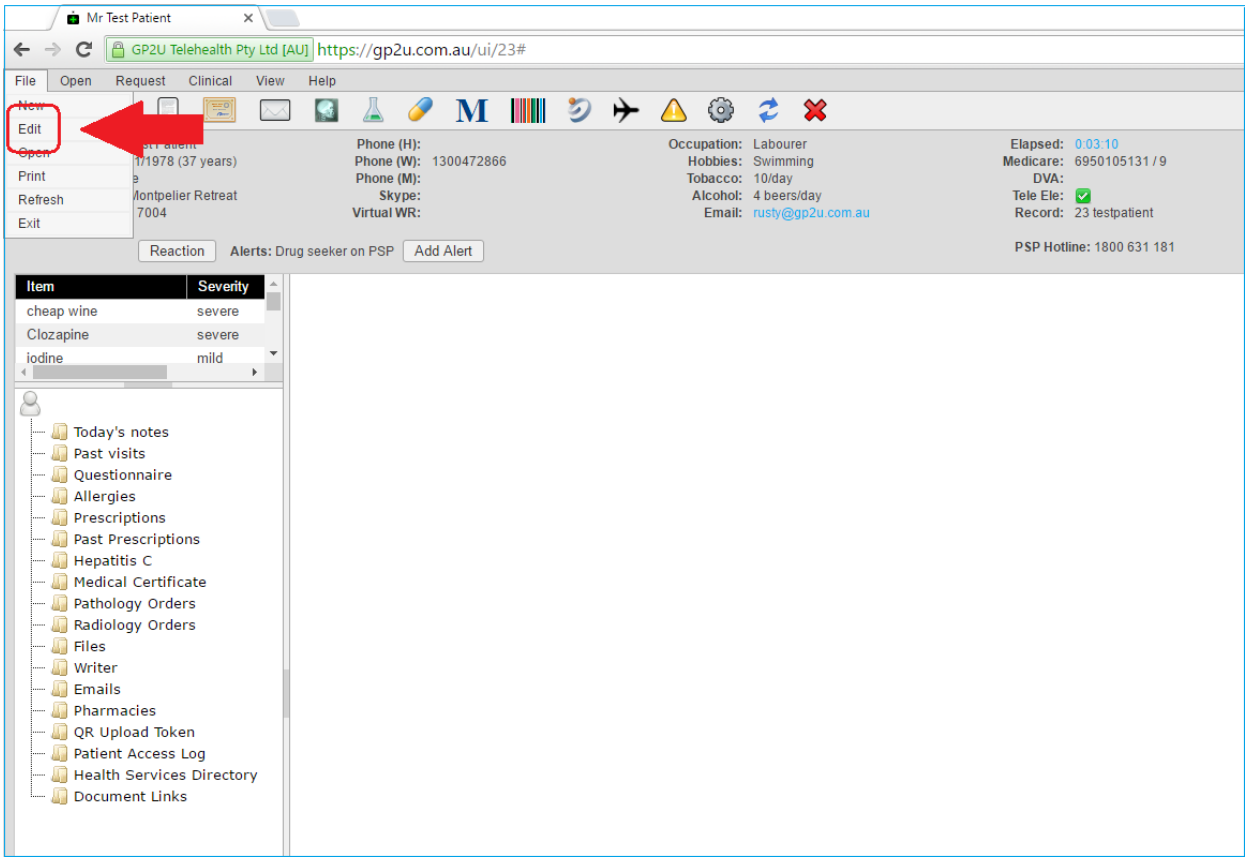
This will bring you to the following screen:



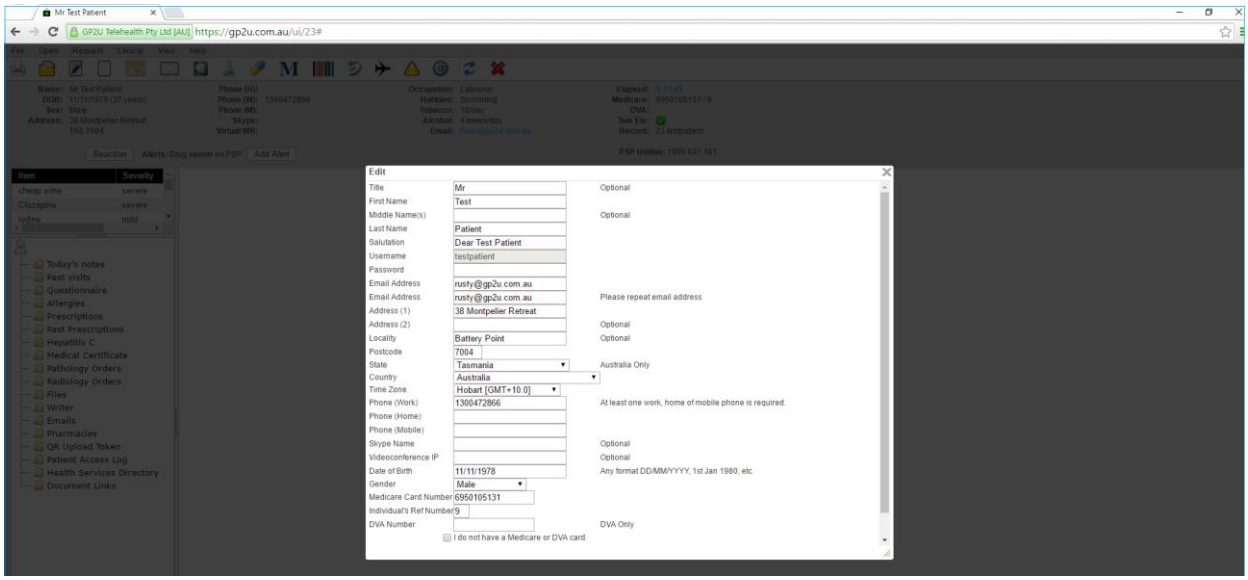
Just enter the Patients last name or first name and Tab off of either box and you will bring up a list of names:



Tick the Link Box to identify the Patient who you want to modify. This will bring up the following screen with the Patients medical information to access.

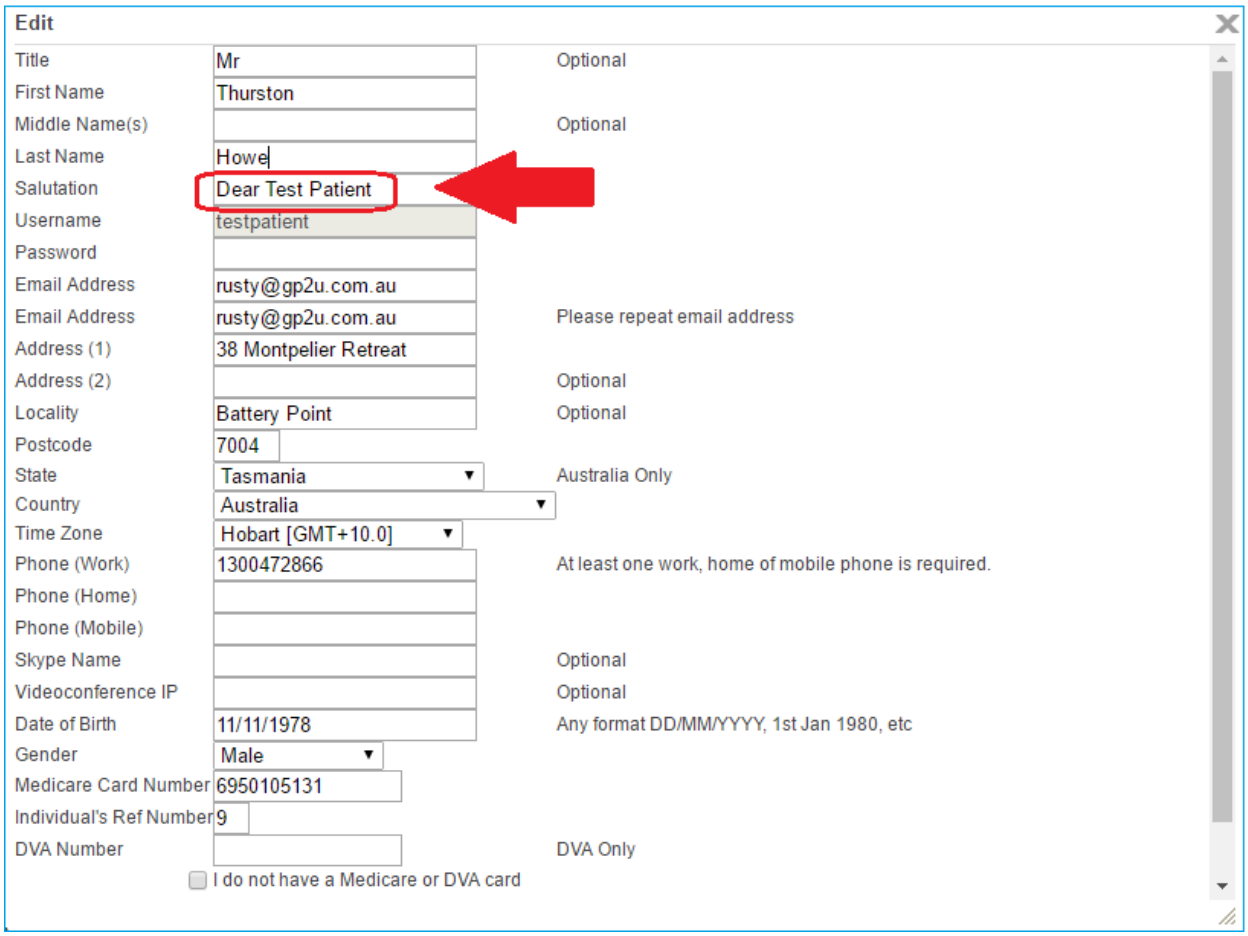


Click file for drop down box and click on edit. This brings up the following screen.

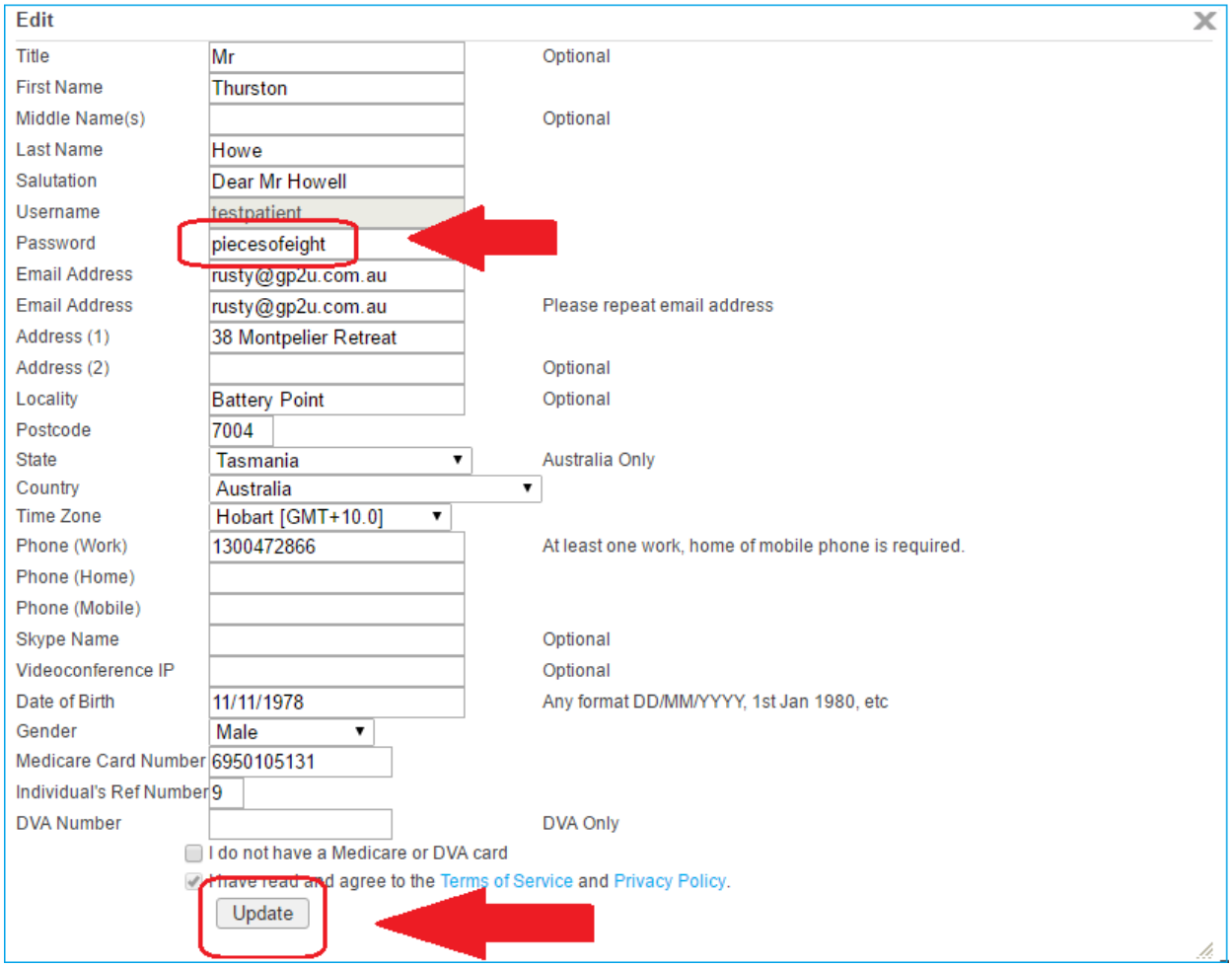


Let's take a look at Mr Test Patient and change his name to Thurston Howell. Here is what his patient information looks like:

Please note that if you change a patient's Last name, then you will need to change their Salutation as well:



You can also change the patient's password too.

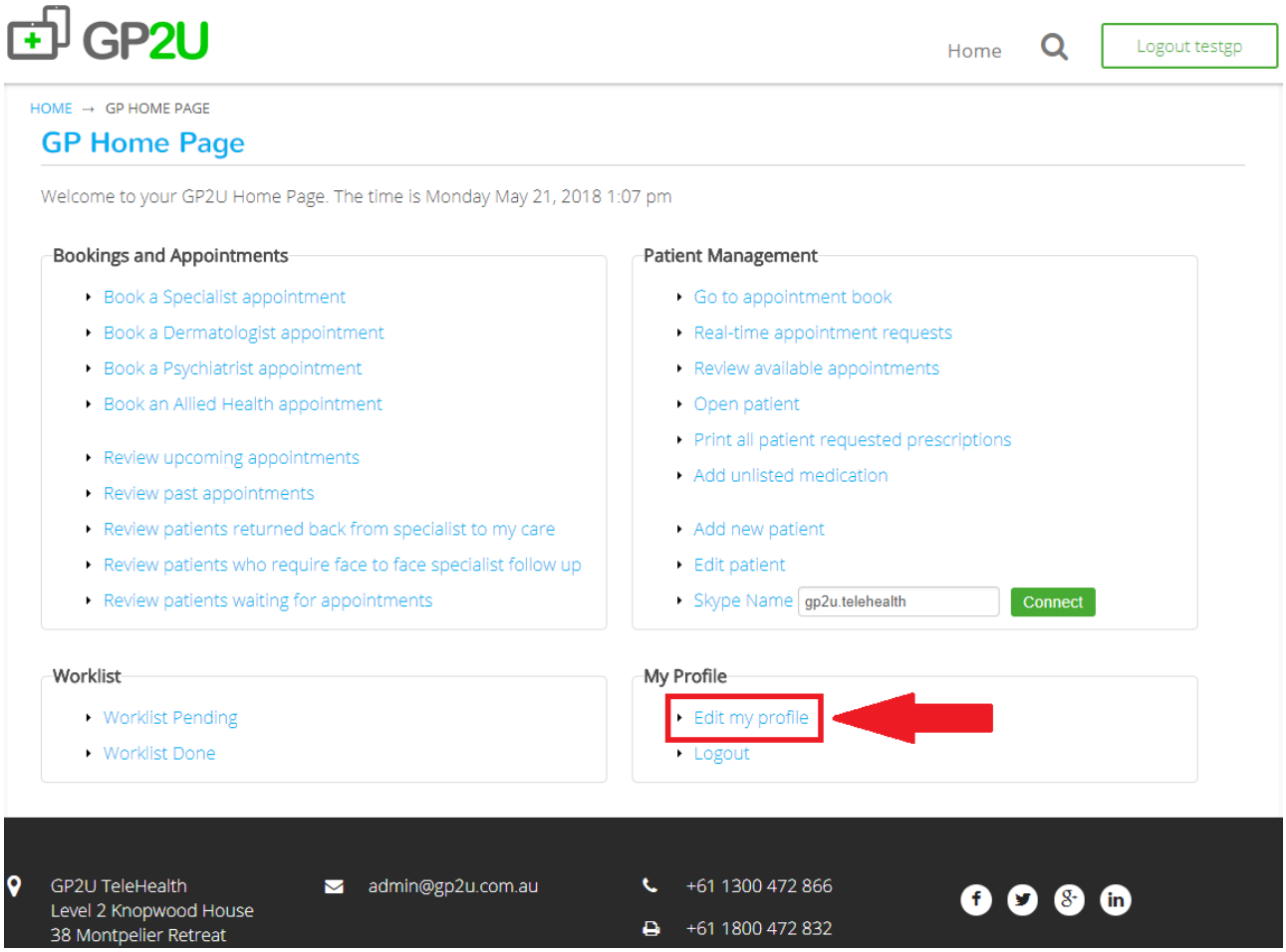


Once you are done making changes, just click on the "Update" button. This will take you back to the Patient's medical records page.

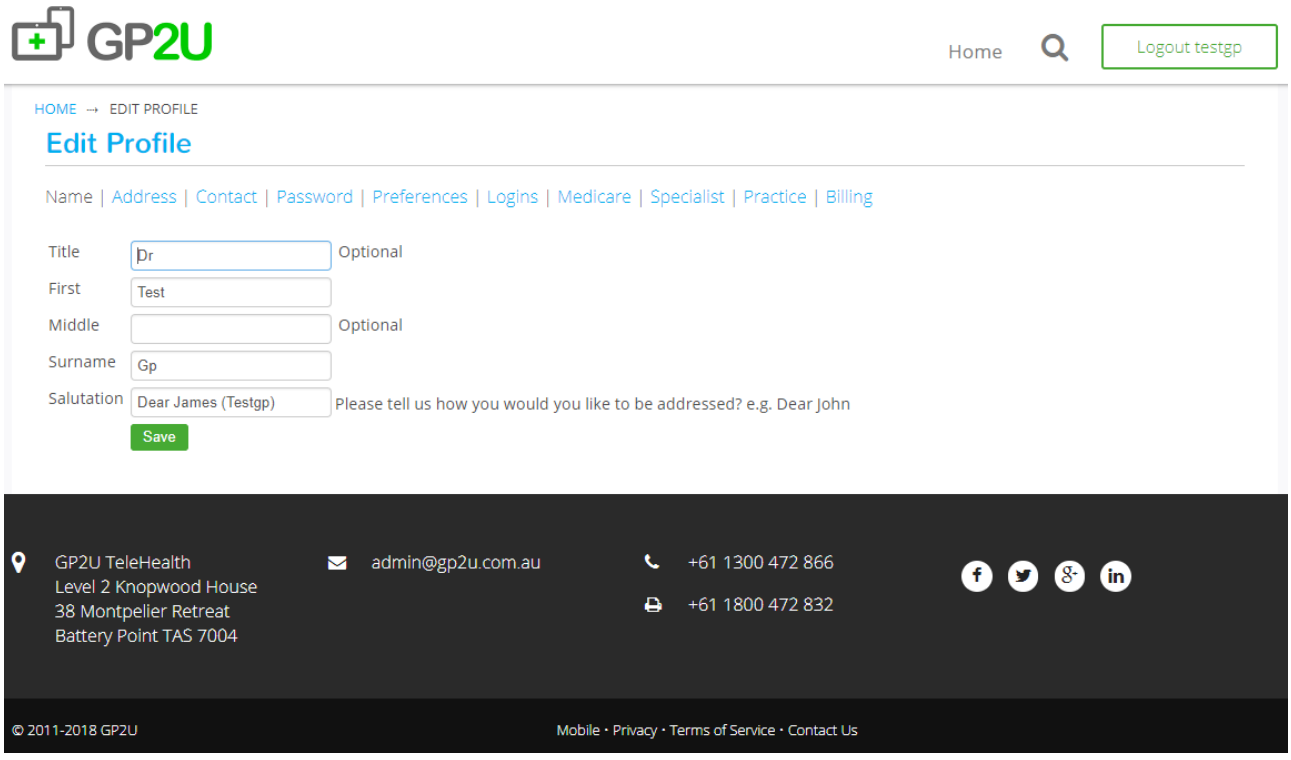
Click on the big red x to leave the page.

EDIT MY PROFILE

This lets you edit your own details.

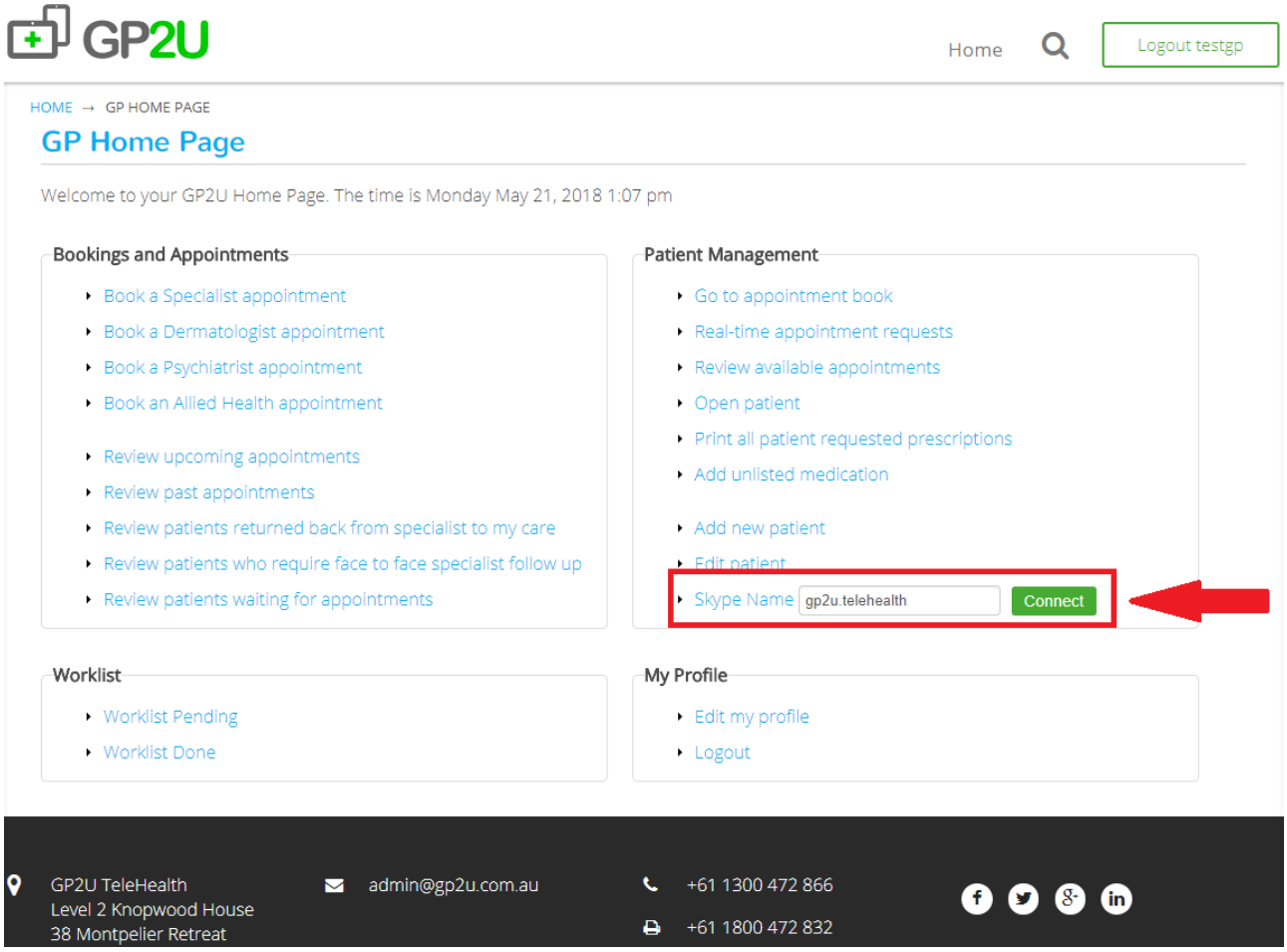


From here, you can edit your own personal details, just make sure you click on “Save” every time you make a change.

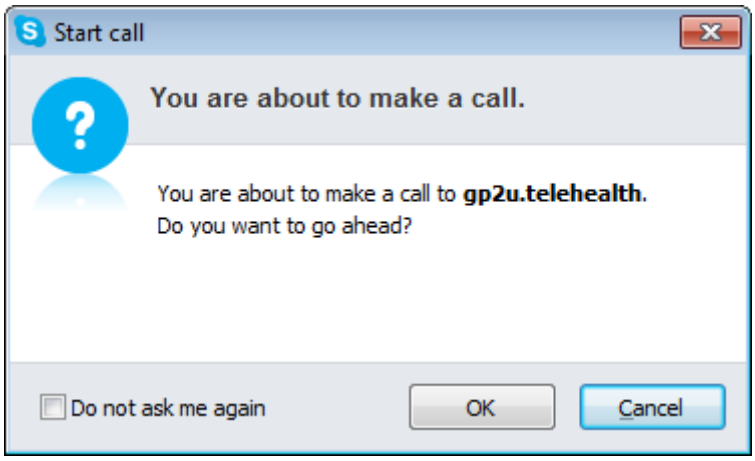


SKYPE NAME

This will automatically connect you to any Skype address, just type in the name and click “Connect”.



If you are certain of which person you wish to call, click connect and you will see the following window pop up:



If you do not have Skype installed, then this will not work.

Skype™ - lorraine.gp2u
Skype Contacts Conversation Call View Tools Help
skype
gp2u
gp2u telehealth
calling

GPS PARTICIPATING IN DIRECT GP TO PATIENT TELEHEALTH

We have now covered the basics of how you can use GP2U to book and manage Telehealth patients.

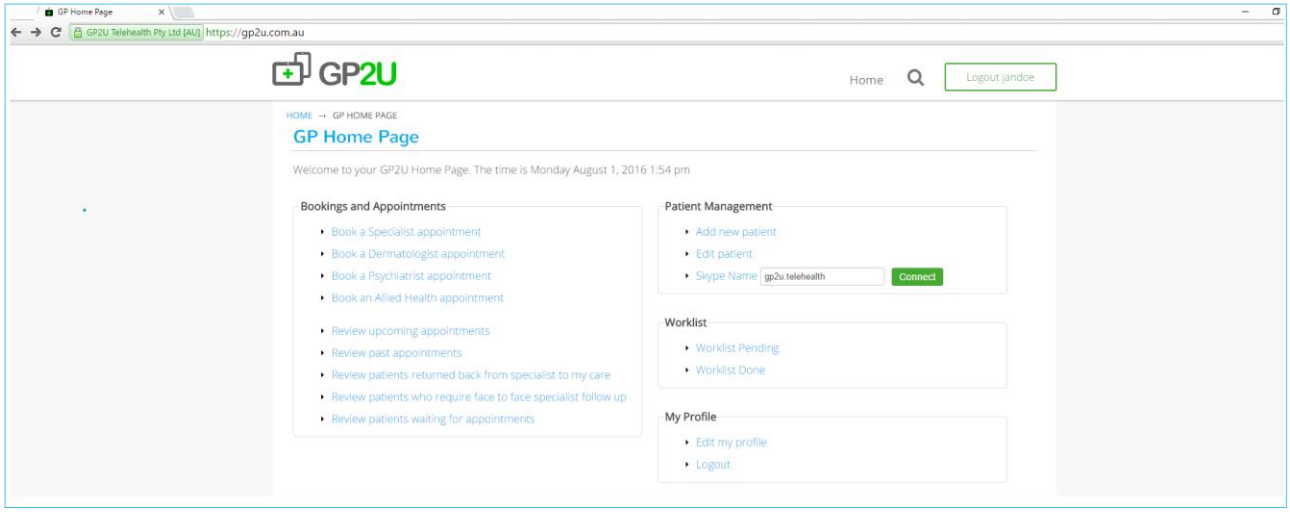
GP2U can also be used to deliver direct patient to GP Telehealth services. This is currently not Medicare funded so works on a user (patient) pays basis.

ACCREDITATION

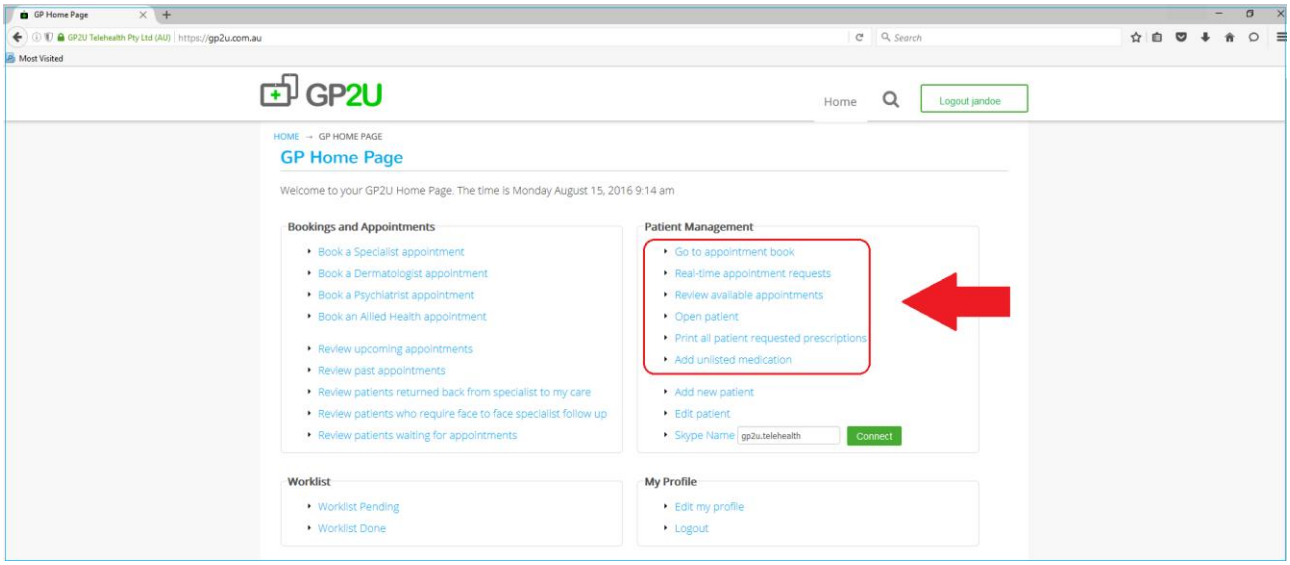
To get involved we have to do a bit more accreditation so as to maintain trust in the system, and the doctors who provide services through it. The 3 extra items we need from you are

- Photographic ID (Driver's license or Passport)
- Proof of AHPRA Registration
- Certificate of Medical Indemnity

Once you are accredited you will see 6 new links on your home page. Before Accreditation:



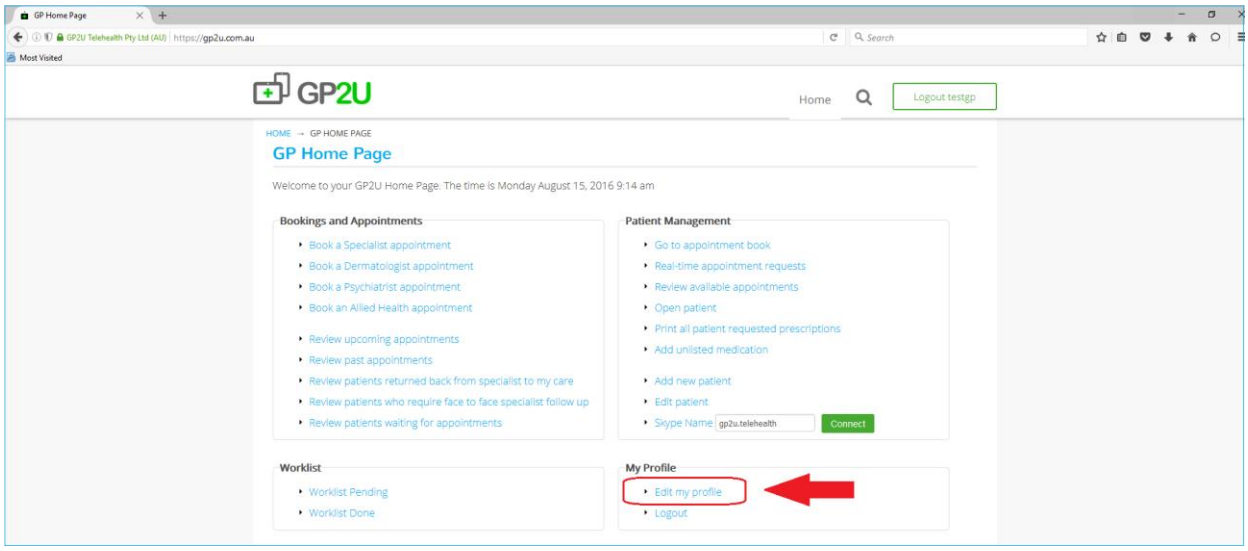
After Accreditation:



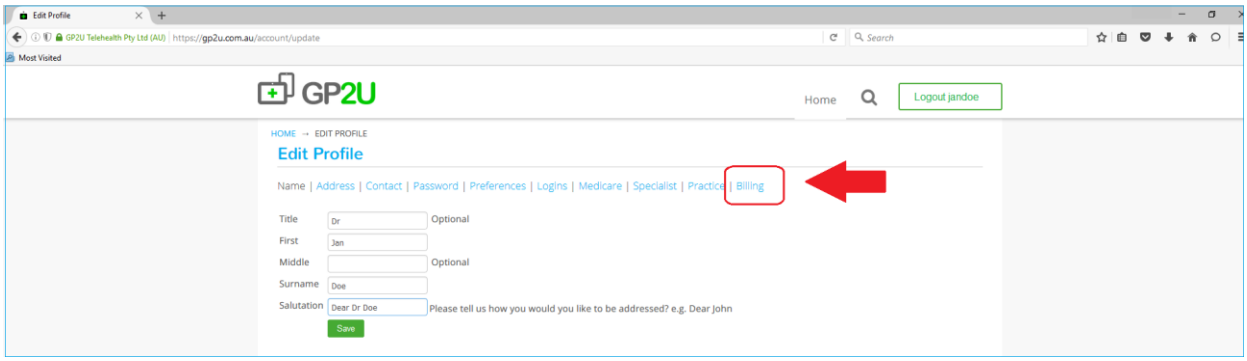
SET BILLING RATES

Before we go into these we need to set your rates.

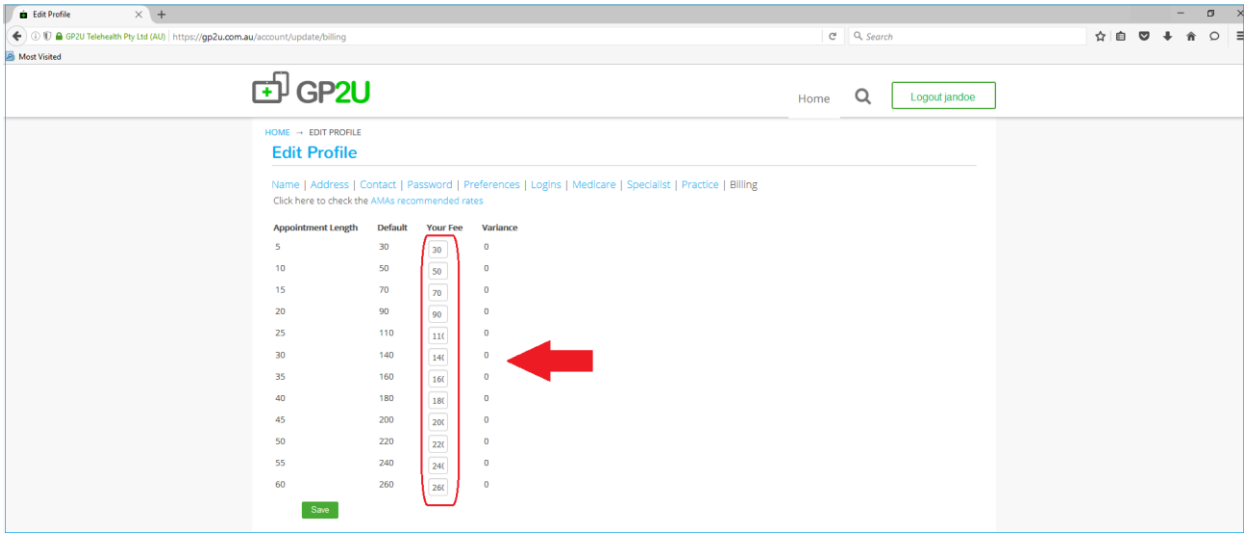
Click on the “Edit my profile” link



then the “Billing” tab at the top right:



As you can see we relate prices to appointment lengths. The default values are in line with the AMA rates.



Change “Your Fee” to a rate that seems fair and reasonable to you.

This will be the rate the patient will see on the login page and will need to pay prior to consultation.

OUR FEES –

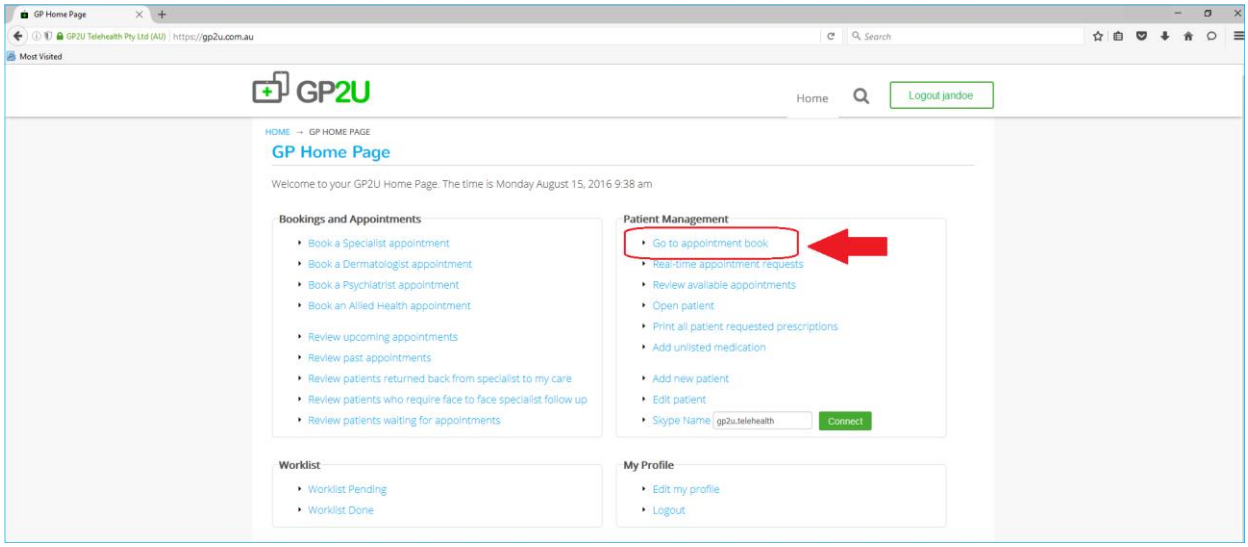
We run the direct patient to GP Telehealth service on a 70:30 billing split.

For our 30% we provide all the support provided by a brick and mortar practice, as well as IT support and rebates on your expenses such as laptops, MIMS etc.

Our contracts do not have a lock in period so you are free to give the service a try and see if it works for you.

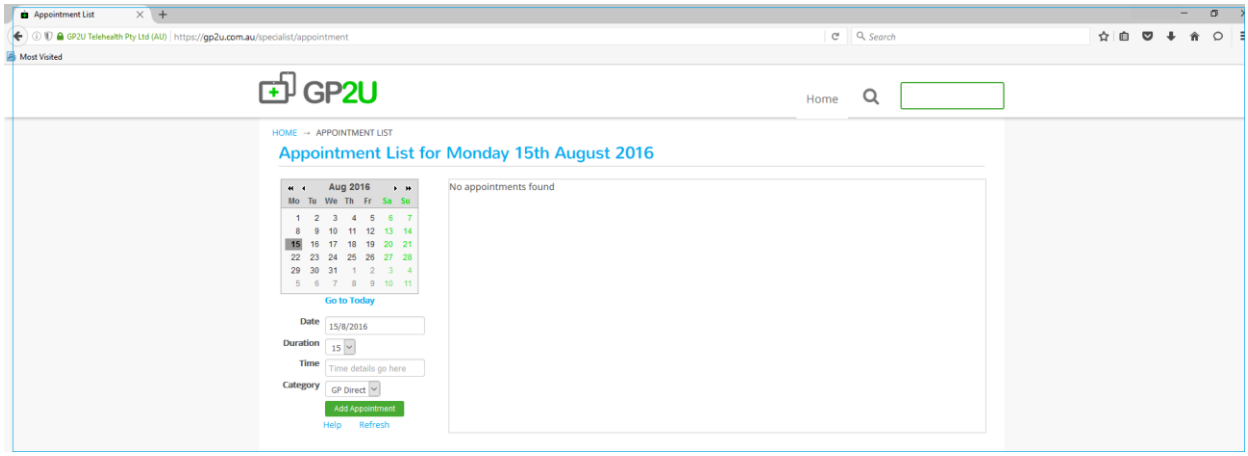
GO TO APPOINTMENT BOOK

The appointment book forms the center of the direct patient to GP Telehealth service. You get to it from your home page:



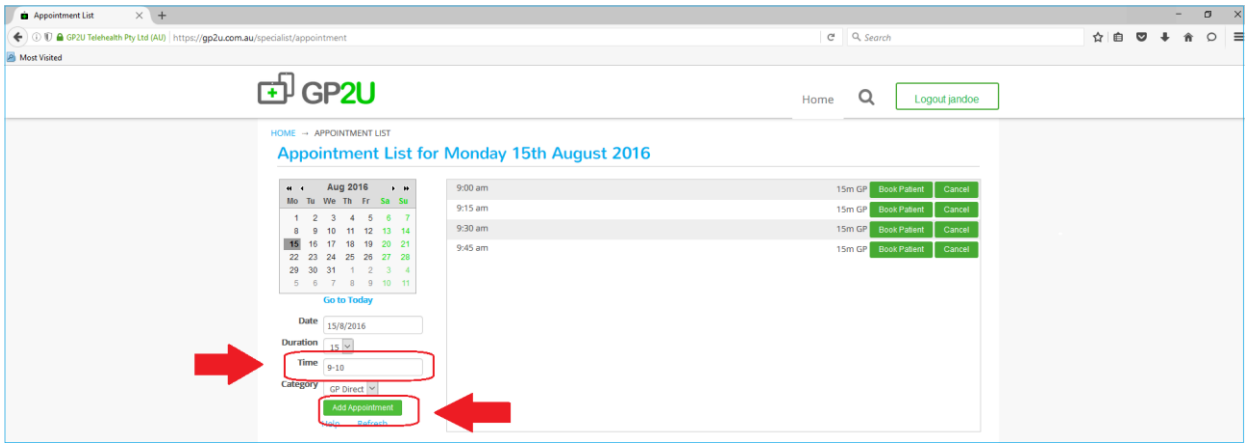
Click on this link to bring up the appointment book.

As you would expect, it opens on today's date and there are no appointments found.



Now let's create some appointments.

For testing purposes, type in the "Time" box 9---10 for the time and click the "Add Appointment" button:

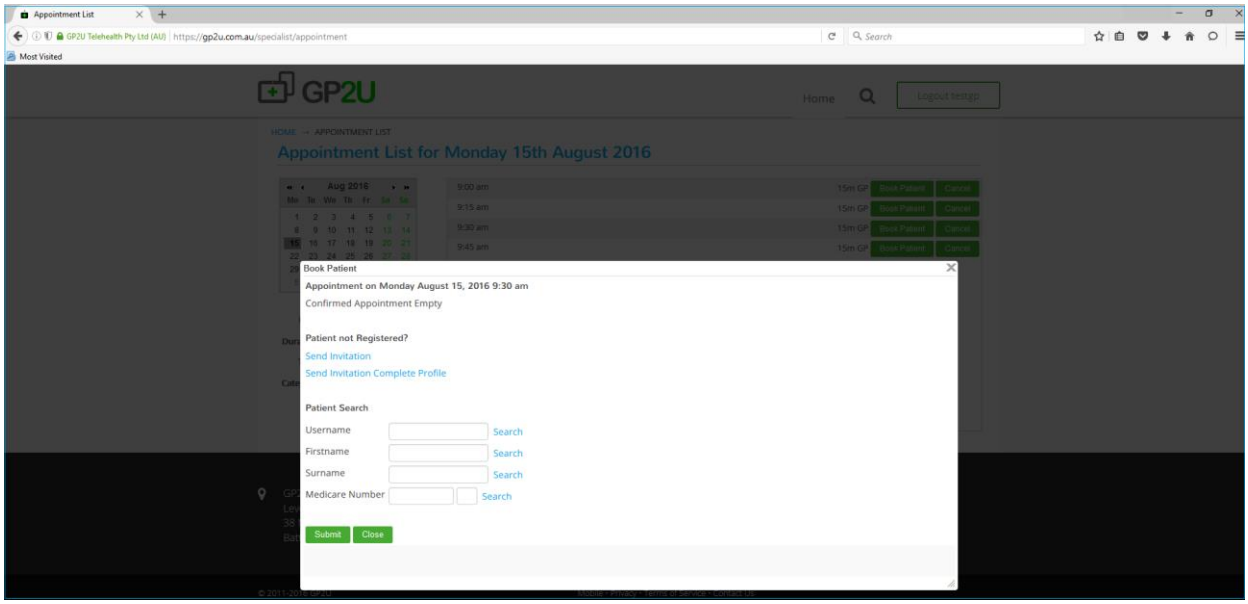


As you can see this has created 4 appointments at 15 minute intervals. This is because we left the default duration at 15 minutes.

These appointments become instantly available for patients to book.

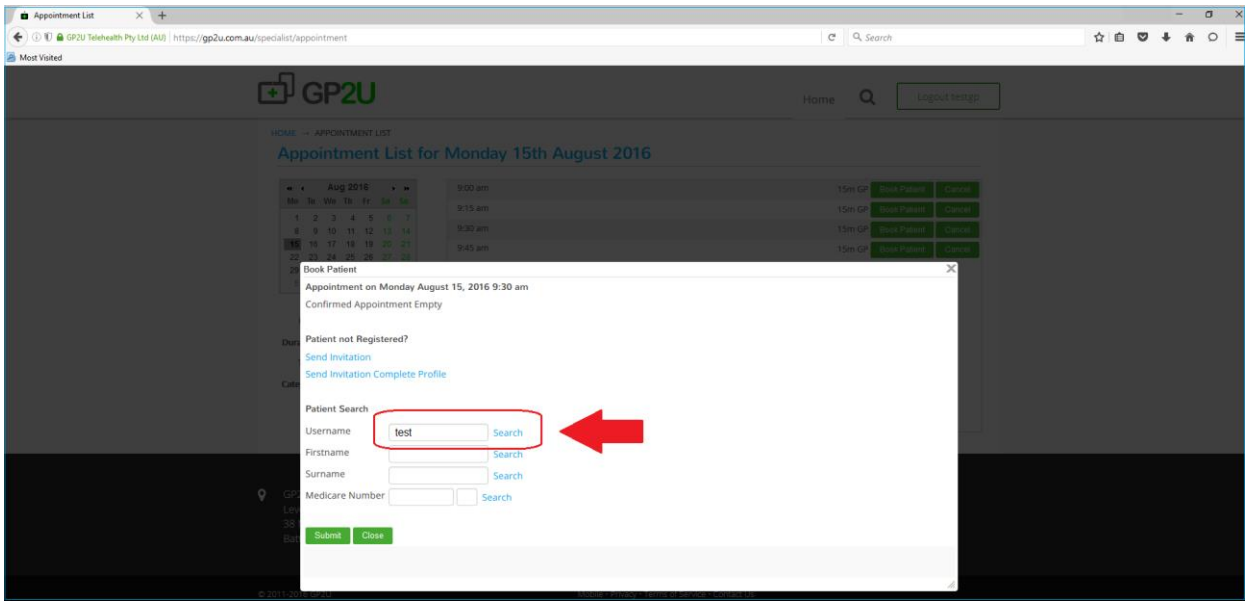
Patients pay for their appointments at the time of booking so “no shows” are virtually non-existent.

You can book in your own patients if you wish from this screen. Simply click the “Book Patient” button to bring up this screen:

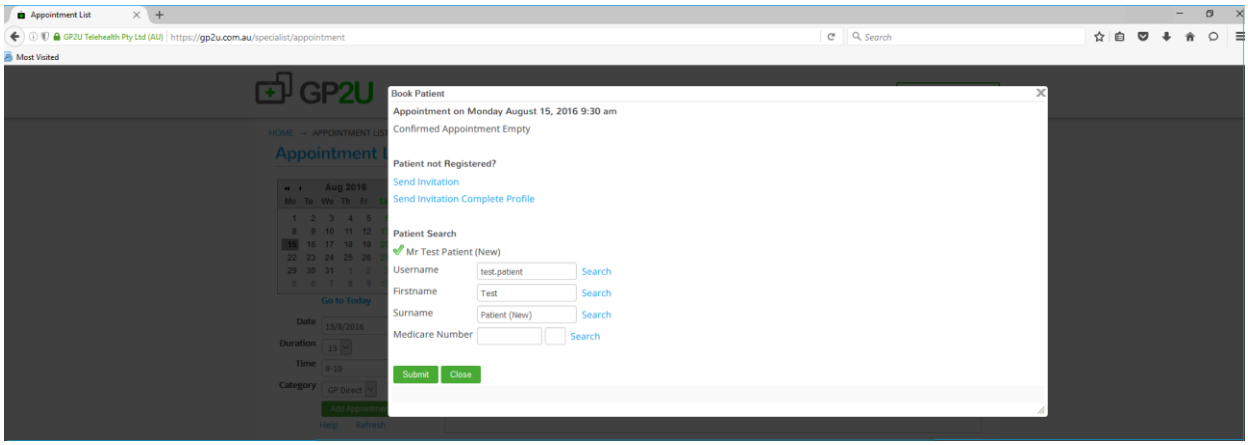


Patients can be added in the same way as you have seen previously, by either of the following –

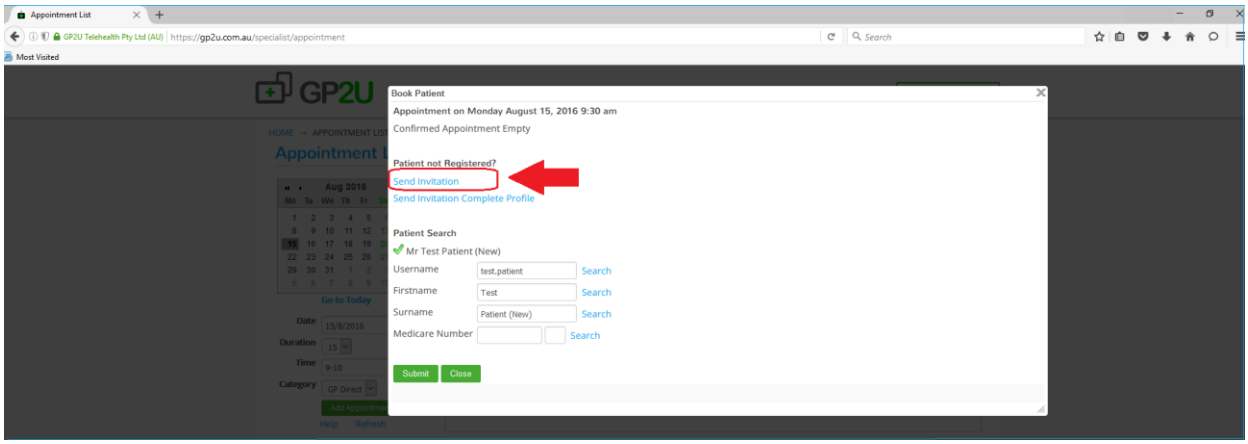
Using the “Search” link:



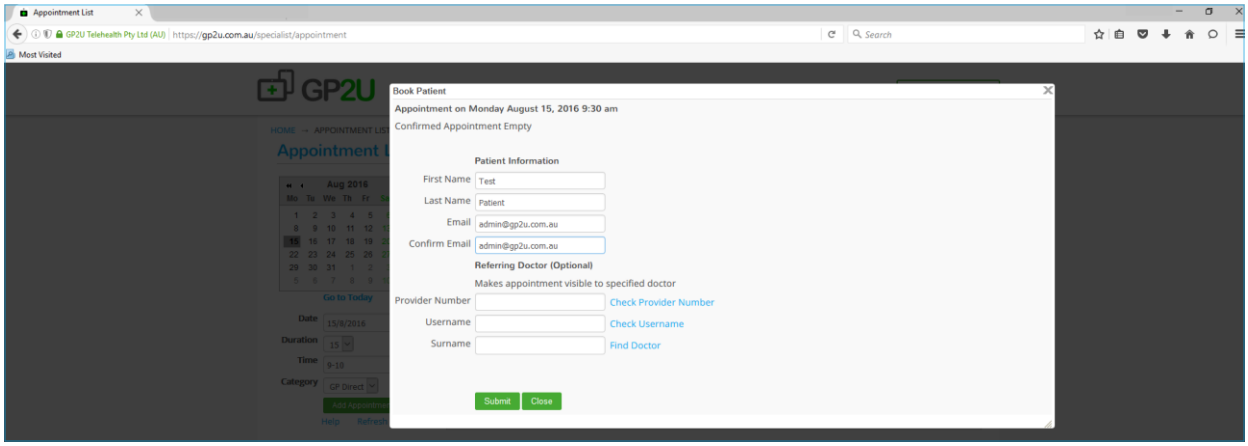
This will bring up the following:



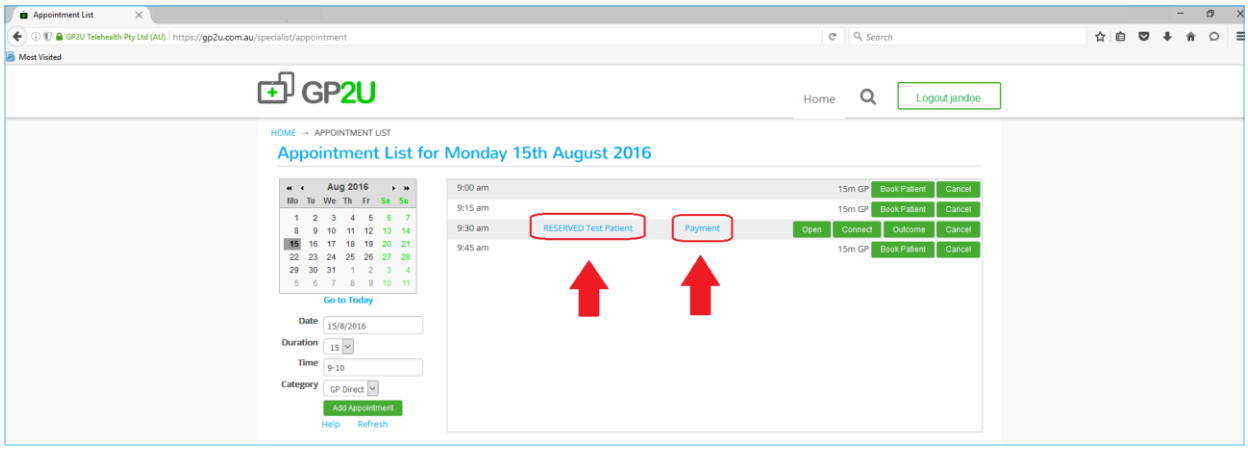
Or by using the “Send Invitation”



Which will bring up the following screen:



Once you have identified the patient as correct, click the button "Submit", this will bring you to the following screen:

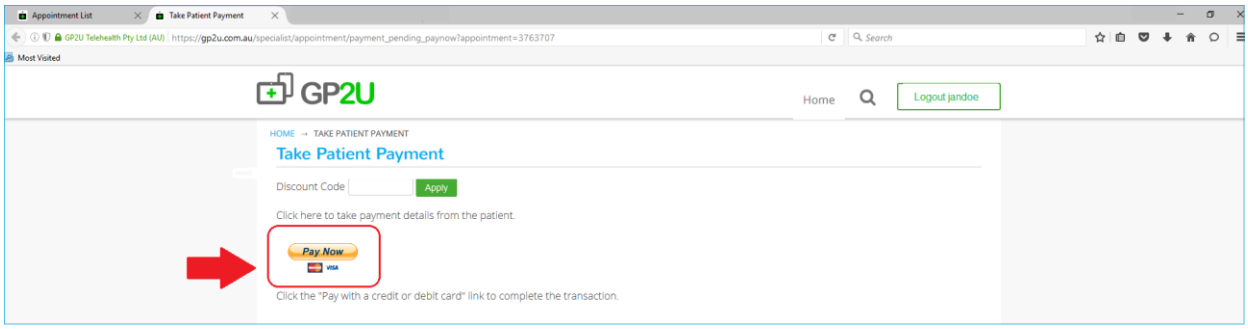


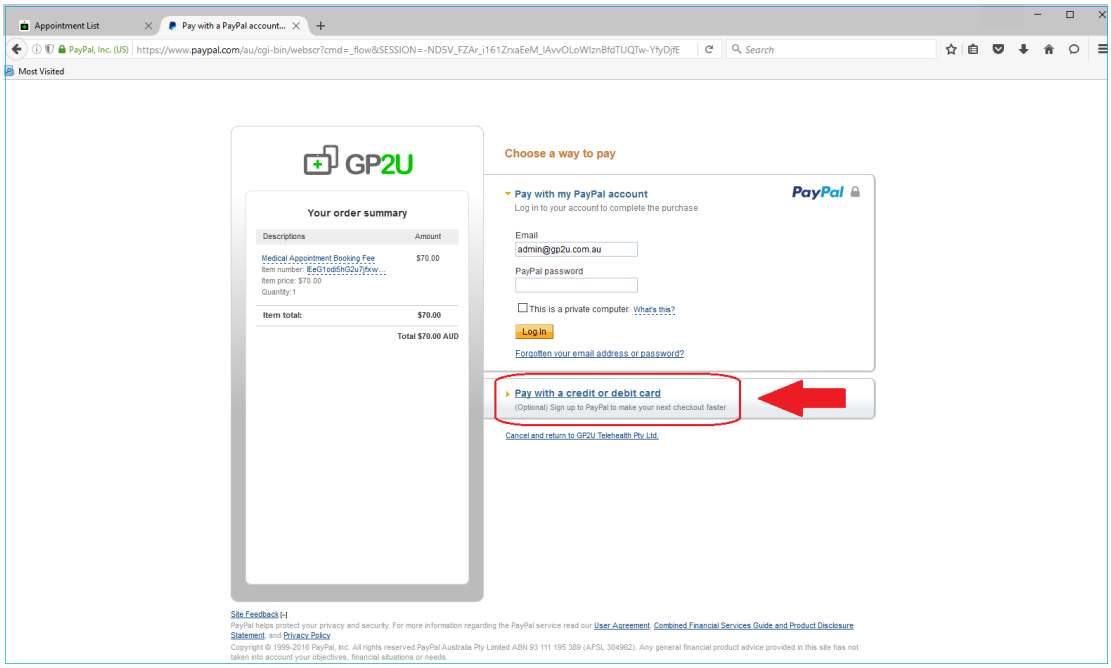
Please note RESERVED Test Patient this is because we have sent an invitation to book the Patient. The Patient will receive an email advising of appointment, date and time, they can accept this invitation from the email they receive.

You will also see a "Payment" link.

This is because the patient has not paid for this appointment. Clicking on this link brings up the following page up:

This allows you to take payment by credit card via PayPal:





Welcome to GP2U Telehealth.

You have received this email because Dr Jan Doe has offered Test Patient a Telehealth booking.

The appointment is scheduled for local time:

Patient: Monday August 15, 2016 9:30 am
GP:
Specialist: Monday August 15, 2016 9:30 am

Dr Jan Doe
2/38 Montpelier Retreat Battery Point 7004
Ph: 1300472966

Before we can confirm this booking you need to complete a brief online registration process. Registration is free.

Please go to https://gp2u.com.au/registration/completion/DL371odi5hG2u7jfxwO79Q

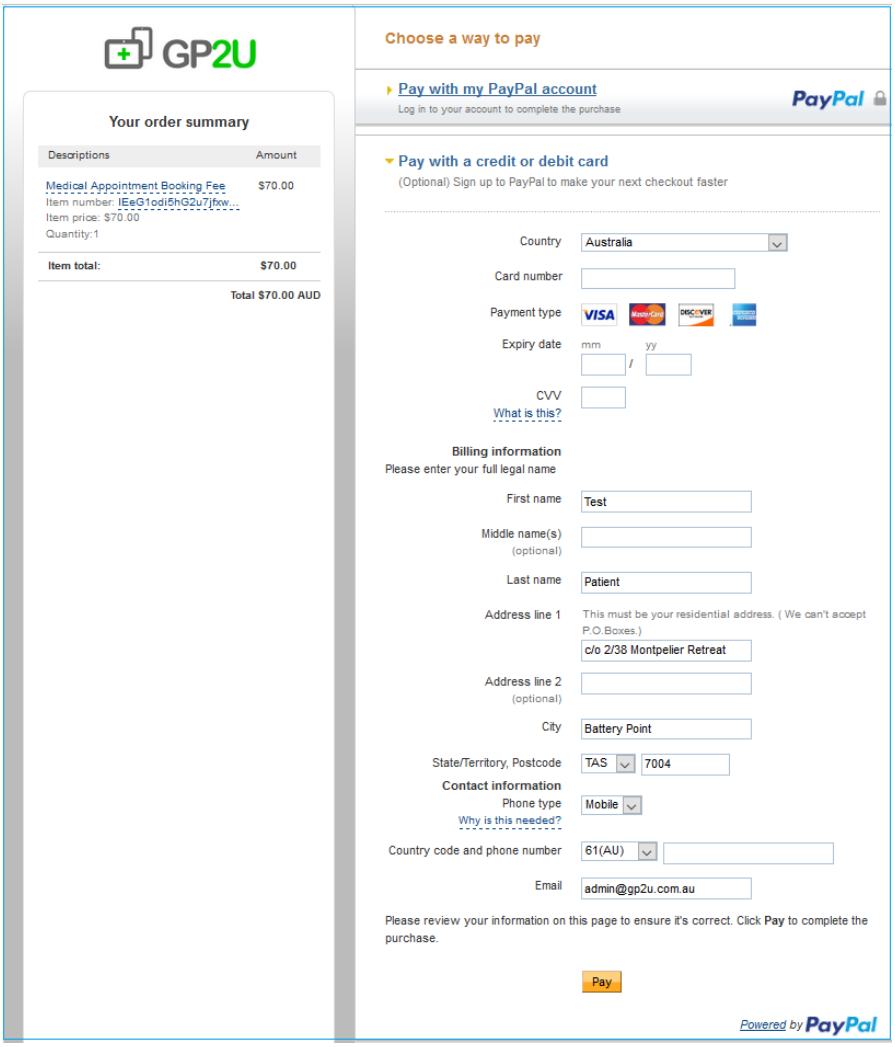
We hope you will find our service useful, and that Telehealth makes your life just that little bit easier.

Kind Regards

The GP2U Team

GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au


GP2U
Your order summary
Descriptions
Amount
Medical Appointment Booking Fee
Item number: IEeG1odi5hG2u7jfxw...
Item price: $70.00
Quantity:1
$70.00
Item total:
$70.00
Total $70.00 AUD
Choose a way to pay
Pay with my PayPal account
Log in to your account to complete the purchase
PayPal
Pay with a credit or debit card
(Optional) Sign up to PayPal to make your next checkout faster
Country
Australia
Card number
Payment type
Expiry date
mm
yy
CVV
What is this?
Billing information
Please enter your full legal name
First name
Test
Middle name(s)
(optional)
Last name
Patient
Address line 1
This must be your residential address. (We can't accept P.O.Boxes.)
c/o 2/38 Montpelier Retreat
Address line 2
(optional)
City
Battery Point
State/Territory, Postcode
TAS
7004
Contact information
Phone type
Why is this needed?
Mobile
Country code and phone number
61(AU)
Email
admin@gp2u.com.au
Please review your information on this page to ensure it's correct. Click Pay to complete the purchase.
Pay
Powered by PayPal

If the GP needs to cancel, then the patient will receive an email that looks similar to the following:

GP2U

Greetings

We are sorry to inform you that your appointment with Dr Test Gp, scheduled for Monday August 15, 2016 9:30 am, has been cancelled.

This appointment was cancelled by Dr Test Gp.

Please accept our apologies for any inconvenience this may cause.

To rebook an appointment please go to https://gp2u.com.au/

Kind Regards

The GP2U Team

GP2U Telehealth
Level 2, 38 Montpelier Retreat
Battery Point
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)
Web: https://gp2u.com.au

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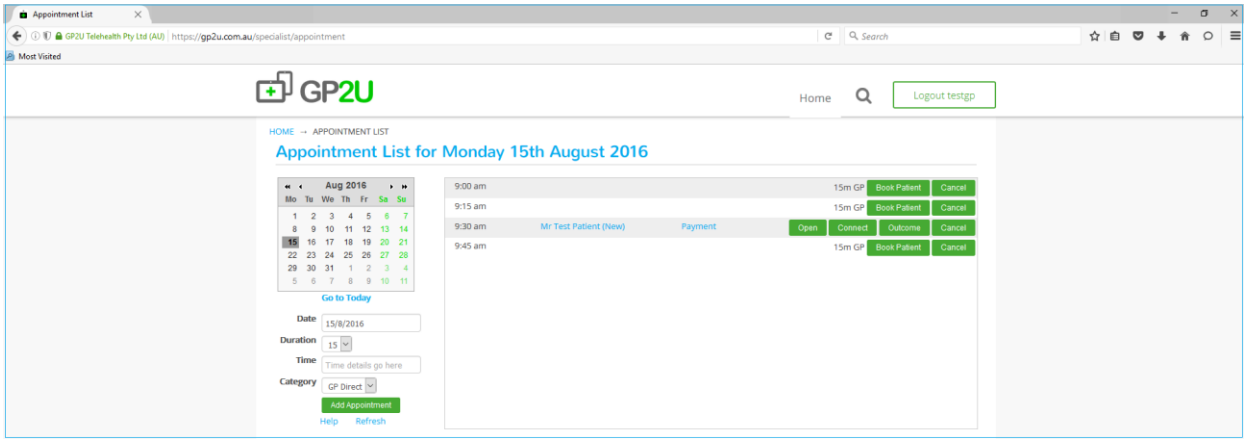
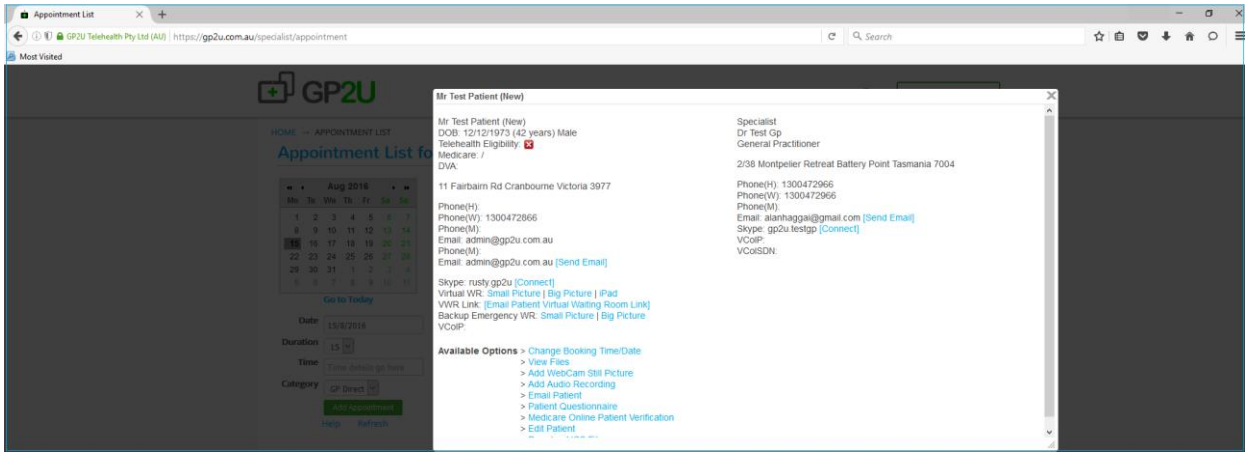
So going back to the appointment book, we see that the patient's name is a link and there are several buttons:



PATIENT NAME

Clicking on the patient name opens this page:



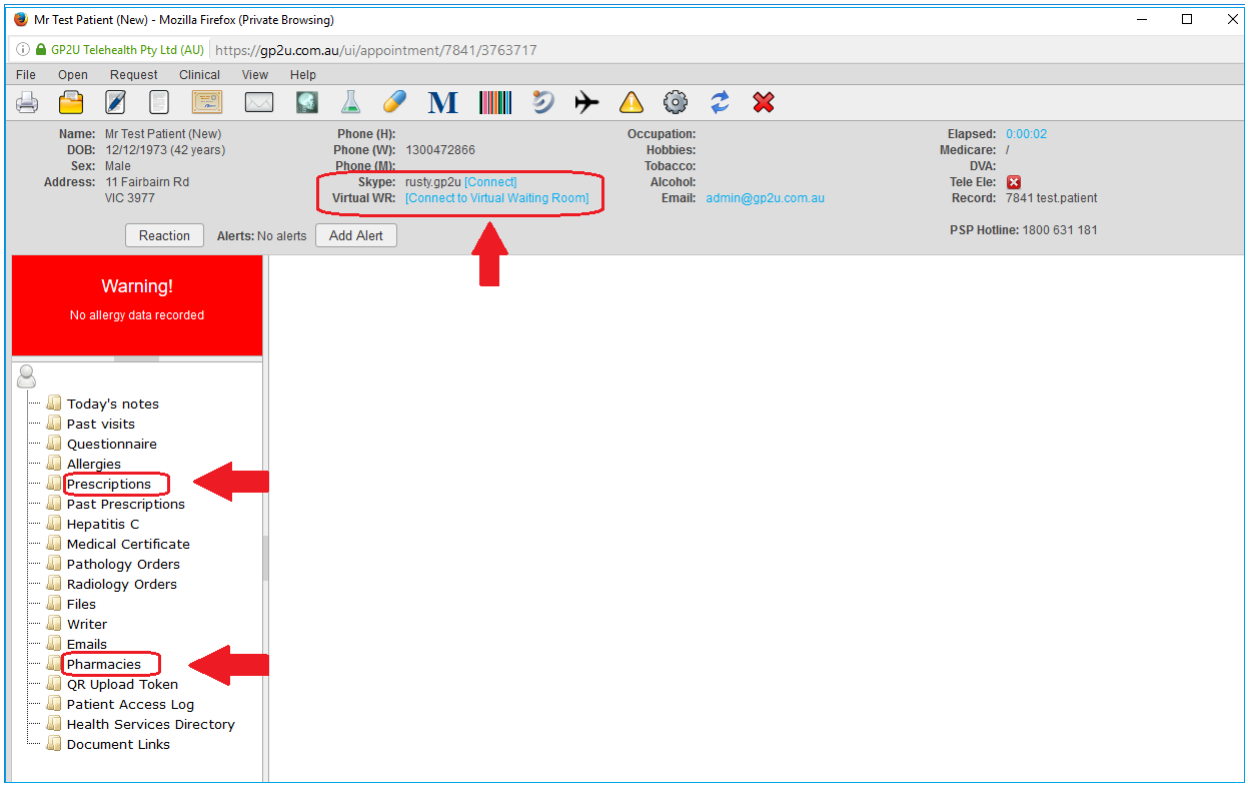
You will see a number of useful things such as the patient's contact details, links to connect to Skype and the Virtual Waiting Room and a number of options.

OPEN BUTTON

Next we have the open button.

This pops up a window that will probably look familiar. Here you can keep notes, prescribe medications, etc.

Prescriptions made through here will be immediately available to the patient.



You will also see links to connect to both Skype and the Virtual Waiting Room.

If you can't find a patient in one location, try the other. If that fails, pick up the phone!

CONNECT BUTTON

The "Connect" button does what you expect.

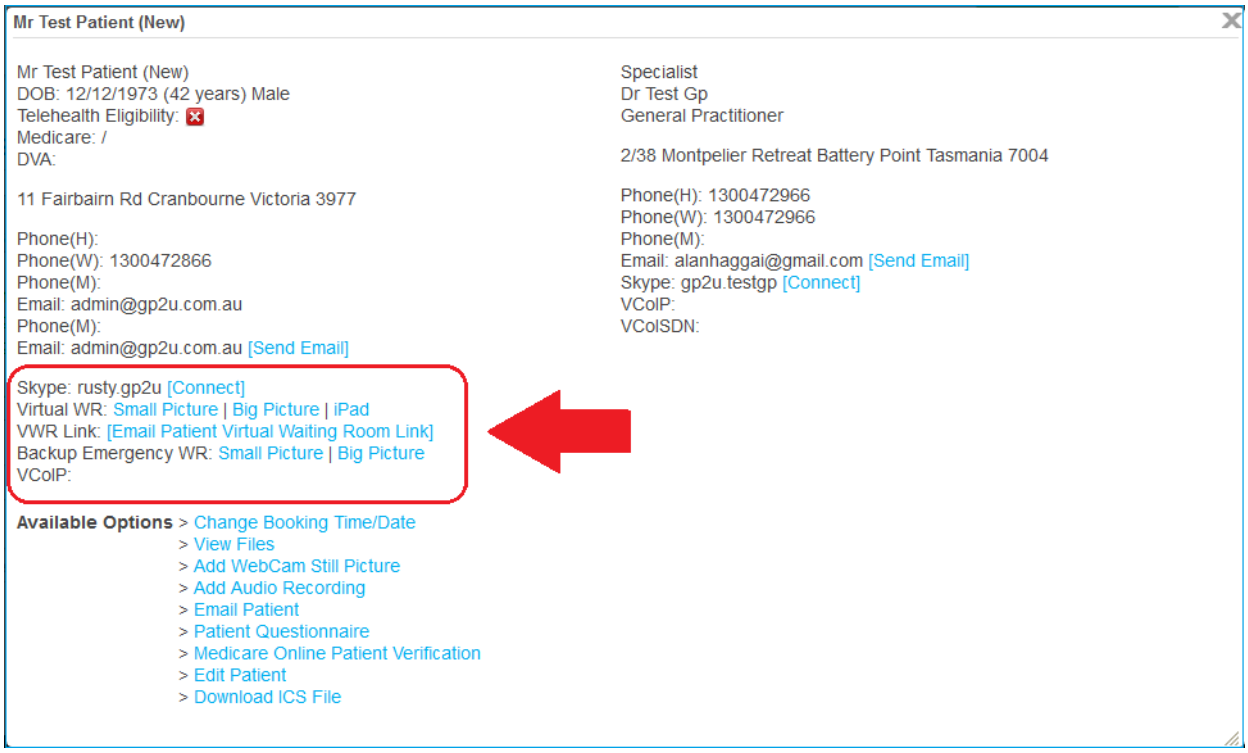
If the patient has a registered Skype address it tries to connect to that.

If they don't, the system automatically tries to connect to the Virtual Waiting Room.

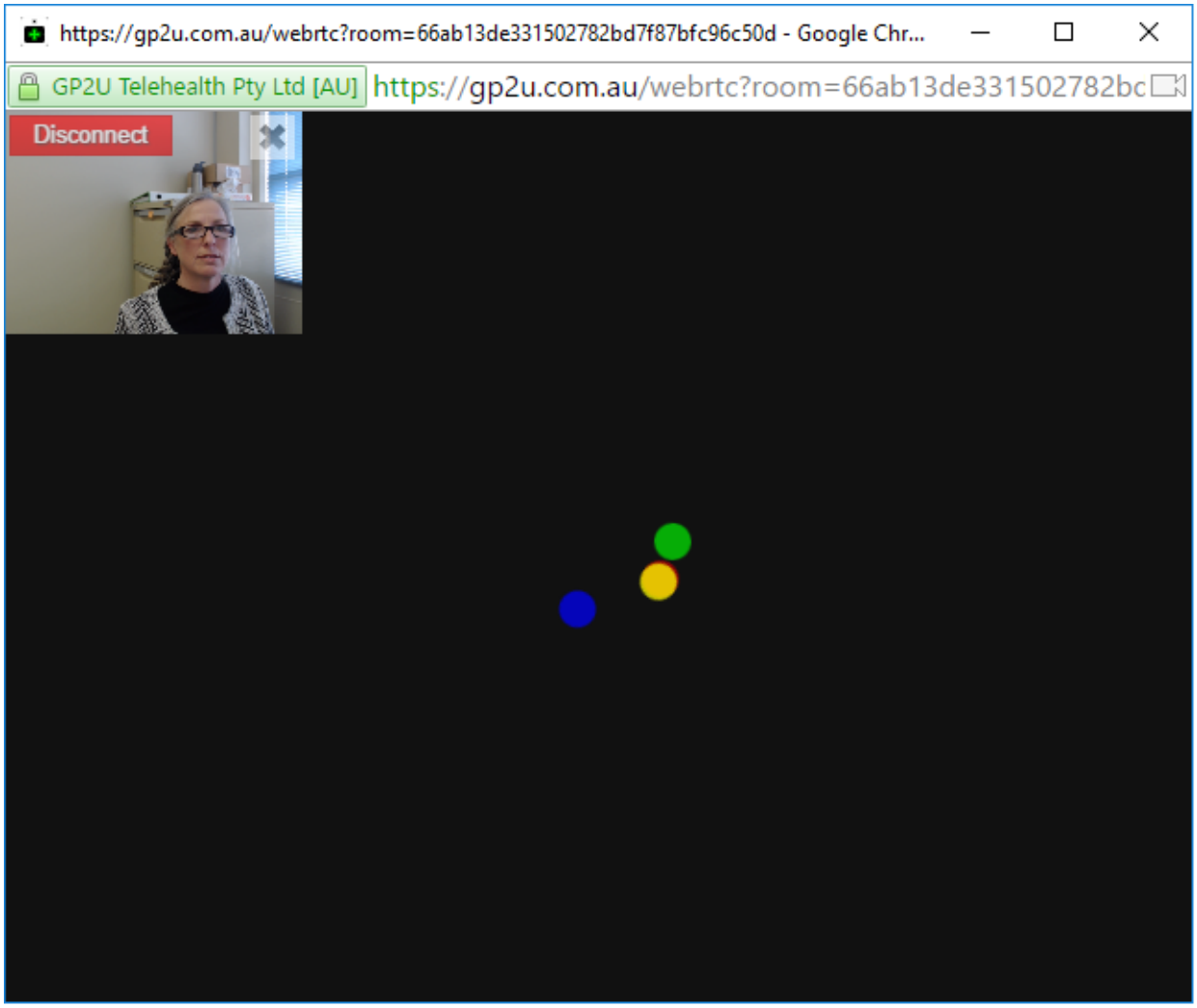
If you find a problem connecting with Skype, click on the patient's name and use the Virtual WR link to connect to them there. If the patient can't login, or has deleted the original appointment email resend the Virtual Waiting Room link to the patient.

All they need to do is click the link and it will log them into their account and taken to the waiting room, ready for you to connect to them.

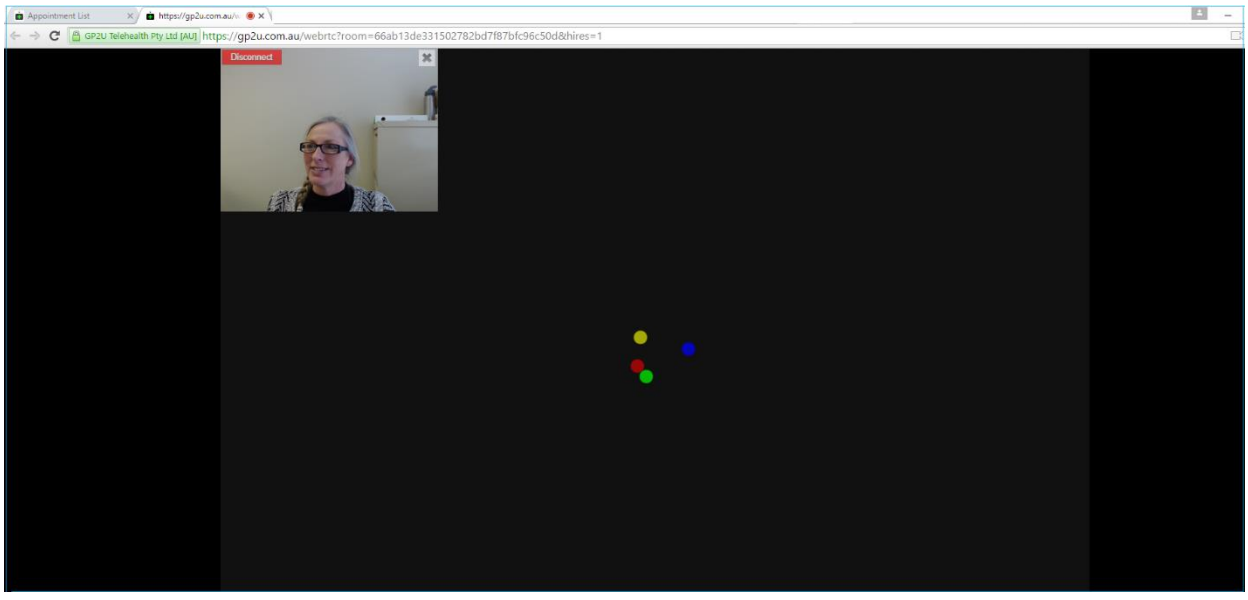
If you can't find the patient online, their phone number(s) are also listed. Sometimes we have to talk patients through the process.



Clicking on the “Small Picture” link in the Virtual waiting room (Virtual WR) should bring up a screen like this to the forefront of the screen you were working from:

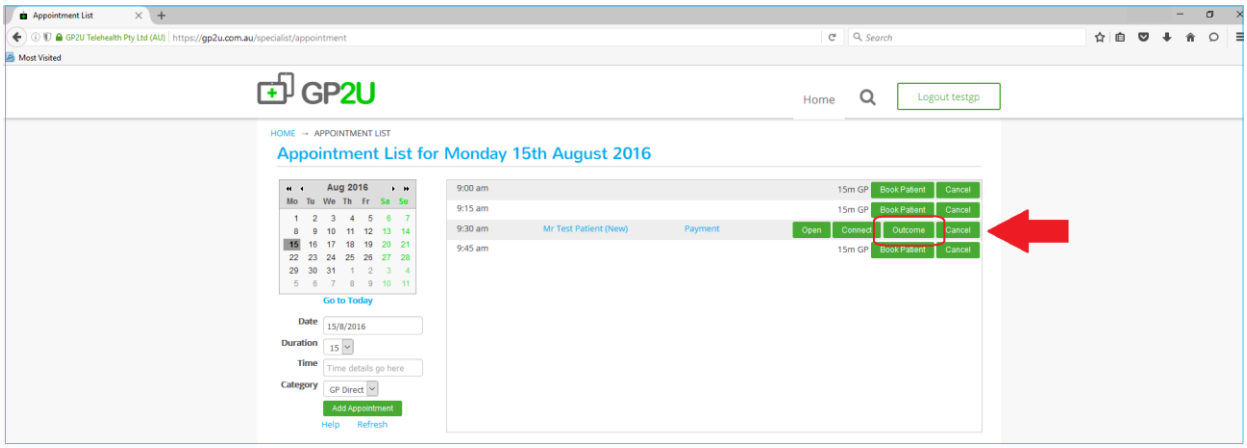


If you click on the “Big Picture” in the same line, you should see something like this as it takes up whole of screen:

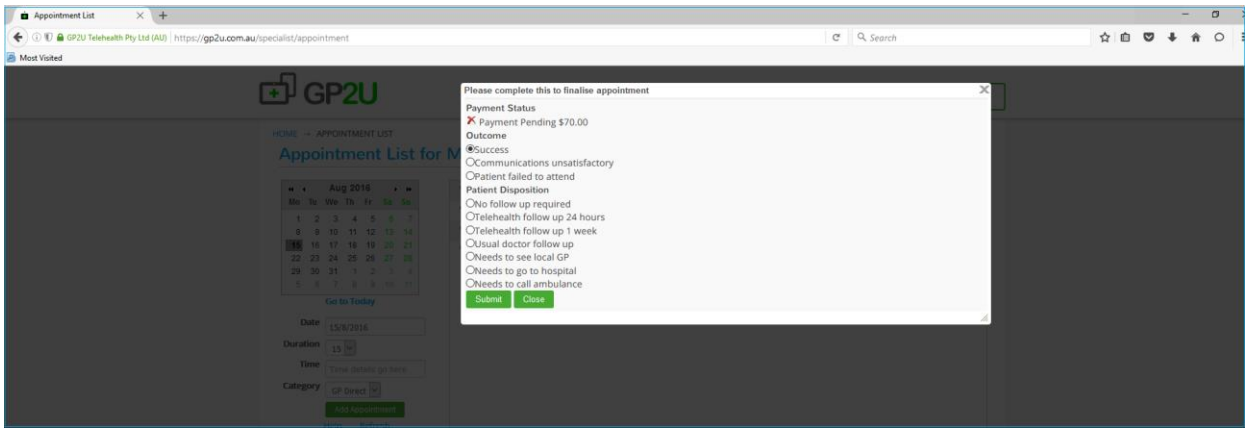


OUTCOME BUTTON

The outcome button allows you to record the outcome of the consultation:

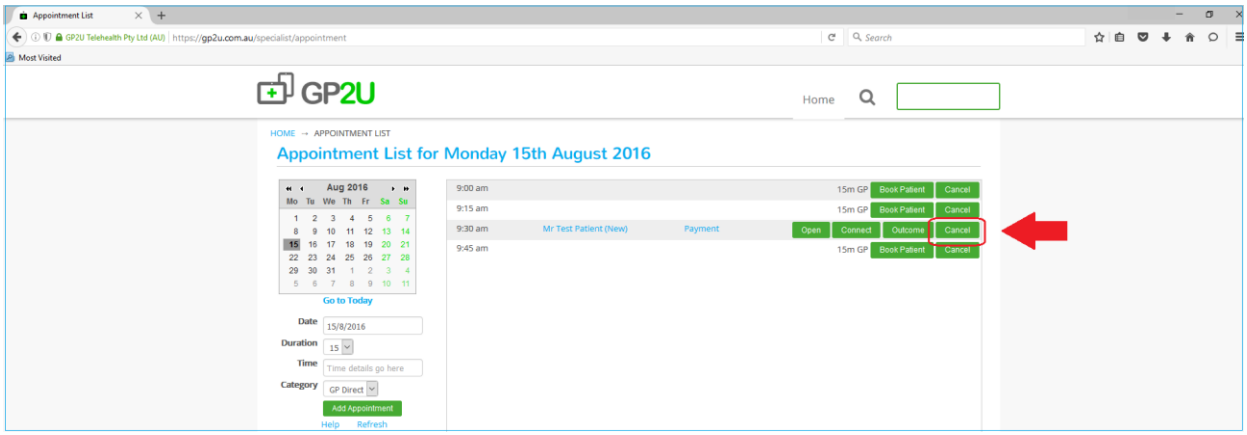


Simply select the appropriate options. Click “Submit”

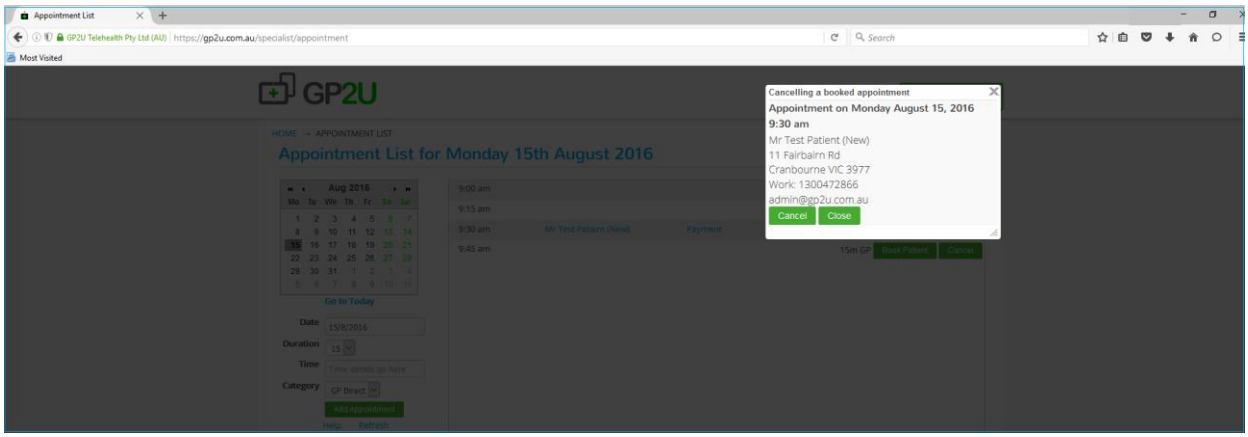


CANCEL BUTTON

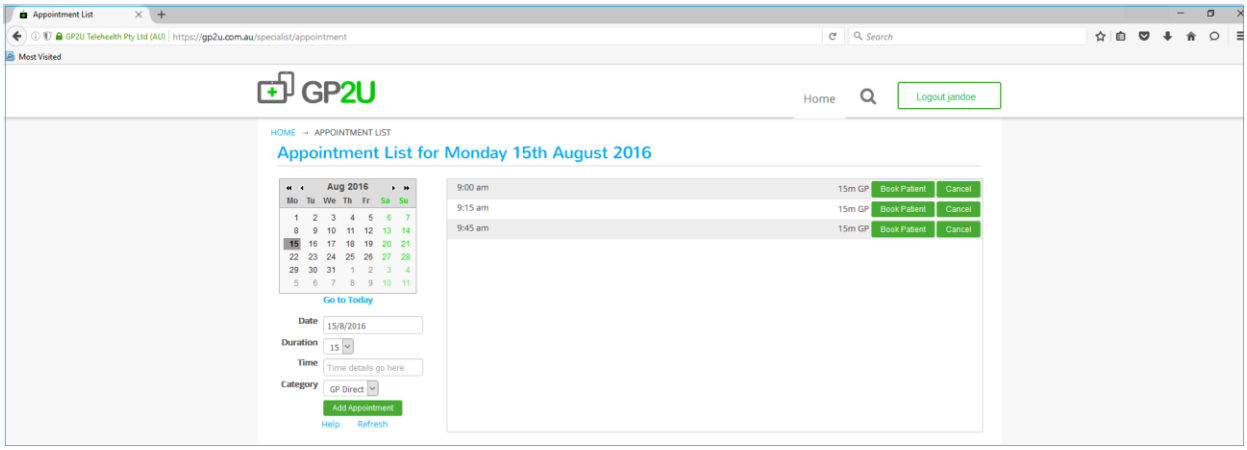
The “Cancel” button cancels the appointment.



Confirming the cancellation by clicking the “Cancel” button sends the patient (and referring GP) an automatic email.

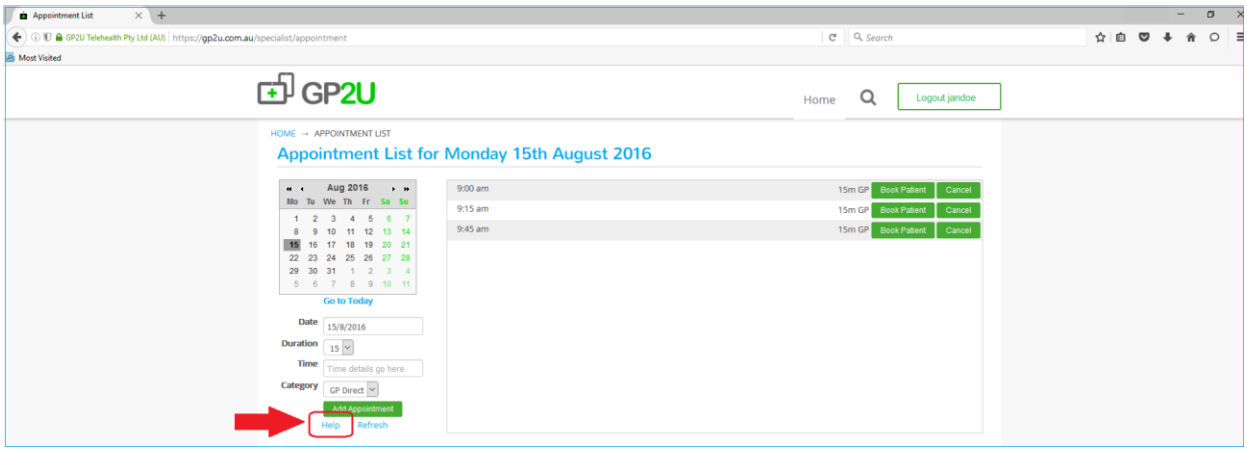


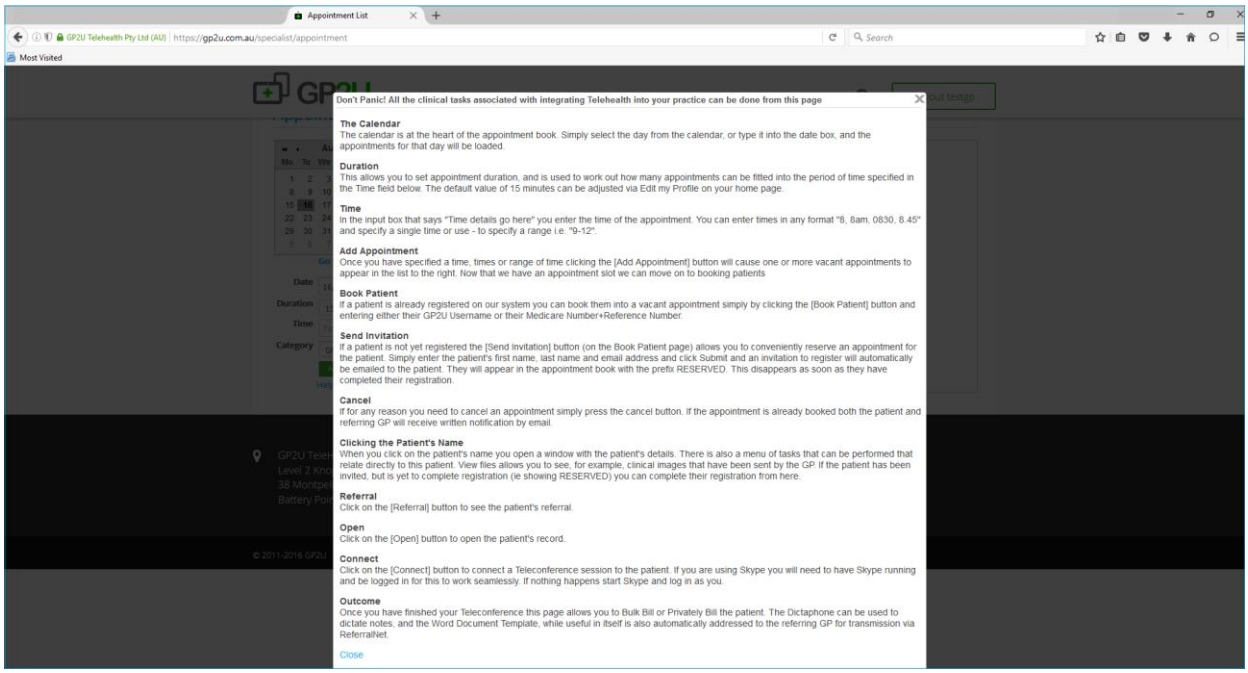
This will remove the appointment from your diary list as well:



HELP LINK

Just below the “Add Appointment” button you will see a link called “Help”. It will provide you with details about everything on the page.



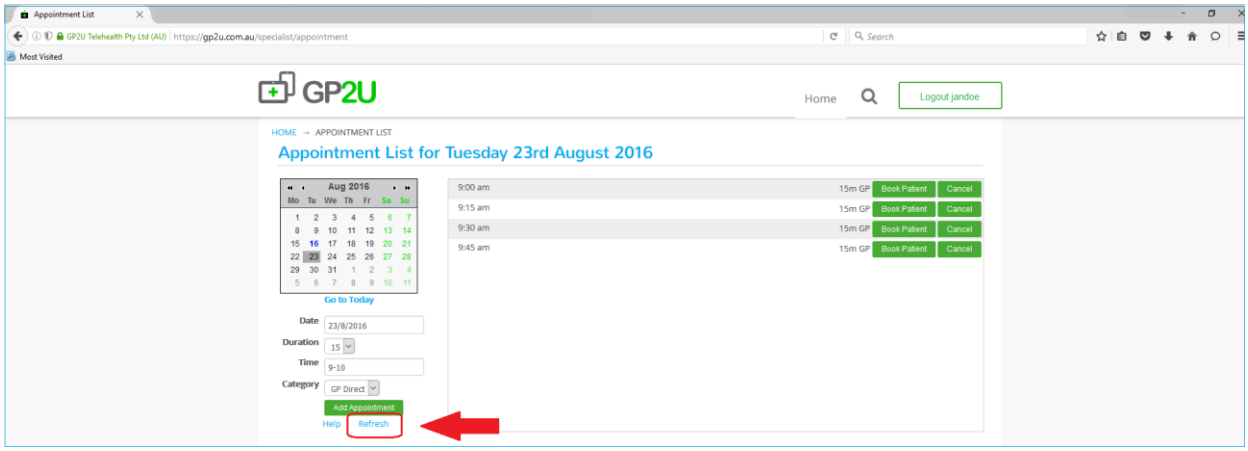


REFRESH LINK

When the appointment book displays, it shows the appointments and patient details as they existed at the time the page was displayed.

If someone books an appointment, this will not show up until you either leave the appointment book and go back or click on “Refresh” below the “Add Appointment” button.

Similarly, if the patient adds their Skype name in, your page will not reflect that until it is refreshed.



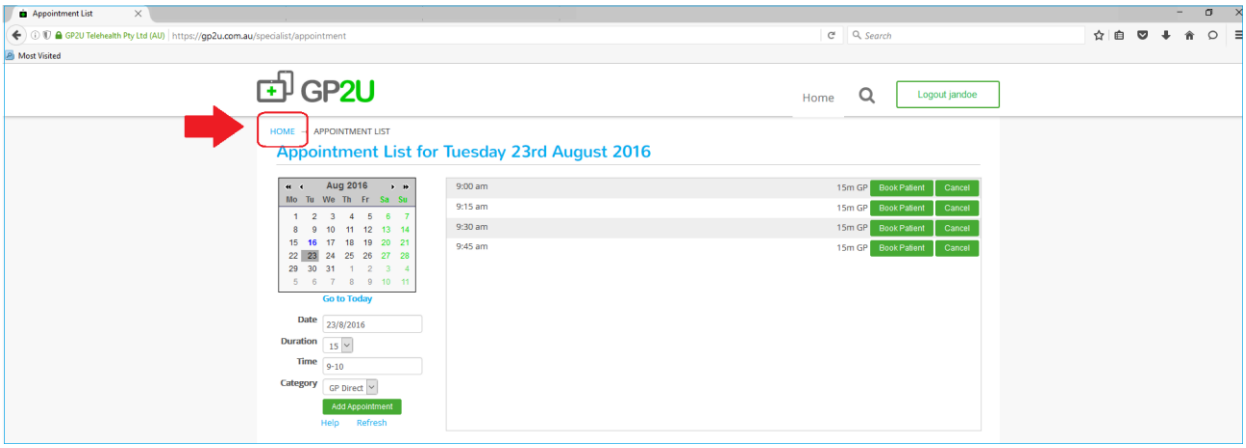
APPOINTMENT REMINDERS AND ALERTS

The system will email you about patient bookings.

If they are within 4 hours, it will also send you an SMS message.

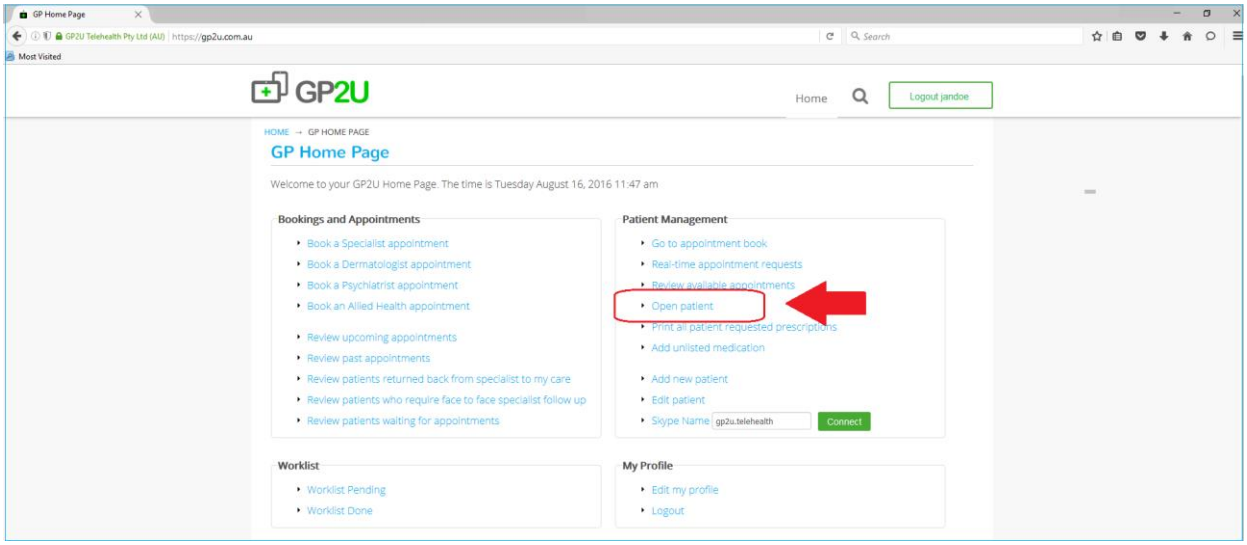
BACK TO THE HOME PAGE

Now let's leave the appointment book and go back to our home page. To get there just click the "Home" link up the top left:



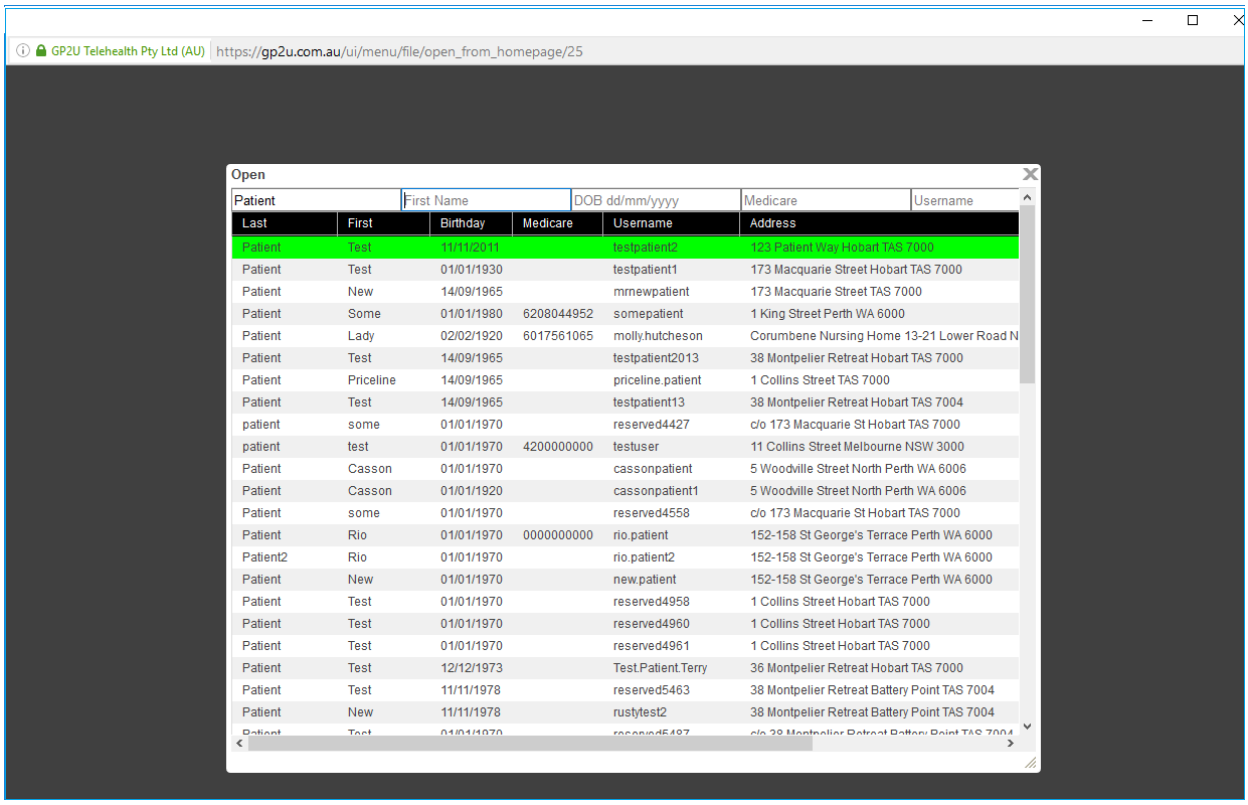
OPEN PATIENT

Here you can open any patient's record.

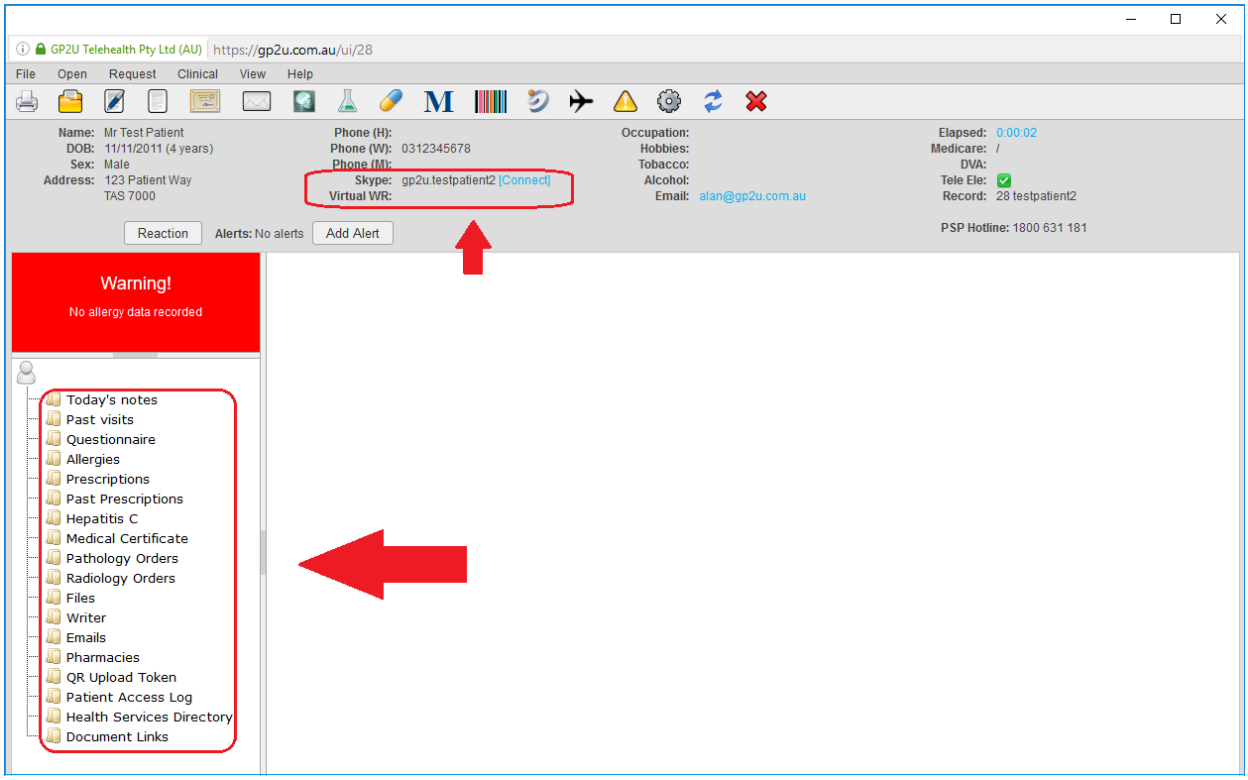


Please note that for privacy purposes all patient record access is logged and this access log is available to the patient for their review.

To find a patient, simply type in some of their details, the list will shorten as you add more detail. Keep in mind the pages will not populate information unless you tab in---between the Last Name and First Name boxes. Once you find the patient you are looking for, click on the row that contains them:



This will open their record in a cloud based patient management system that looks and functions similarly to Best Practice / Medical Director.



Discussion of how to use this is covered in another document.

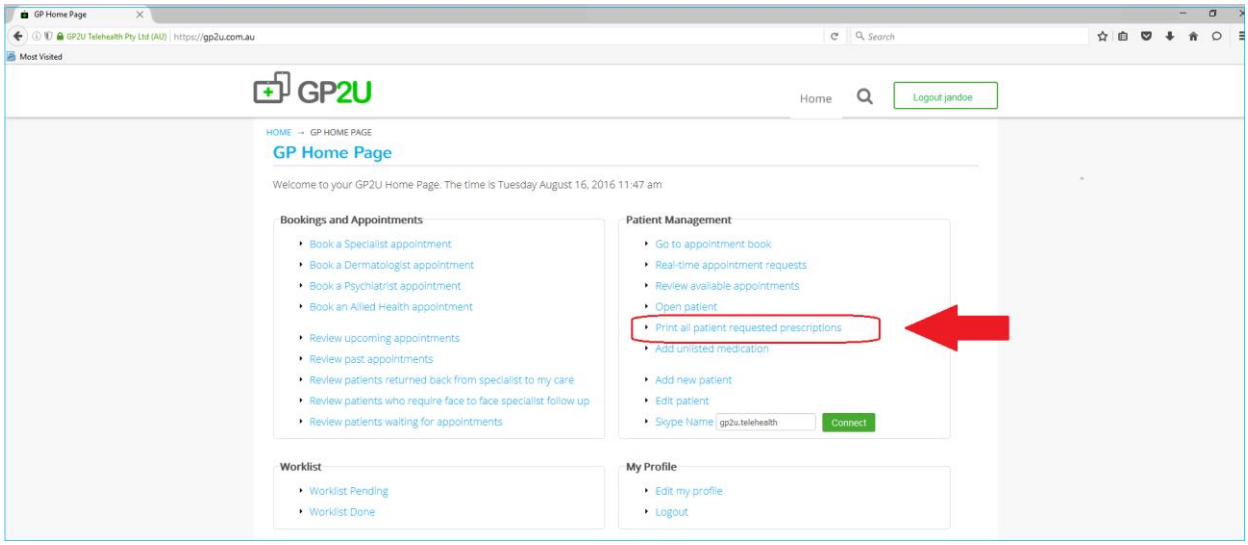
It basically works as you expect with a few nifty features related to Telehealth; for example, if you prescribe a medication in the usual way, this is immediately available to the patient to FAX through to a pharmacy of their choice just by clicking on “Pharmacies” in the left hand boxed section.

You will also see links to connect to both Skype and the Virtual Waiting Room in the top section.

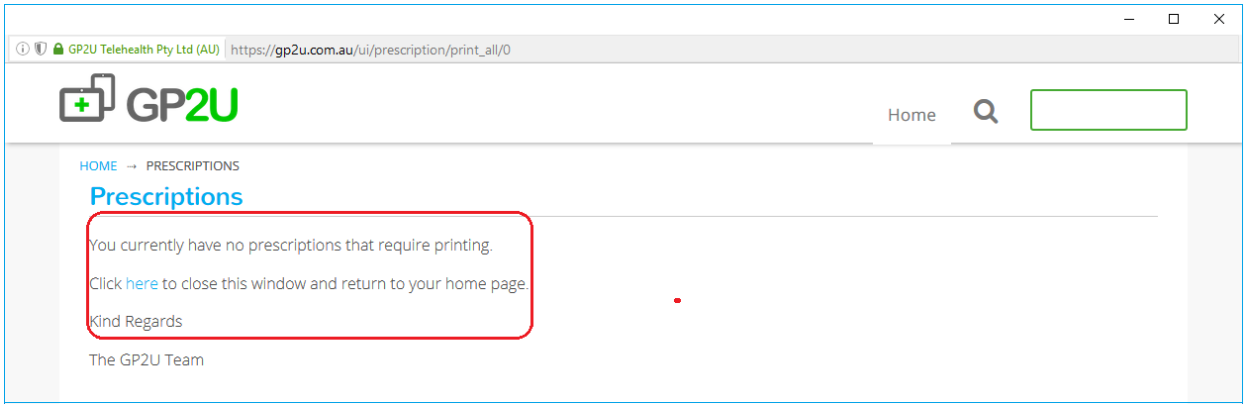
If you can’t find a patient in one location try the other and, if that fails, pick up the phone!

PRINT ALL PATIENT REQUESTED PRESCRIPTIONS

In the patient management system, if you prescribe a medication the patient has the choice about where that goes. Just go to the Home Page and click “Print all patient requested prescriptions”:

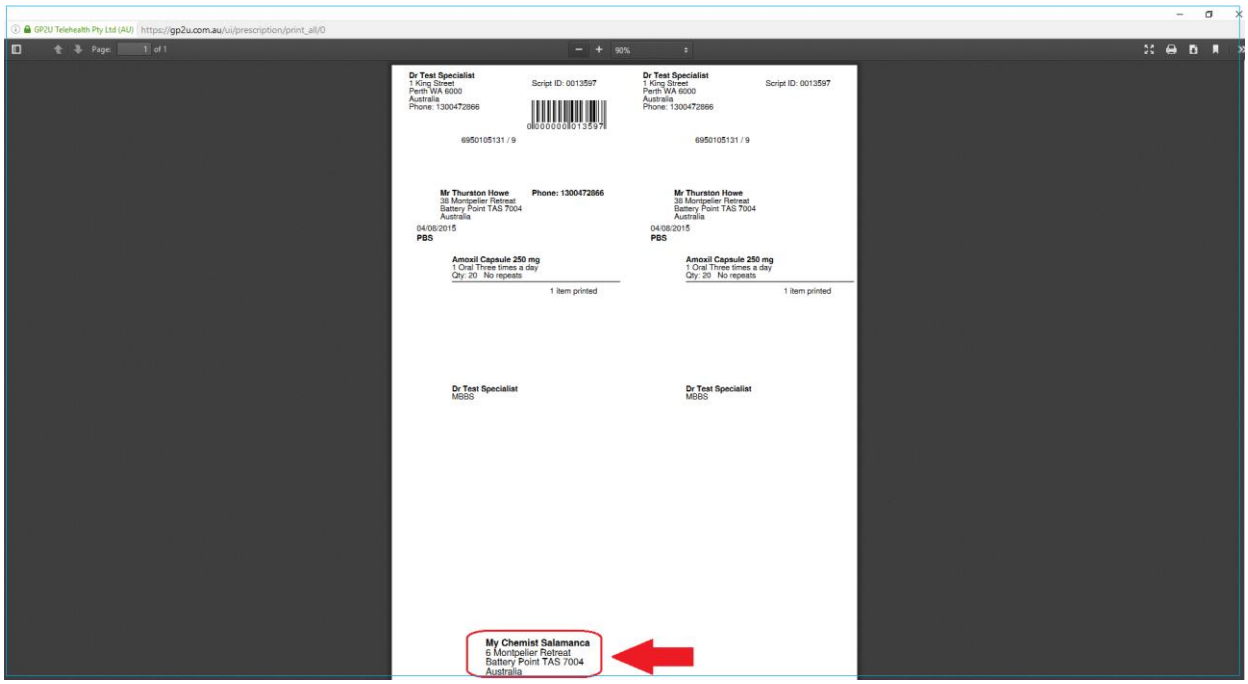


If you have not issued any scripts, this will be the response:



If you have been issuing scripts for patients, this will bring up all of the scripts you have prescribed for the day.

You need to print them up and make sure that the address of the pharmacy you are sending it to, is at the bottom of PBS paper



Please make sure you remove the tick where it says “Fit to page”.

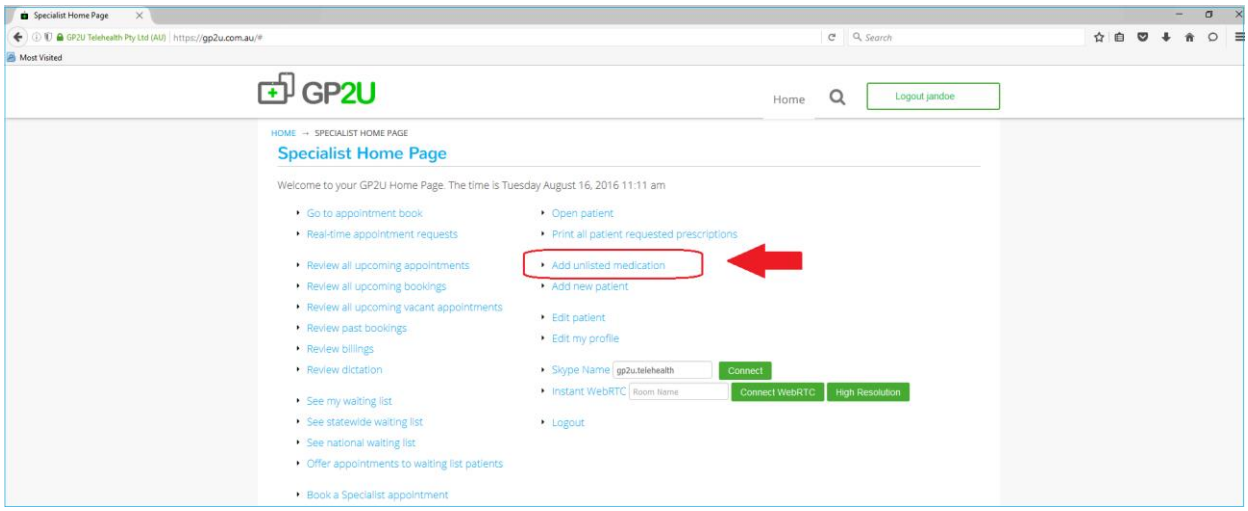
You will see the script get slightly larger.

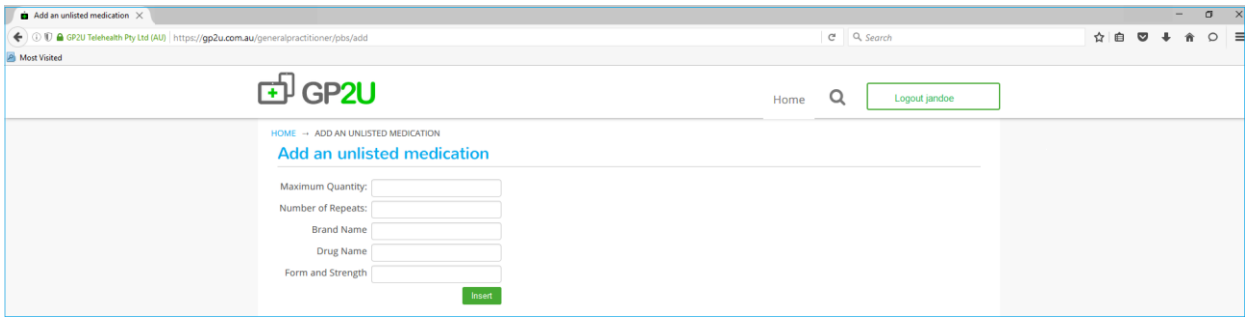
If you don’t do this, things will be slightly out of alignment.

ADD UNLISTED MEDICATION

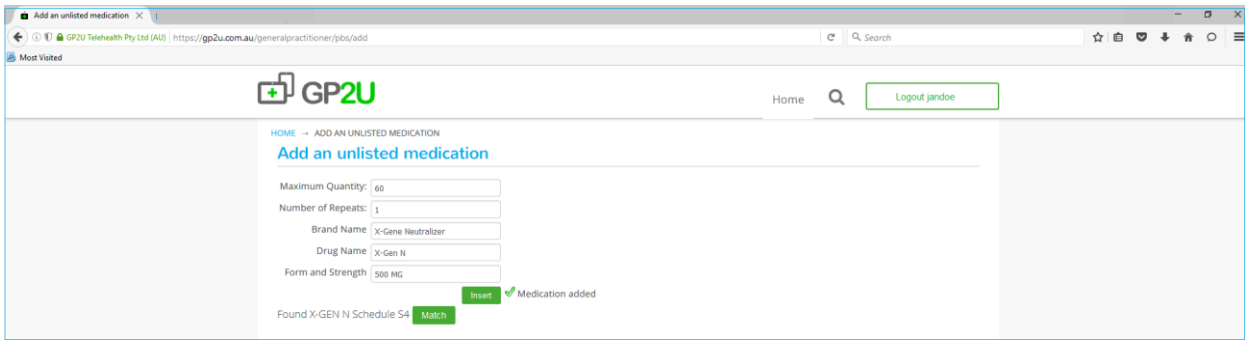
We have all the PBS medications in our database and many others. Be that as it may, you may wish to prescribe something that you can’t find (because it’s not there!)

Click on the “Add unlisted medication link” to bring up this page:

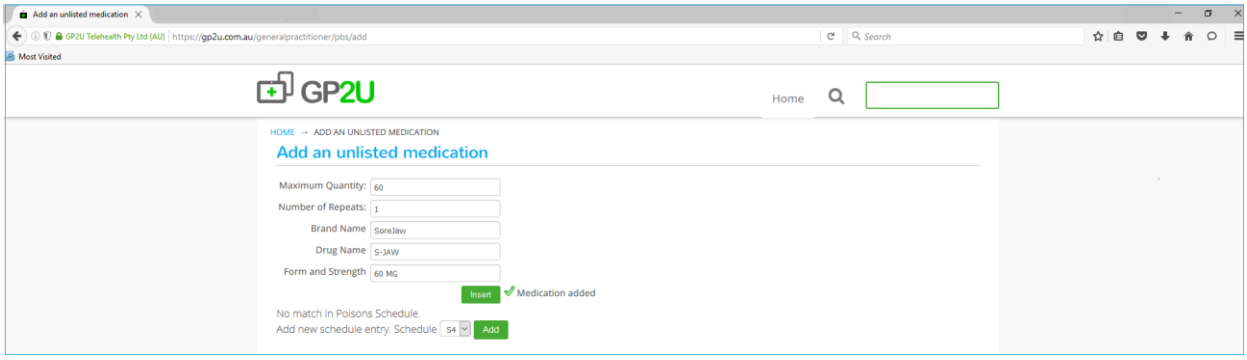




Simply fill in the details as shown and click “Insert”. This will bring up a page like this:

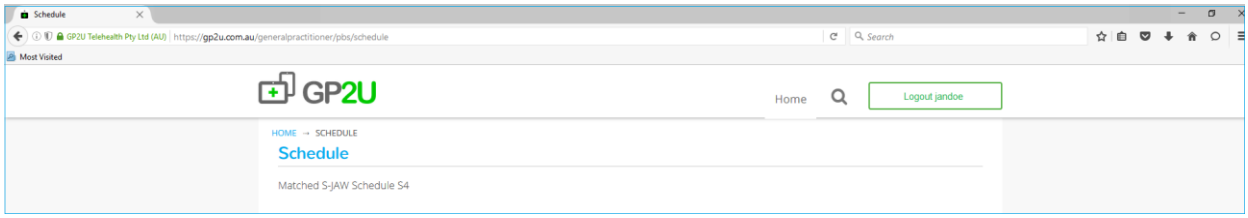


After adding medication by this format, a match was found. If no match is found you will get this response:



You will see we can’t find a match for “SoreJaw” in the Poisons Schedule. The default setting is S4 but select S2, S3, S4 or S8 as appropriate and click “Add”.

This will insert SoreJaw into the poisons schedule as an S4 and bring up a page like this:



Now you will find you can prescribe SoreJaw …

HOW PATIENTS CAN USE GP2U

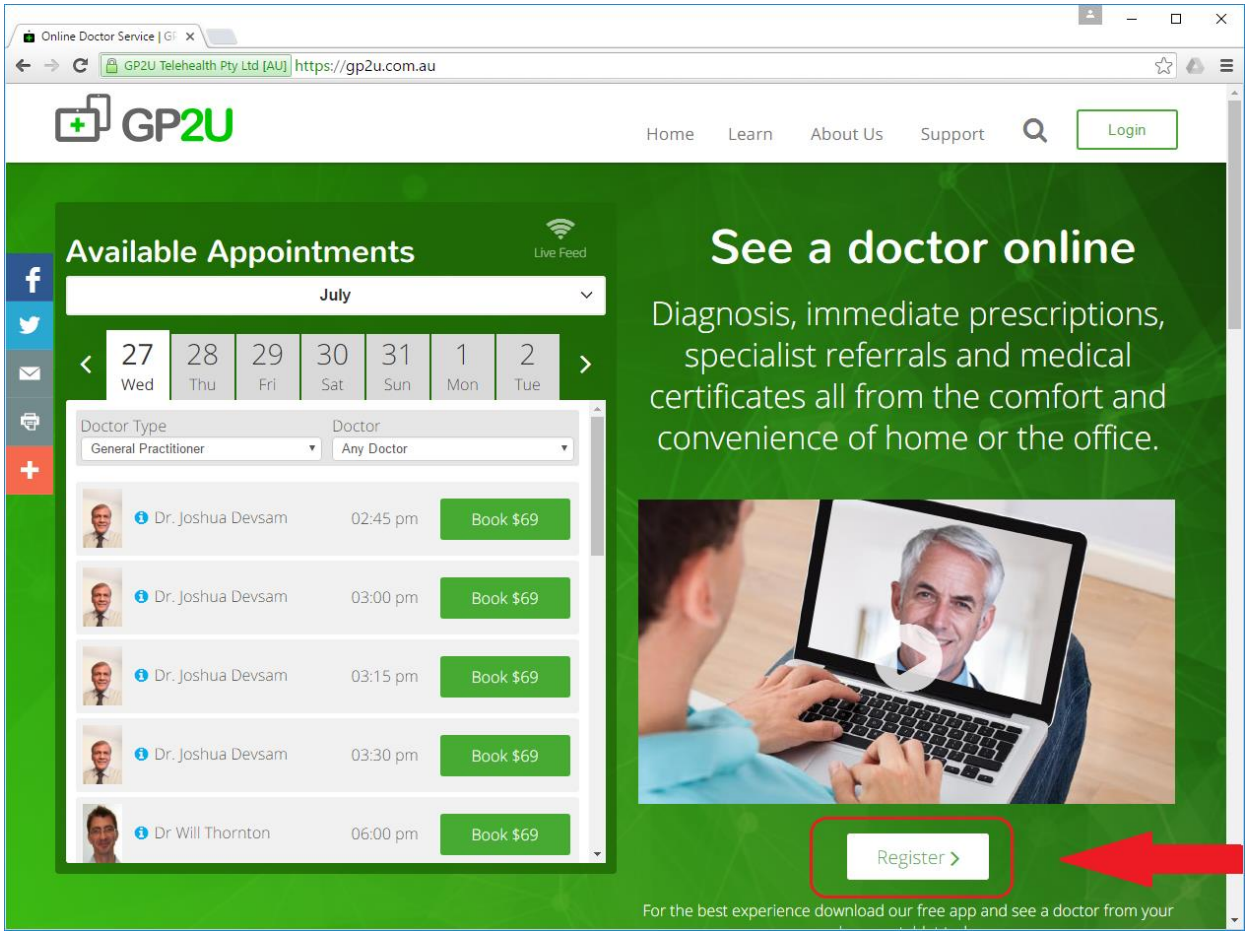
Once the basic infrastructure is in place it's quite straightforward for both GPs and patients to use this to book appointments.

Prior to booking an appointment, we need patients to register so we can gather in the demographic details like name, address and Medicare card number.

We need these details for Medicare billing, notes, prescriptions, etc. Unfortunately, the current state of e---Health is that there is not a unified patient demographic record so we need to duplicate things here.

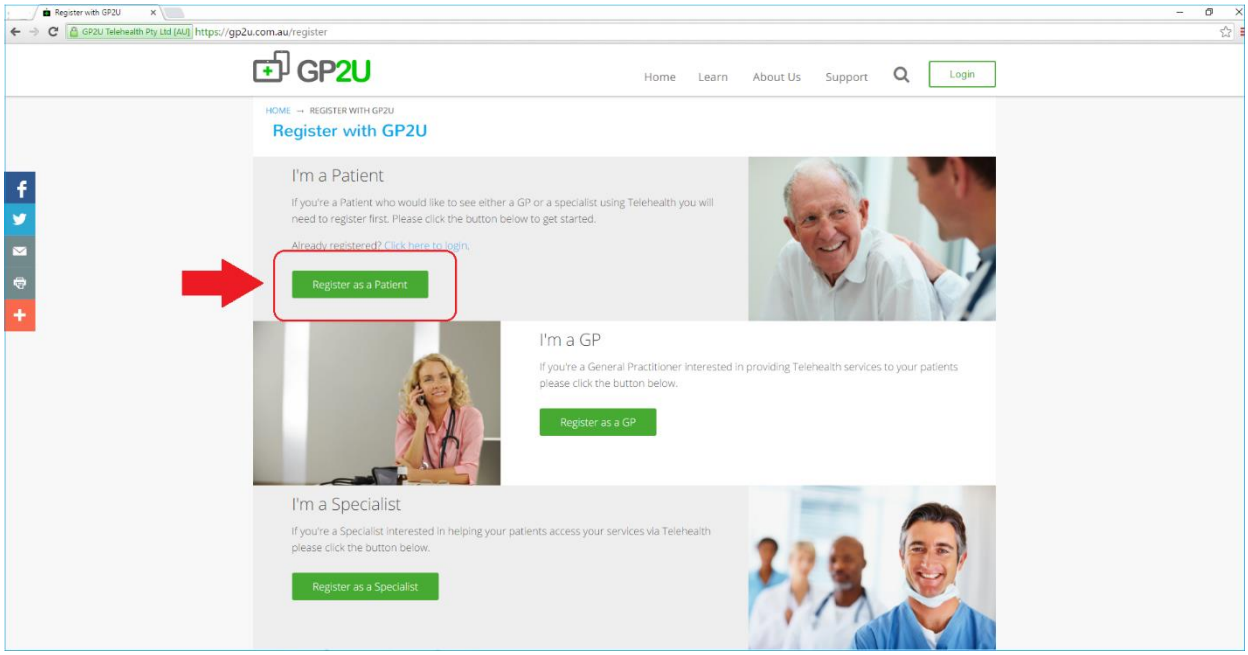
The registration process for patients is virtually identical to that for specialists. It consists of 5 steps, takes about a minute, and is free.

Patients get to the registration from our home page:



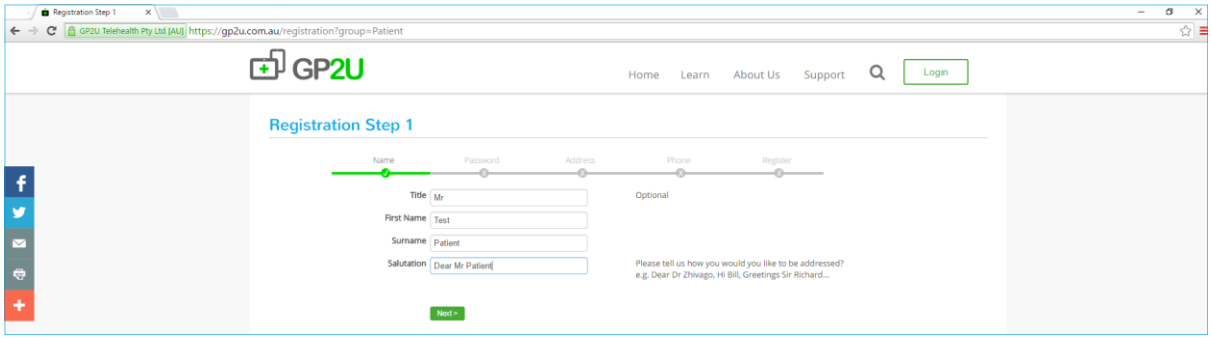
SEND INVITATION ENTRY POINT

Please note if you offer a patient an appointment via the “Send Invitation,” when they click the link they enter the registration process, with all the details we have already entered.



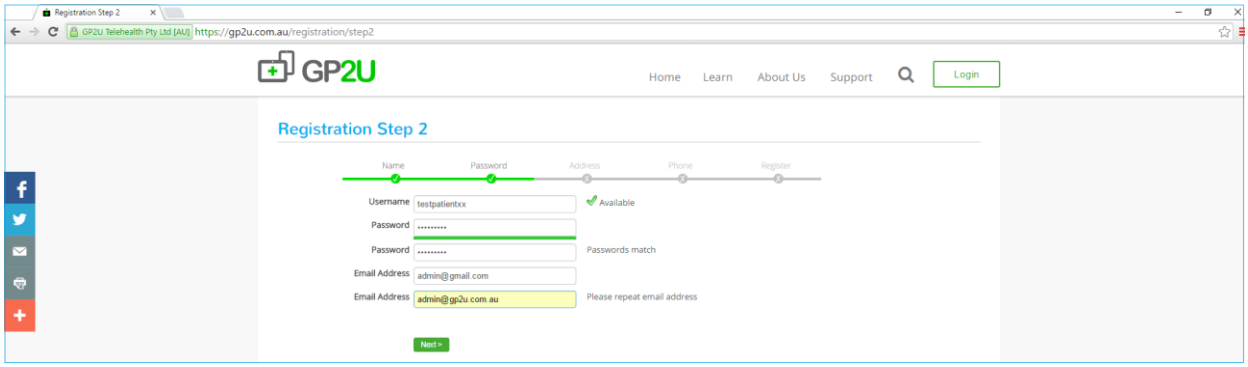
5 REGISTRATION STEPS

Step 1 is the patient’s name:

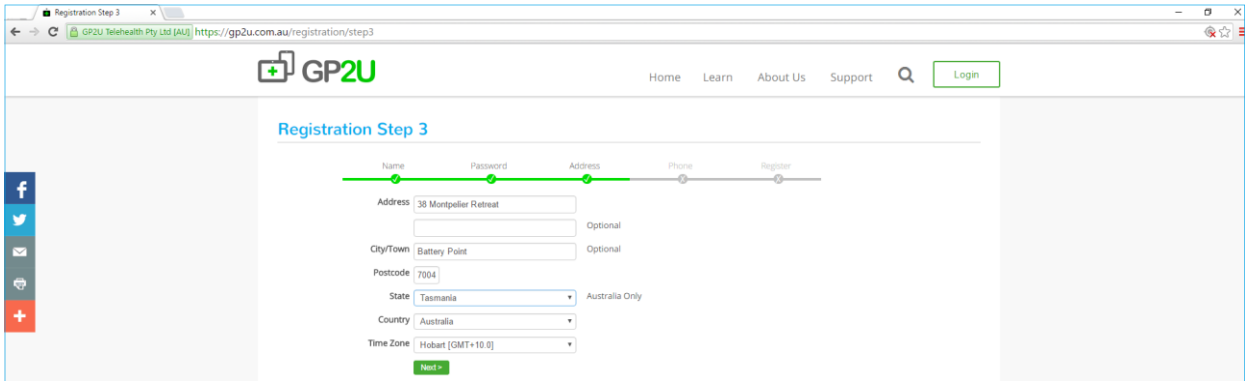


Step 2 involves getting patients to invent a username and password. This lets them login to their account.

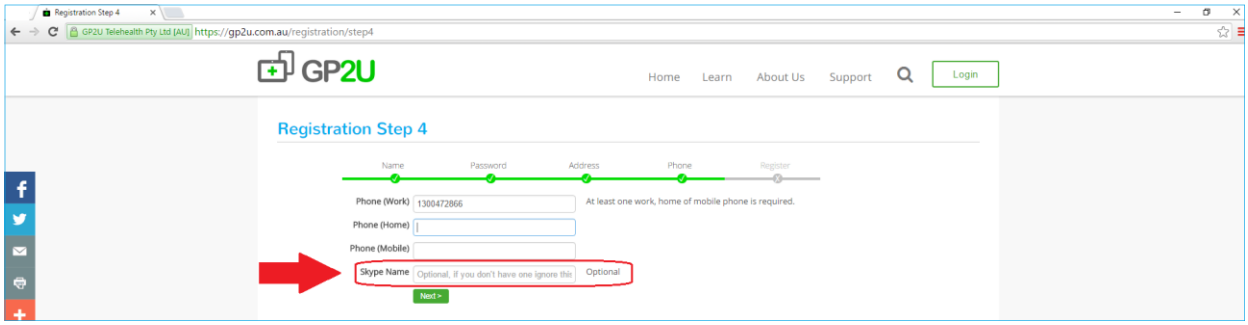
We don't have silly rules that passwords must contain one uppercase letter, one lower case letter, one number and one non alphanumeric character but do insist on a minimum level of complexity.



Step 3 is the patient address details:



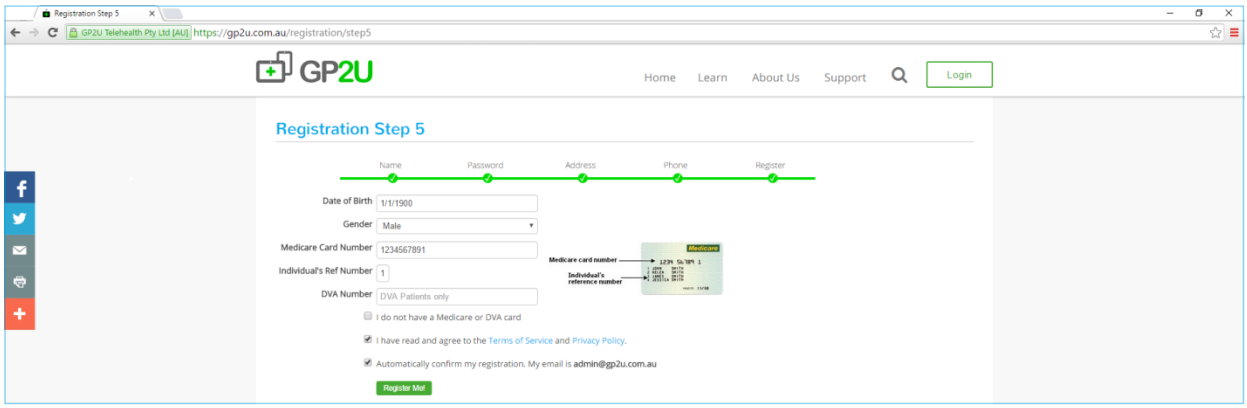
Step 4 is the patient contact details. Please leave the Skype name blank if you don't have or want one.



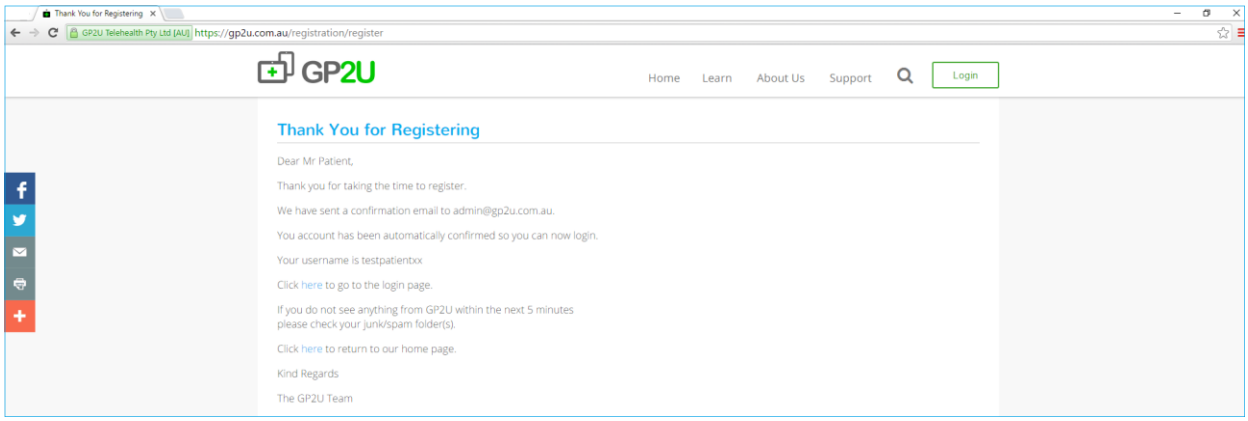
Step 5 is the Medicare details.

Ticking the terms and conditions box is mandatory.

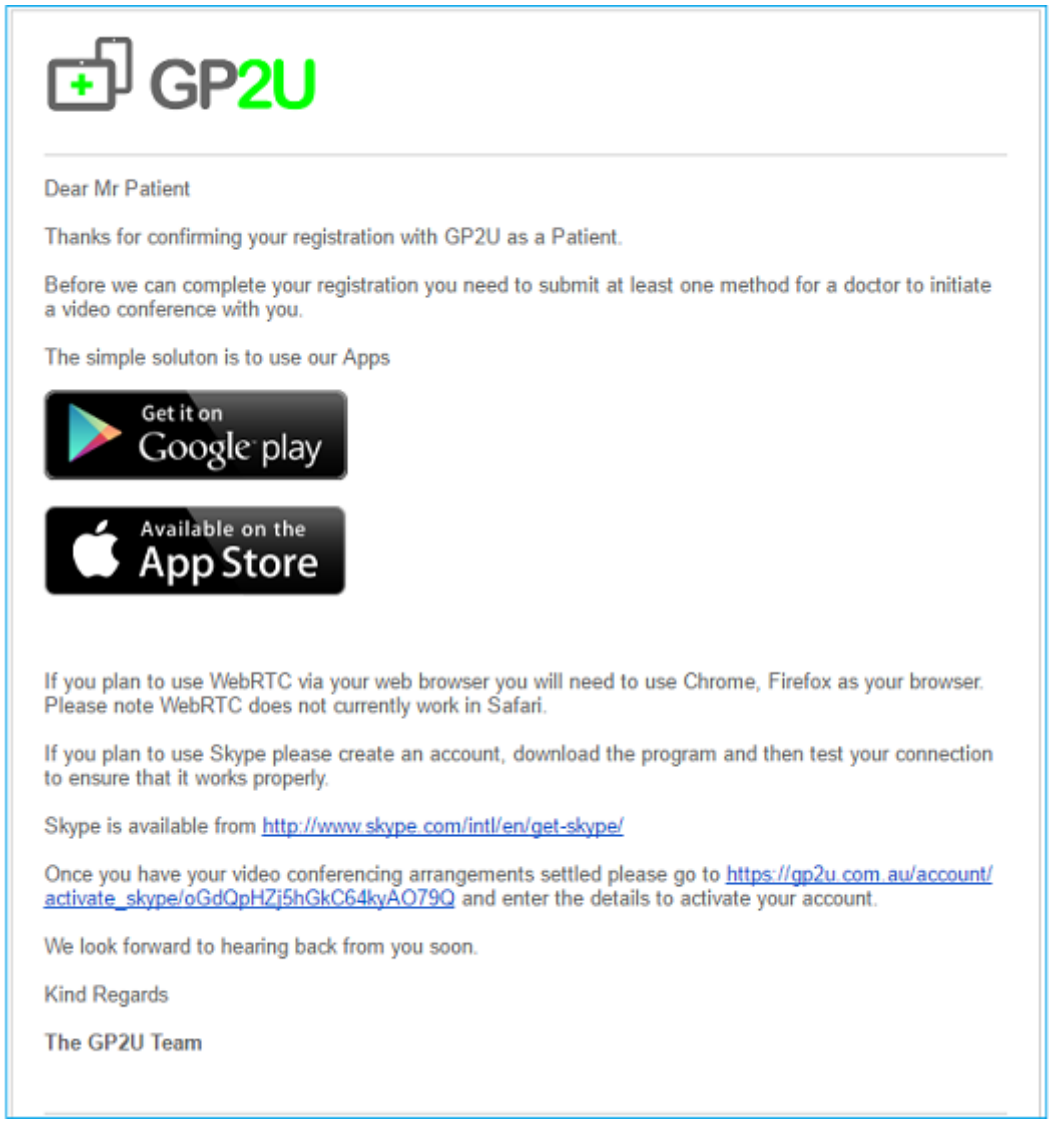
Ticking the automatically confirm registration checkbox means the patient will not have to log into their email to click on the usual "Click here to confirm we have your correct email address" link.



And here is the confirmation page:



The patient should receive an email that looks similar to this:



GP2U

Dear Mr Patient

Thanks for confirming your registration with GP2U as a Patient.

Before we can complete your registration you need to submit at least one method for a doctor to initiate a video conference with you.

The simple soluton is to use our Apps

Get it on Google play

Available on the App Store

If you plan to use WebRTC via your web browser you will need to use Chrome, Firefox as your browser. Please note WebRTC does not currently work in Safari.

If you plan to use Skype please create an account, download the program and then test your connection to ensure that it works properly.

Skype is available from http://www.skype.com/intl/en/get-skype/

Once you have your video conferencing arrangements settled please go to https://gp2u.com.au/account/activate_skype/oGdQpHZj5hGkC64kyAO79Q and enter the details to activate your account.

We look forward to hearing back from you soon.

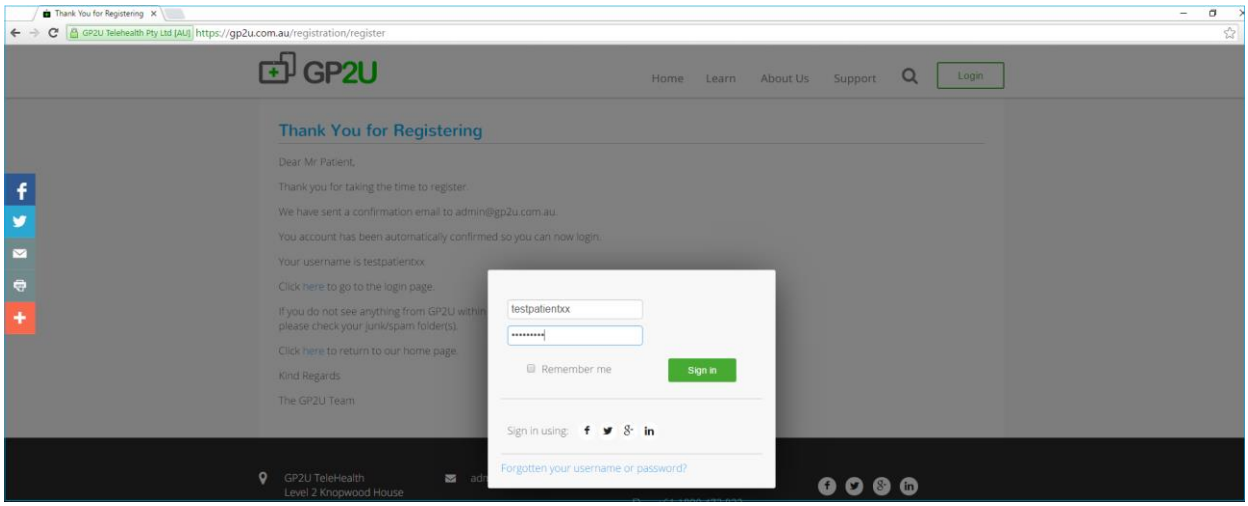
Kind Regards

The GP2U Team

Now that the patient is registered they can login.

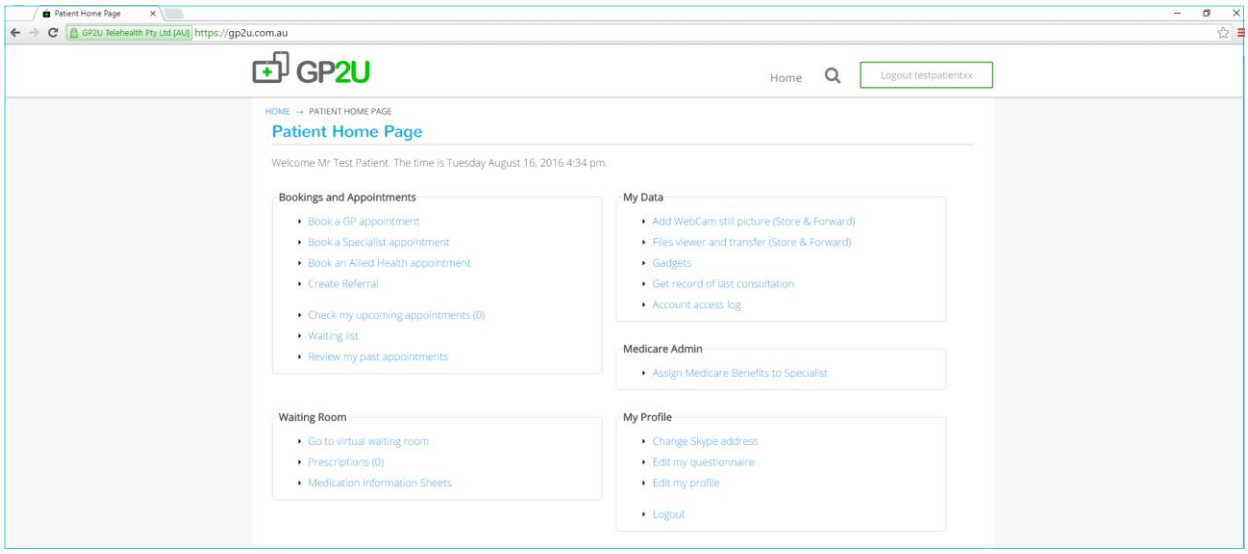
Patients can only see and book specialist appointments if they have a valid referral in the system. What this means is that their first booking must be made either by you or a referring GP.

Once there is a referral in the system they can book one of your open appointments themselves. Patients login from the home page:


Thank You for Registering
GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/registration/register
GP2U
Home
Learn
About Us
Support
Login
Thank You for Registering
Dear Mr Patient,
Thank you for taking the time to register.
We have sent a confirmation email to admin@gp2u.com.au.
You account has been automatically confirmed so you can now login.
Your username is testpatientxx
Click here to go to the login page.
If you do not see anything from GP2U within
please check your junk/spam folder(s).
Click here to return to our home page.
Kind Regards
The GP2U Team
testpatientxx
Remember me
Sign in
Sign in using:
Forgotten your username or password?
GP2U TeleHealth
Level 2 Knopwood House

THE PATIENT HOME PAGE

The patient's home page looks like this:



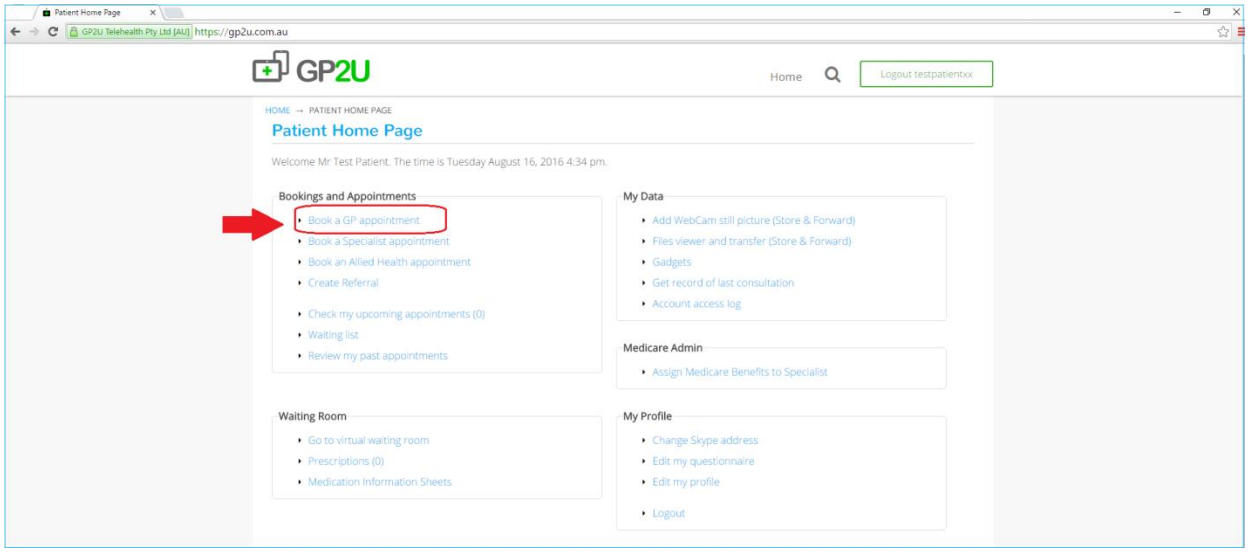
PATIENTS BOOKING APPOINTMENTS

In the first section of links you can see that patients have the ability to book Specialist, GP and Allied Health appointments.
Patients can only directly book Specialist appointments if they have an *existing* referral in the system.

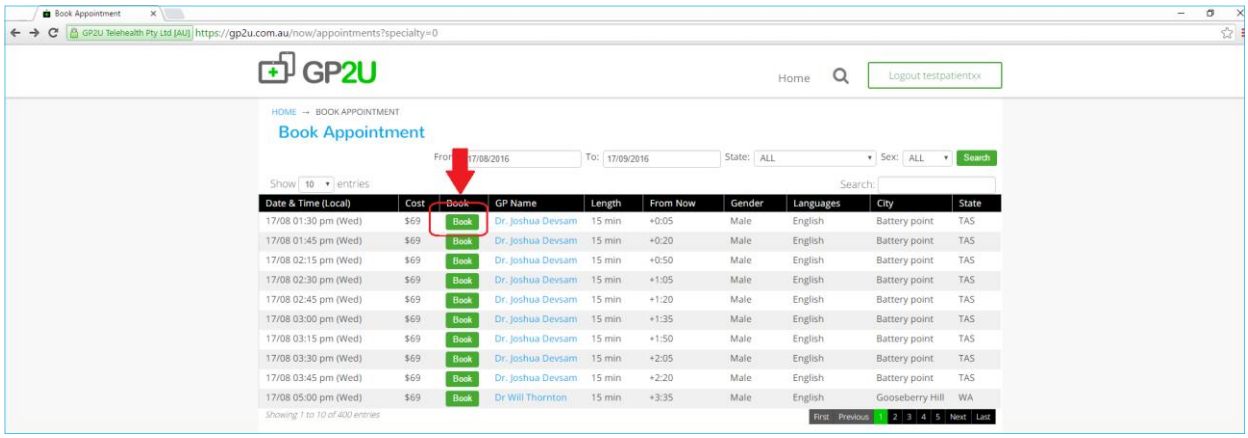
This process then works the same way it does for you except we skip the step where we identify the patient because we know who they are.

Let's look at how a patient books and pays for a GP appointment.

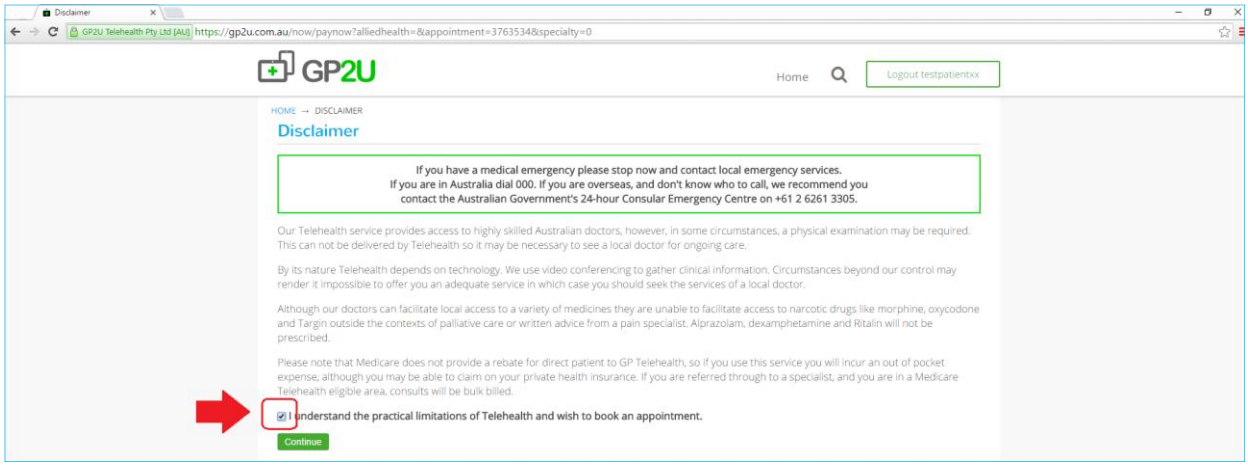
Booking allied health is the same, and requires payment for the appointment in advance.



This will take the Patient through to the next screen of listed availability times for the doctors.

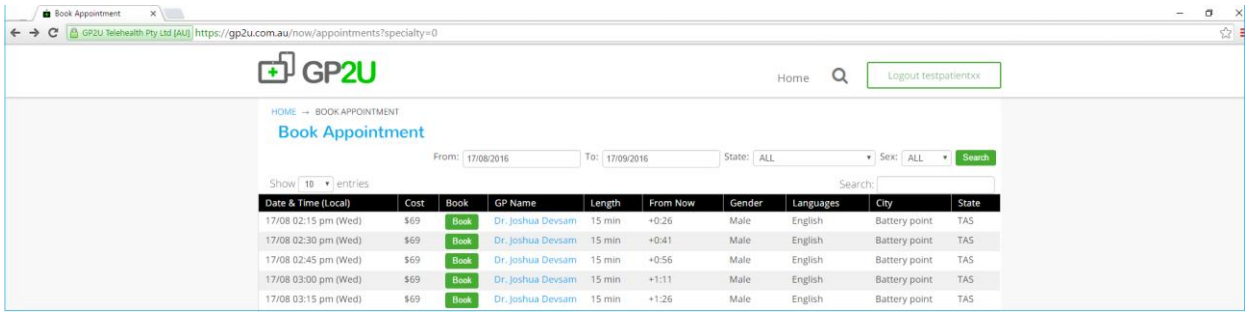


By clicking on the 'Book' button for the time required will also bring up our disclaimer page advising where to go in the case of an emergency and what the practical limitations of Telehealth are.

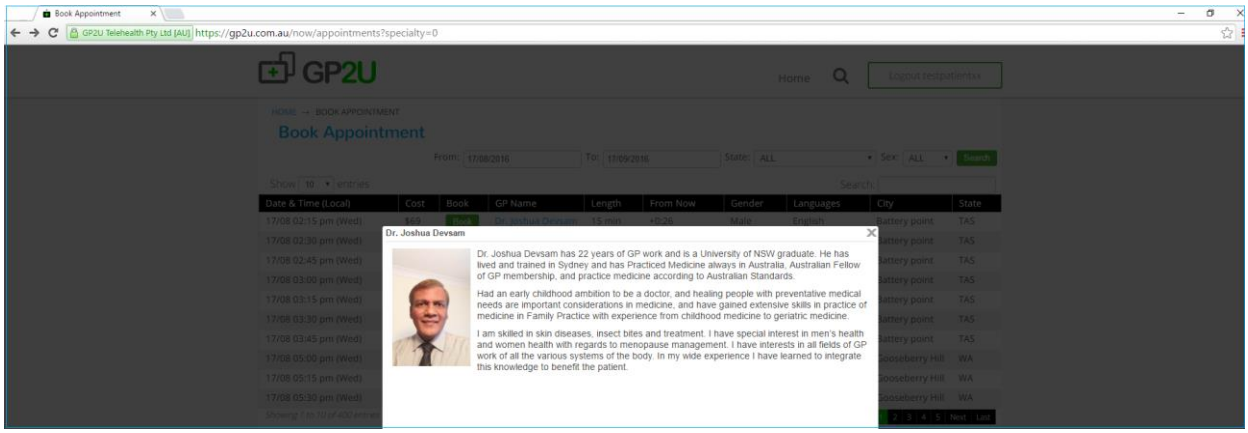


They need to tick the checkbox to confirm they have read this before going on.

Going back to the 'Book Appointment' list, we see a list of available appointments:

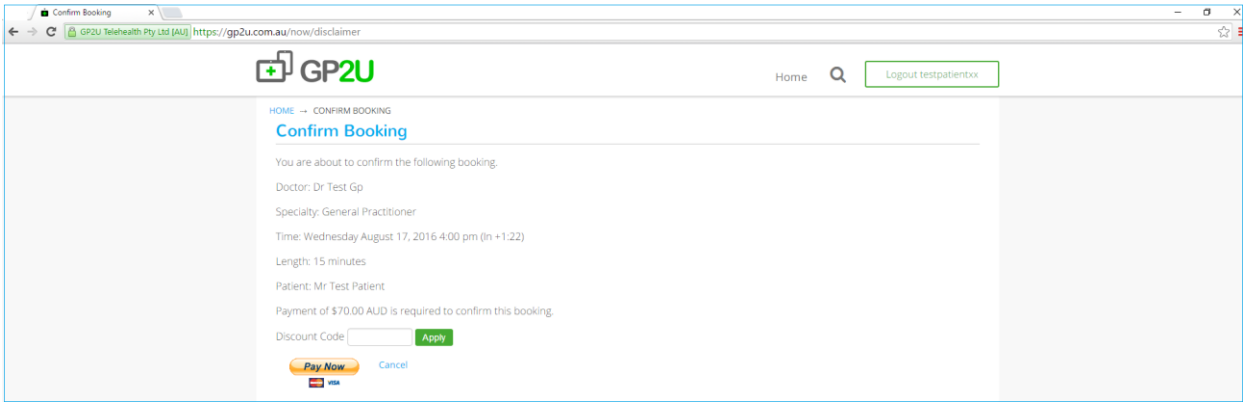


Patients can find out about the available doctors by clicking on their name:



To book an appointment, click the Book button.

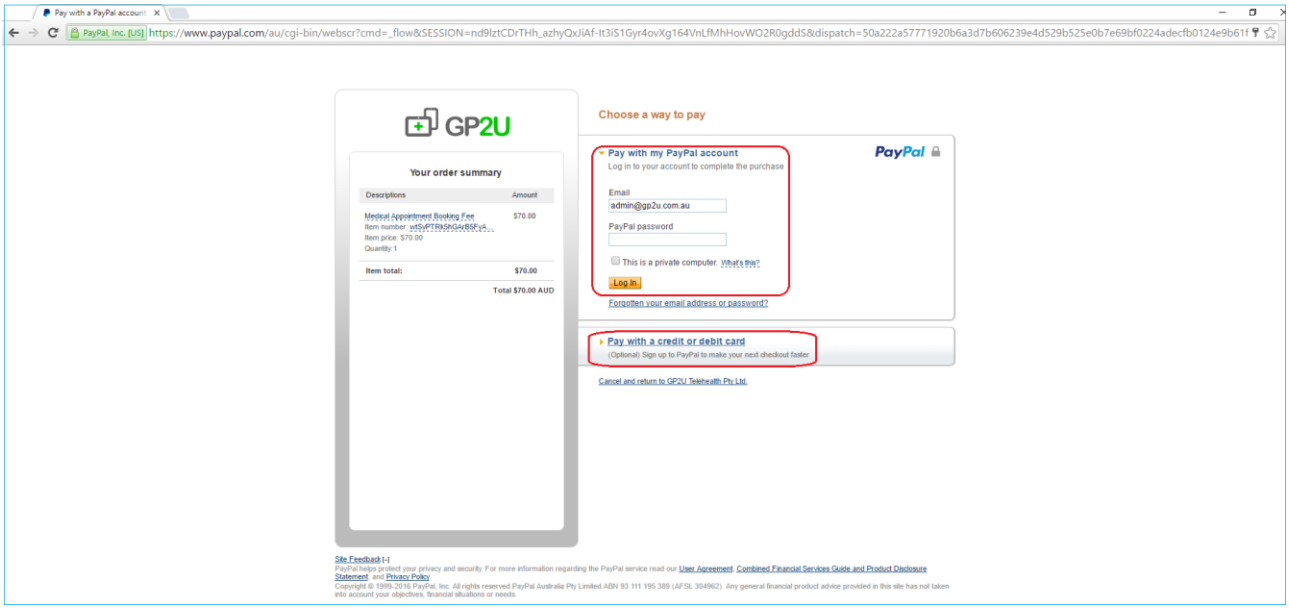
Appointments need to be paid for in advance. Here is the beginning of the payment process.
We use PayPal as our payment gateway, this gives the ability to pay via PayPal, Mastercard or Visa.



The PayPal page has two options:

- Pay with my PayPal account
- Pay with a credit or debit card

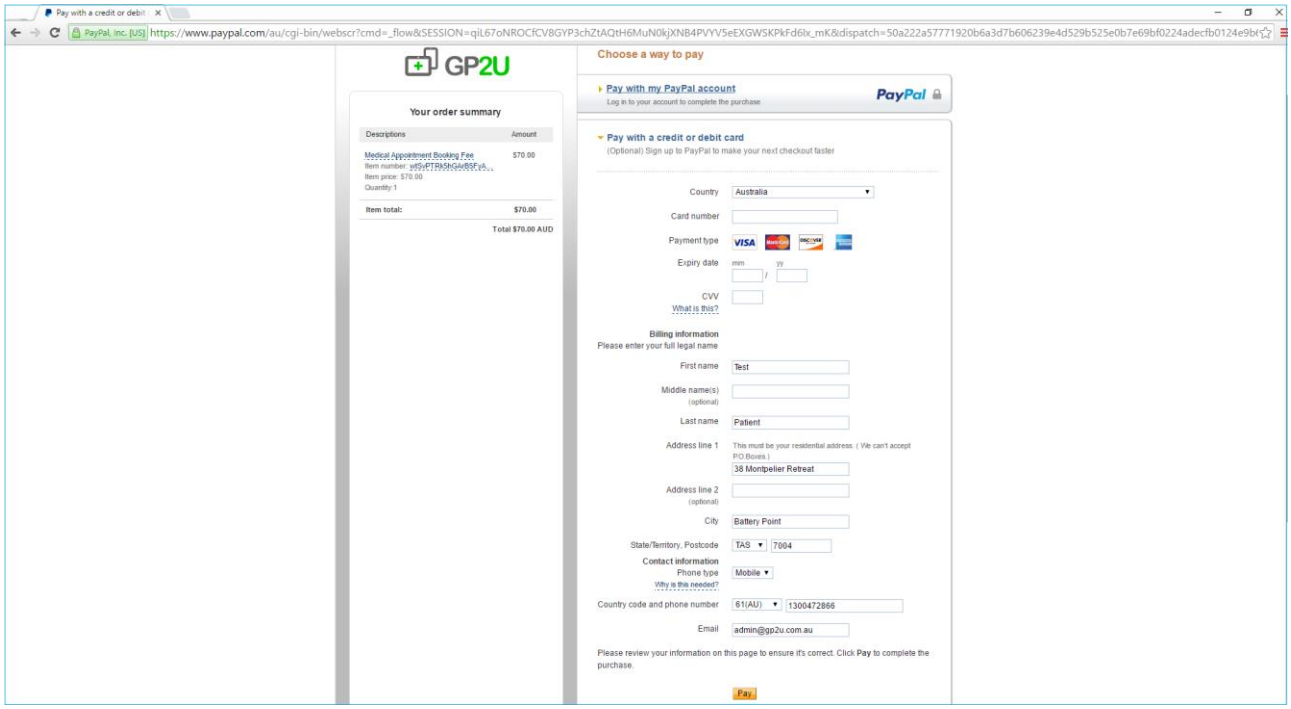
Patients need to select the option that suits them.



We pre---populate the credit card form with all the details except the credit card number, expiry and CVC.

Note that we don't store these details on our servers so only PayPal ever sees them.

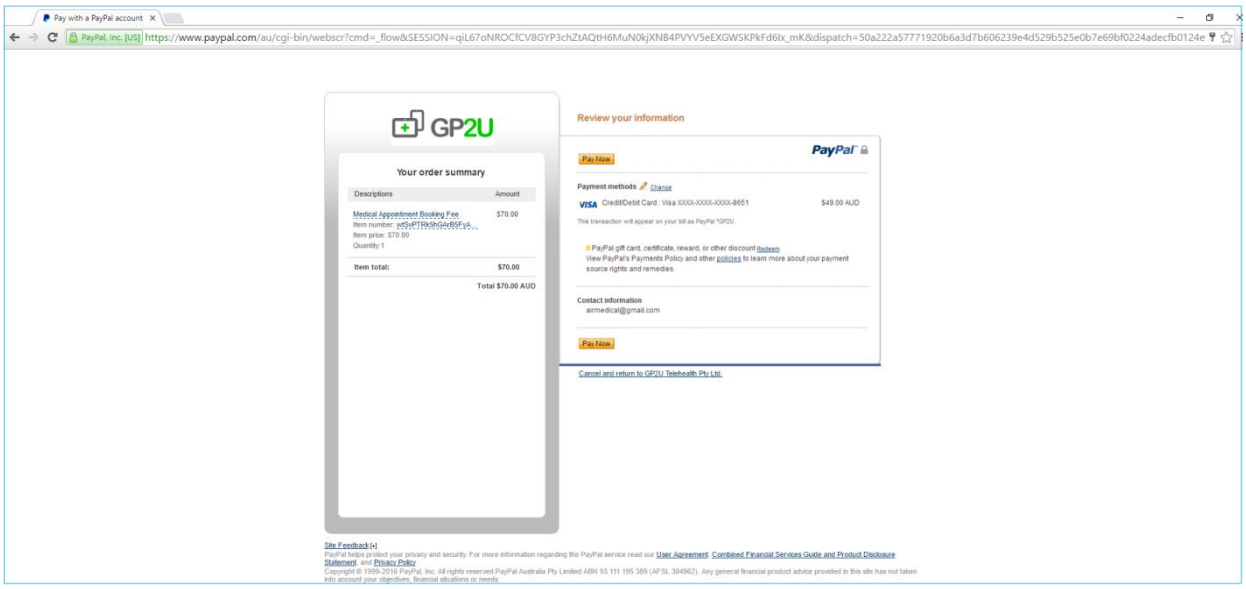
Here is the PayPal credit card view:



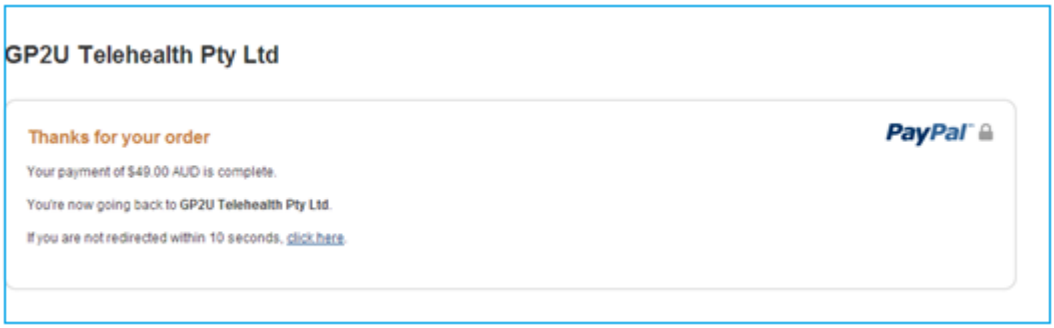
And here is what the PayPal view looks like:

Note that in either case you have a link to change to the other view.

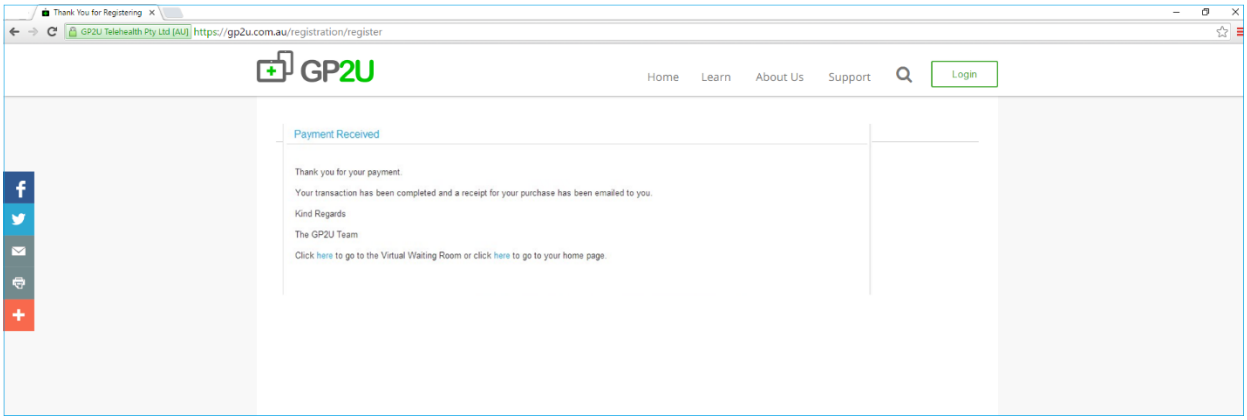
Here is the Pay Now page:



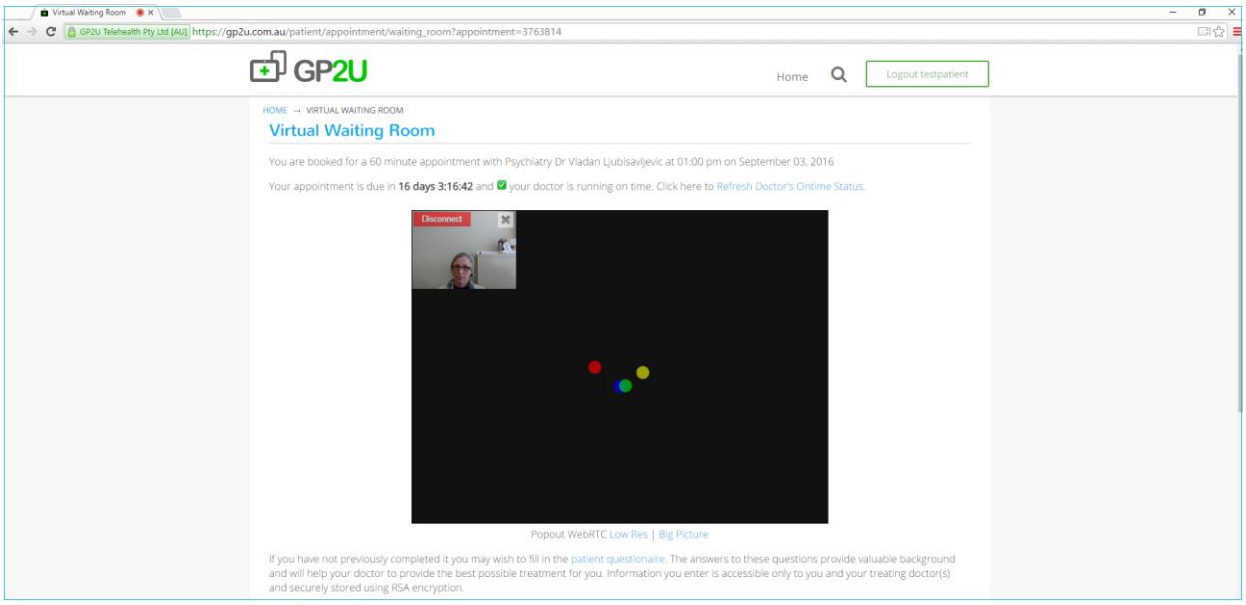
And the completion page:



This redirects to the GP2U site where the patient has the option of going straight to the Virtual Waiting Room:



The waiting room looks like this:

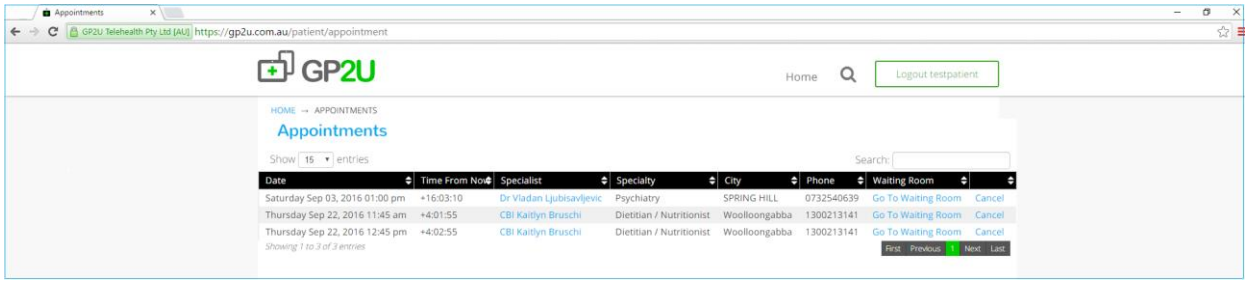


The doctor appears on the screen where the floating coloured balls are.

CHECKING MY UPCOMING APPOINTMENTS

In this section patients have the ability to check upcoming and past appointments, as well as waiting list entries.

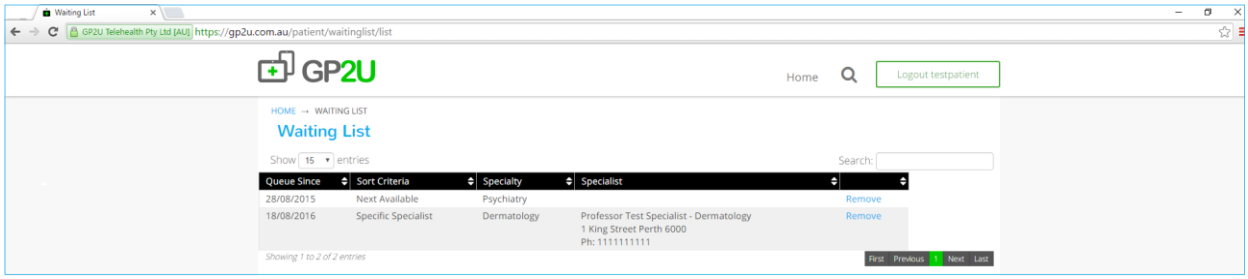
Here is what the patient sees if they click on the “Check my upcoming appointments” link:



You may notice the link to the Virtual Waiting Room and a button that allows patients to cancel appointments (you will be sent an email if that happens and the patient will be removed from that appointment).

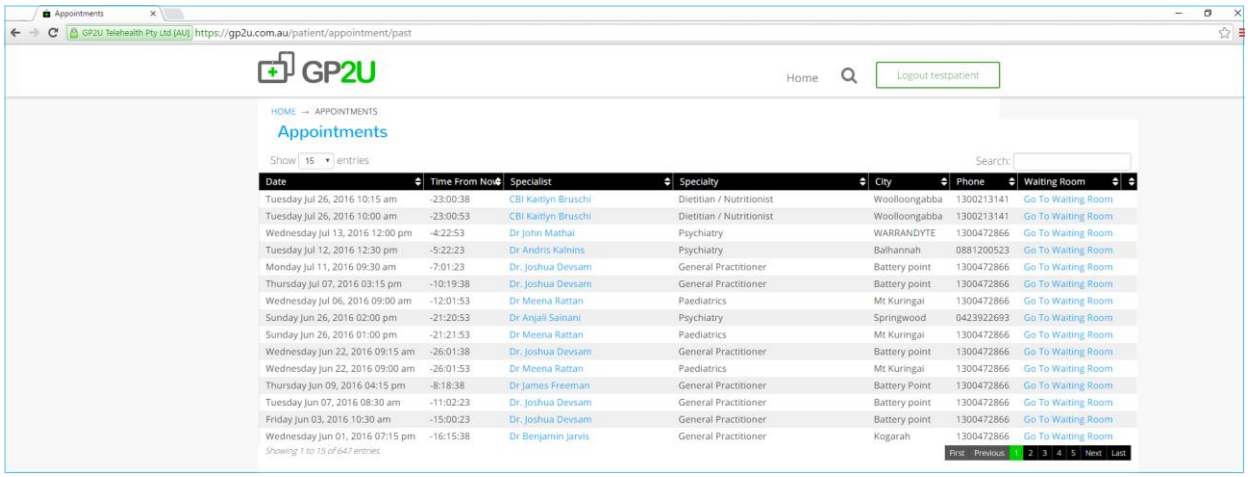
WAITING LIST

This link allows patients to check their waiting list status



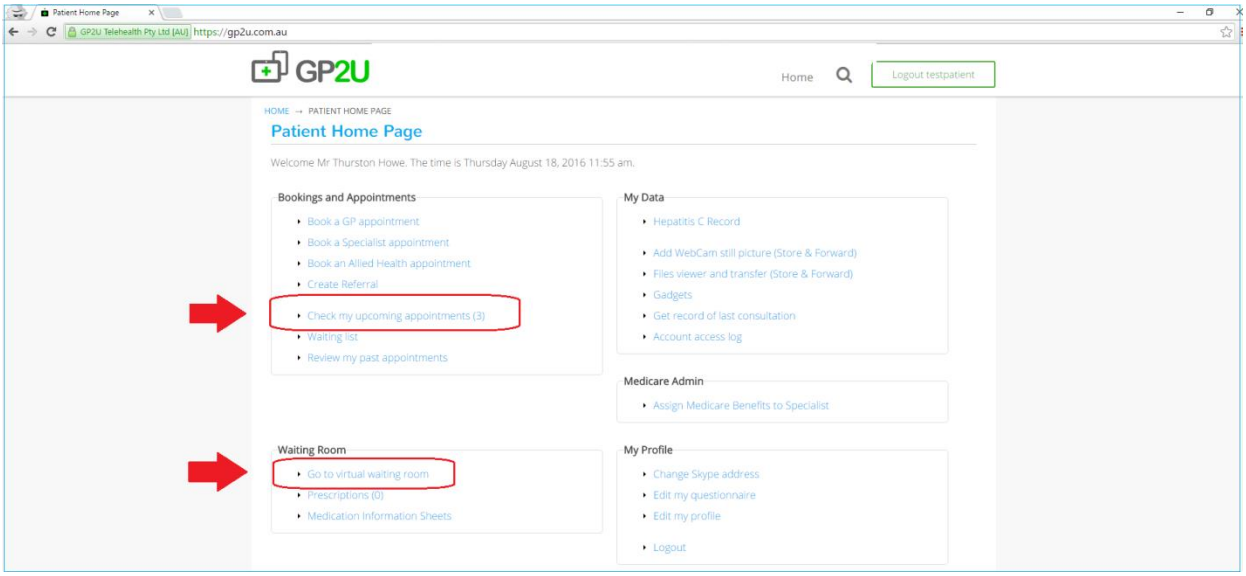
REVIEW PAST APPOINTMENTS

This provides a list of past appointments.



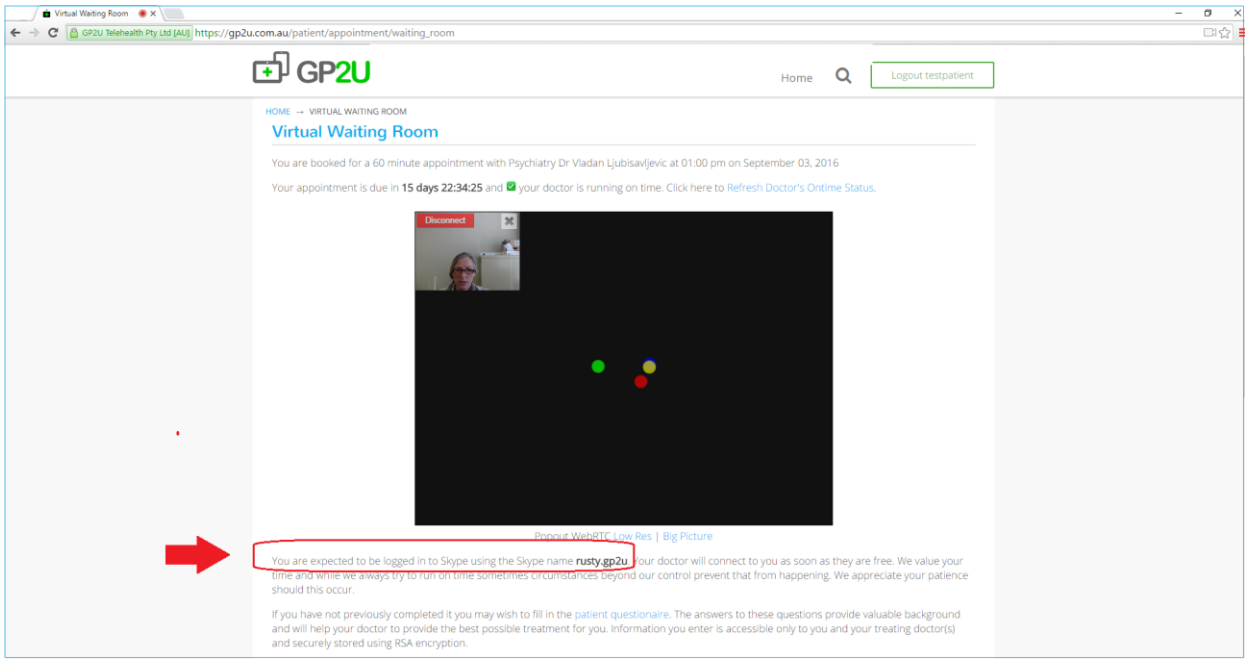
VIRTUAL WAITING ROOM

Patients can get to the Virtual Waiting Room from either the “Check my upcoming appointments” section or from their home page.



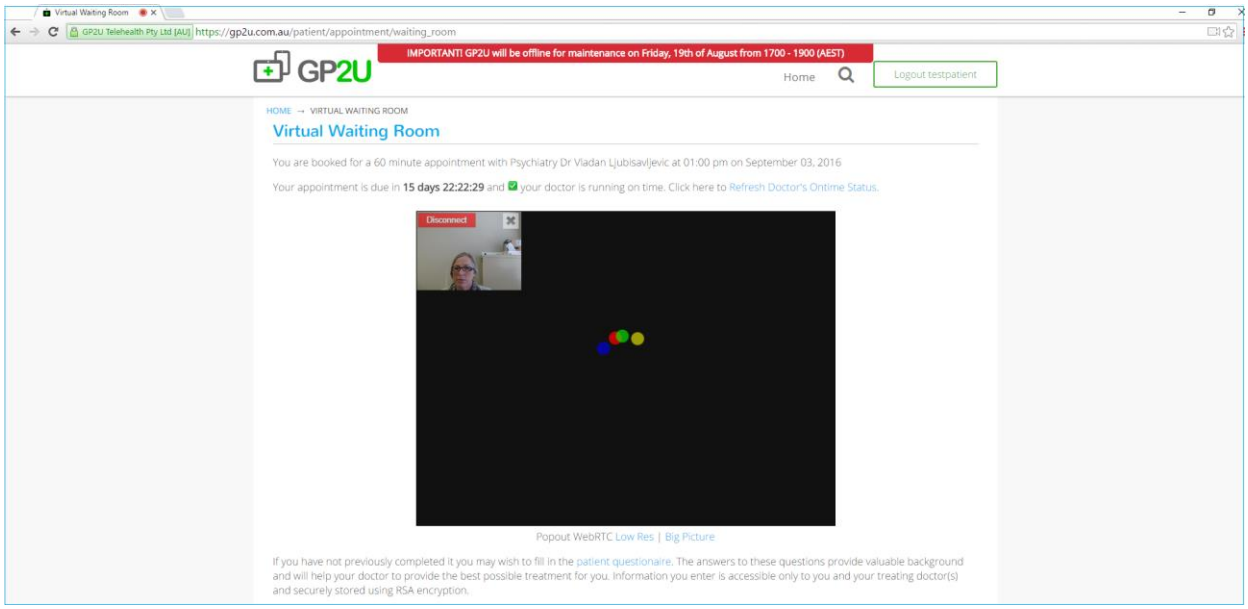
The appearance of the Virtual Waiting Room differs, depending on whether or not the patient has elected to use Skype or WebRTC.

If the patient has a Skype address registered the Virtual Waiting Room will look like this:



You may notice that we tell them that they are expected to be logged into Skype as a specific user.

Here is what the waiting room looks like if the patient does not have a registered Skype address. As you can see it is ready to connect with no buttons to push.
Please note that there is the one---off requirement for the patient to click the "Allow" button to allow the use of their camera and microphone as documented earlier.



You (the doctor) will appear on the screen where the floating coloured balls and patient in the small screen top left corner (this can be moved around the screen for a better picture)

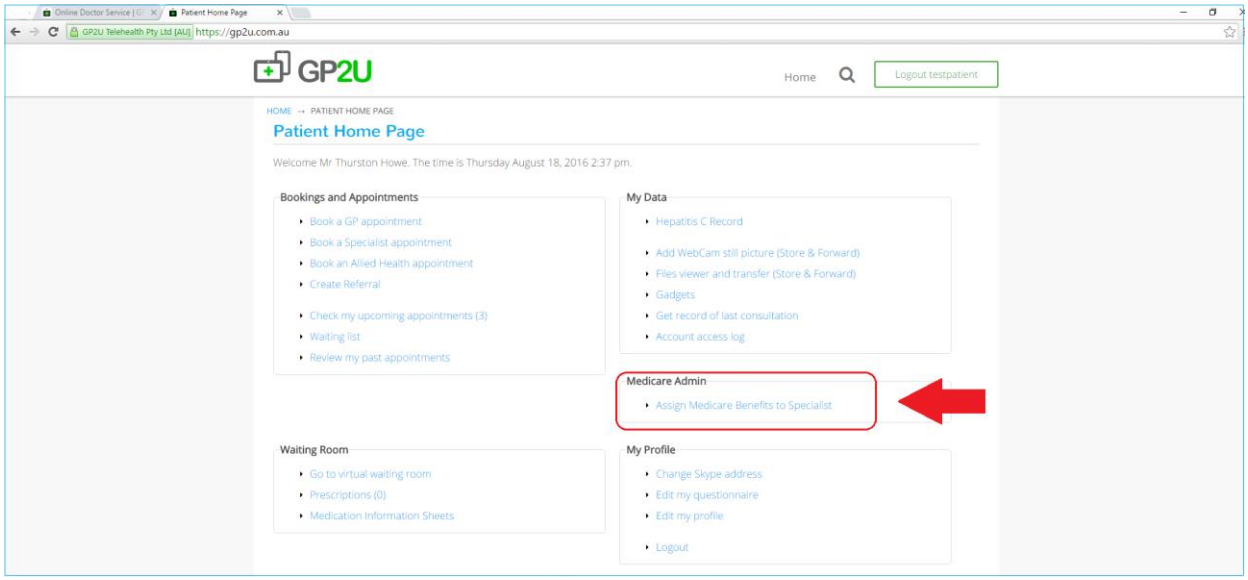
ASSIGN MEDICARE BENEFITS TO SPECIALIST

Under the Health Insurance Act Medicare pays the patient, rather than the doctor. For bulk billing to occur, the patient assigns their benefit to the doctor.

This is achieved via a DB4 form.

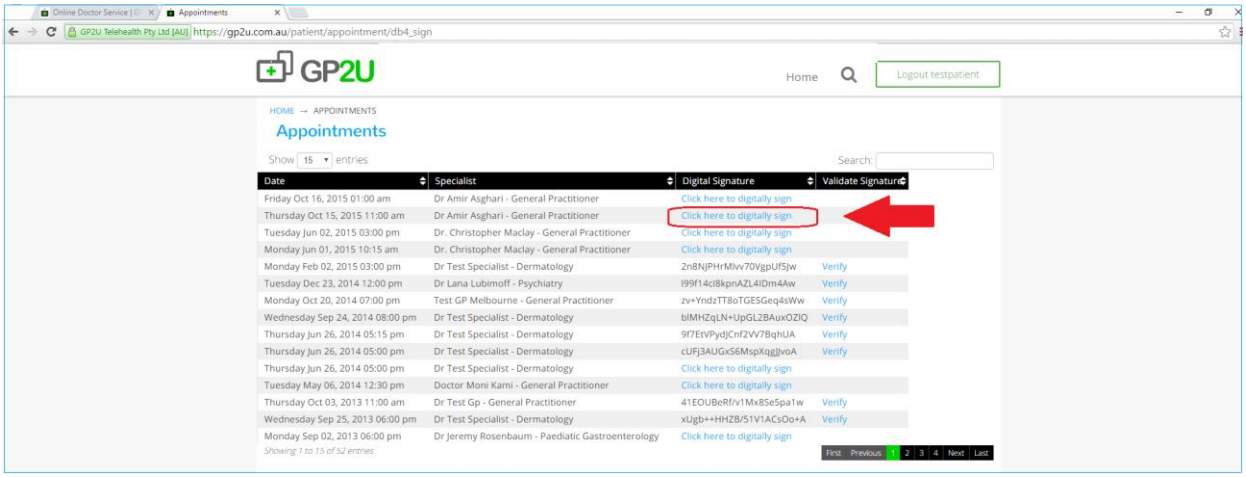
We have a digital version of this with the ability for patients to apply their digital signature. This process is Medicare approved and far easier than the convoluted email process.

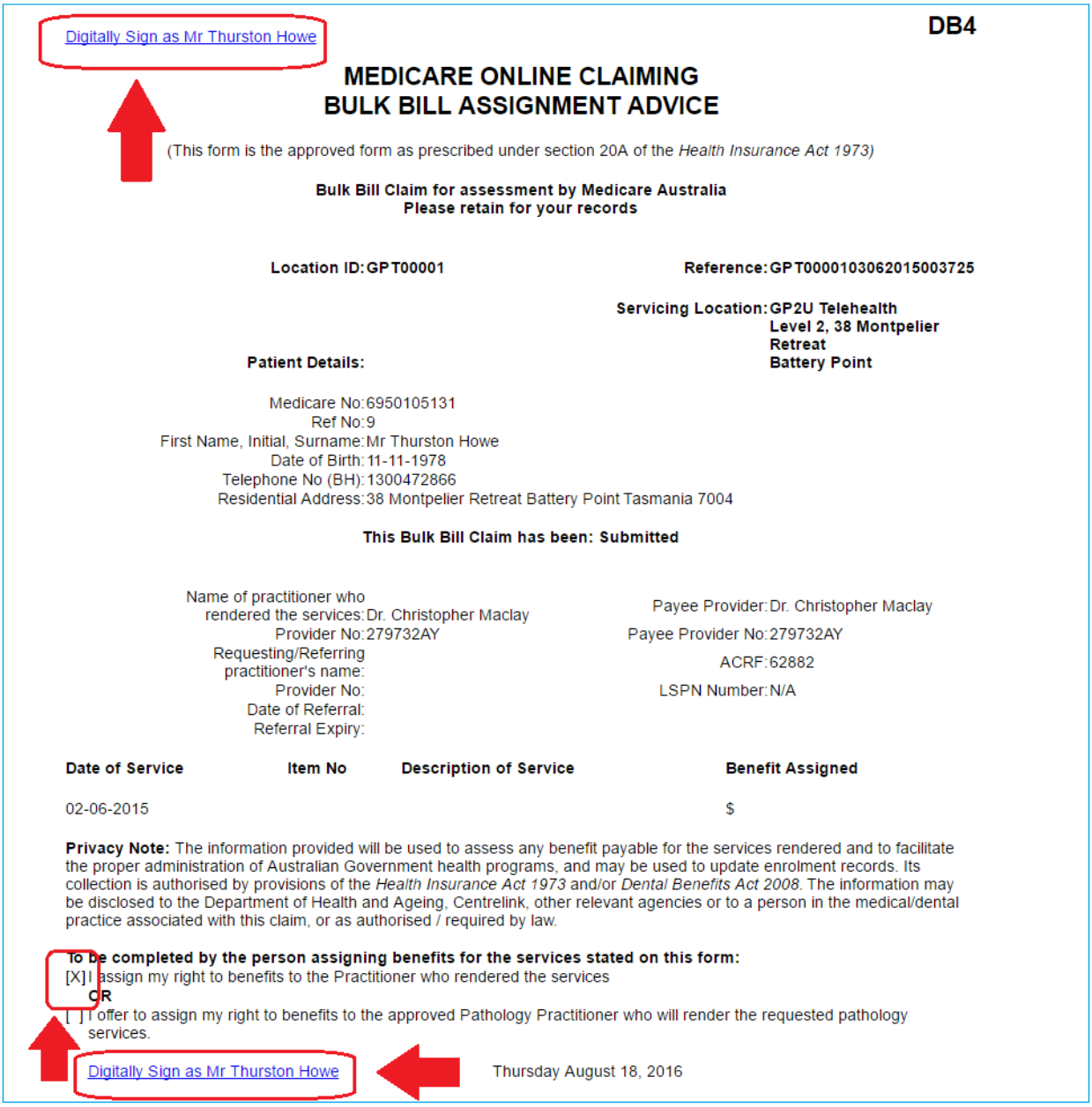
At the end of their appointment, all the patient needs to do is click the “Assign Medicare Benefits to Specialist” link to bring up this page:



Now if we look at this page we will see the digital signatures previously completed (yes it looks like garbage!) and others waiting to be signed.

Clicking on the “Click here to digitally sign” link…





Digitally Sign as Mr Thurston Howe

DB4

MEDICARE ONLINE CLAIMING
BULK BILL ASSIGNMENT ADVICE

(This form is the approved form as prescribed under section 20A of the *Health Insurance Act 1973*)

Bulk Bill Claim for assessment by Medicare Australia
Please retain for your records

Location ID: GPT00001

Reference: GPT00001030620150037 25

Servicing Location: GP2U Telehealth
Level 2, 38 Montpelier
Retreat
Battery Point

Patient Details:

Medicare No: 6950105131
Ref No: 9
First Name, Initial, Surname: Mr Thurston Howe
Date of Birth: 11-11-1978
Telephone No (BH): 1300472866
Residential Address: 38 Montpelier Retreat Battery Point Tasmania 7004

This Bulk Bill Claim has been: Submitted

Name of practitioner who rendered the services: Dr. Christopher Maclay
Provider No: 279732AY
Requesting/Referring practitioner's name:
Provider No:
Date of Referral:
Referral Expiry:

Payee Provider: Dr. Christopher Maclay
Payee Provider No: 279732AY
ACRF: 62882
LSPN Number: N/A

Date of Service	Item No	Description of Service	Benefit Assigned
02-06-2015			$

Privacy Note: The information provided will be used to assess any benefit payable for the services rendered and to facilitate the proper administration of Australian Government health programs, and may be used to update enrolment records. Its collection is authorised by provisions of the *Health Insurance Act 1973* and/or *Dental Benefits Act 2008*. The information may be disclosed to the Department of Health and Ageing, Centrelink, other relevant agencies or to a person in the medical/dental practice associated with this claim, or as authorised / required by law.

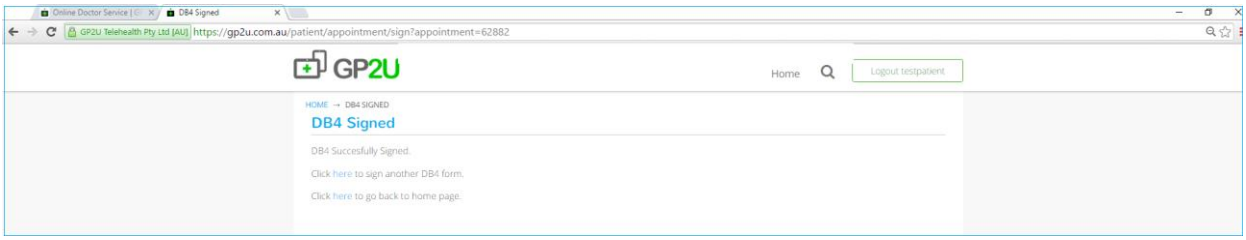
To be completed by the person assigning benefits for the services stated on this form:
[X] I assign my right to benefits to the Practitioner who rendered the services
OR
[ ] I offer to assign my right to benefits to the approved Pathology Practitioner who will render the requested pathology services.

Digitally Sign as Mr Thurston Howe

Thursday August 18, 2016

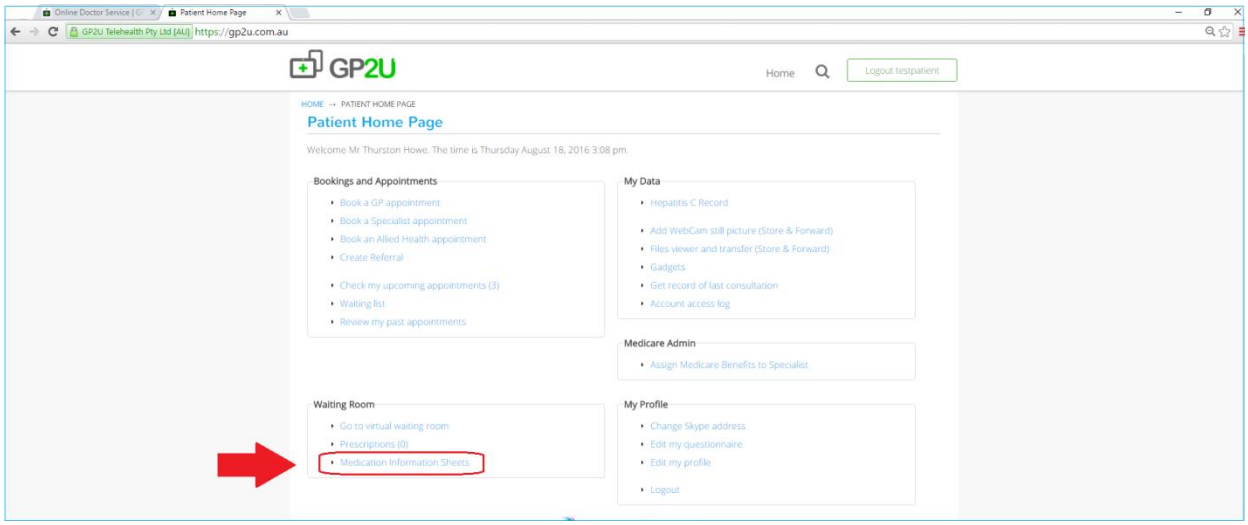
Ensure box assigning benefits to the Practitioner has been crossed/marked.

And clicking on the "Digitally Sign as …" link completes the process:

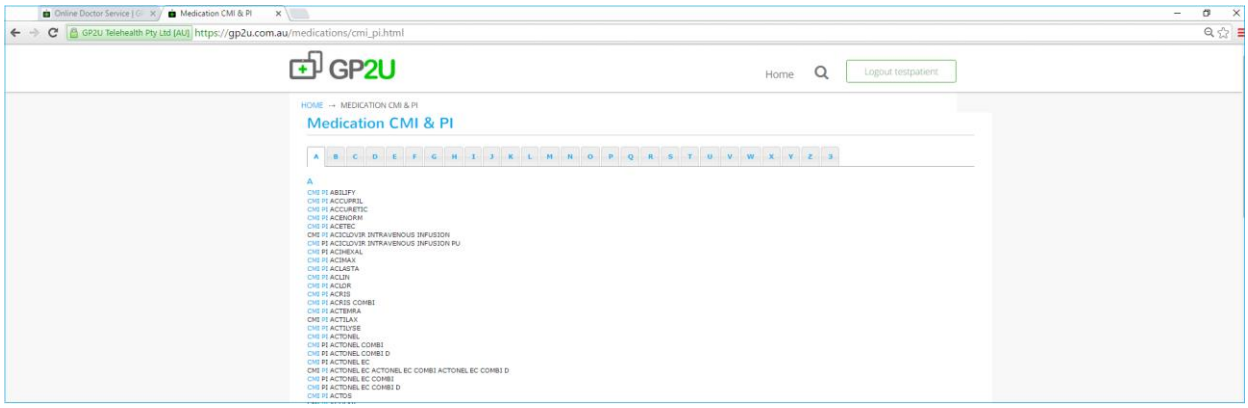


MEDICATION INFORMATION SHEETS

Here patients have access to the consumer medication information for several thousand common medications. Just click on the “Medical Information Sheets” link:

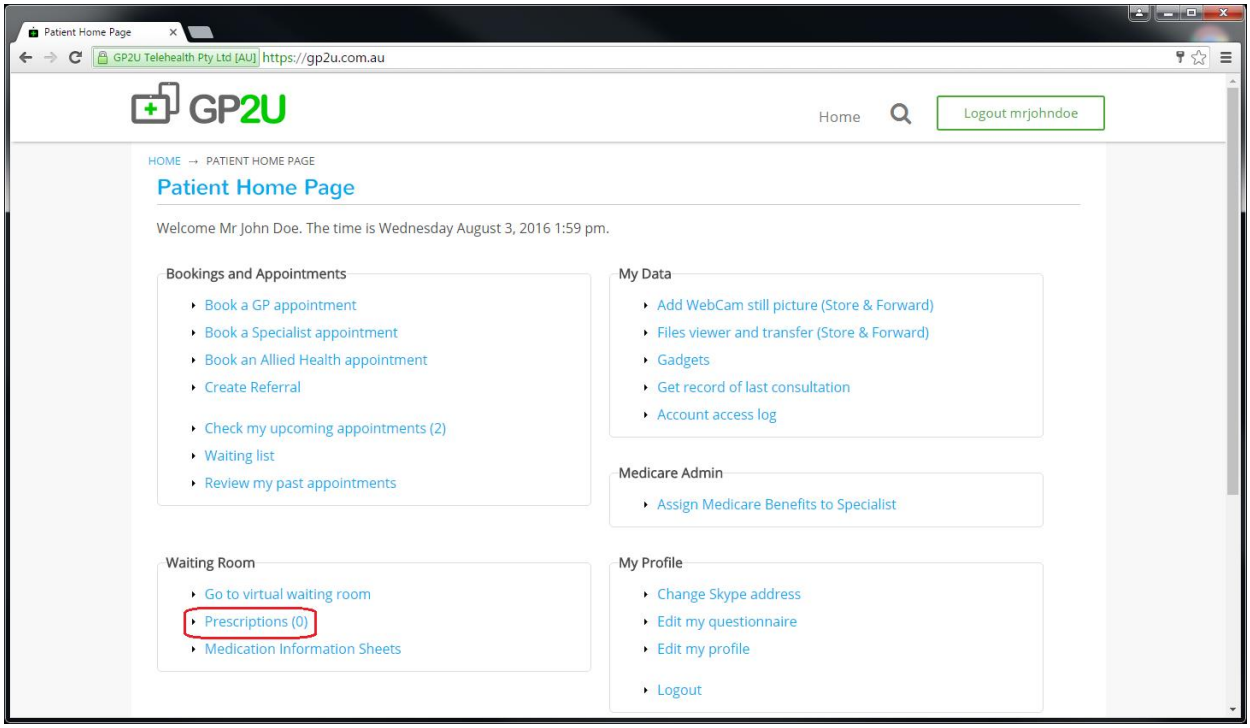


And you will see the following screen of various medications:

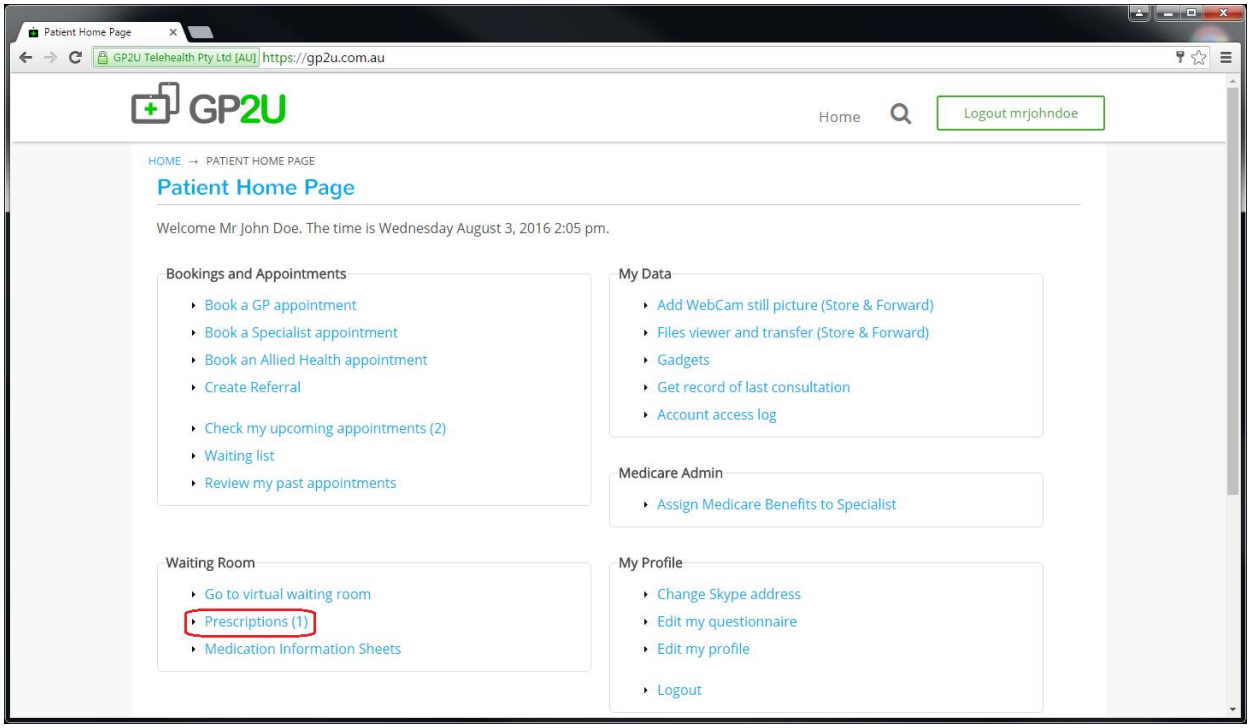


PRESCRIPTIONS

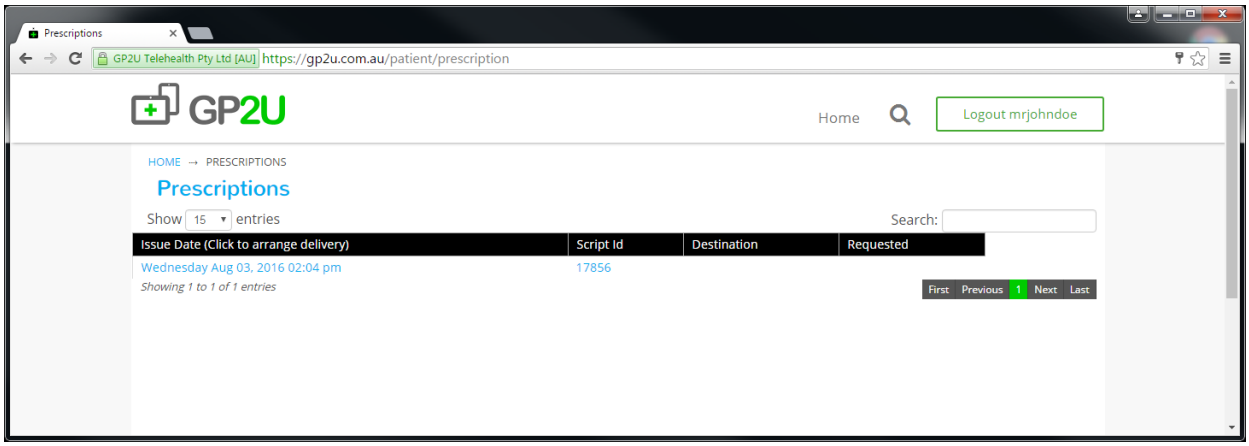
Once a patient has had a consult, and the doctor has prescribed the patient some medication, the patient should be able to see from their Home Page, if you have any scripts waiting for you. In this example, we see that there are 0 Prescriptions waiting to be dispensed:



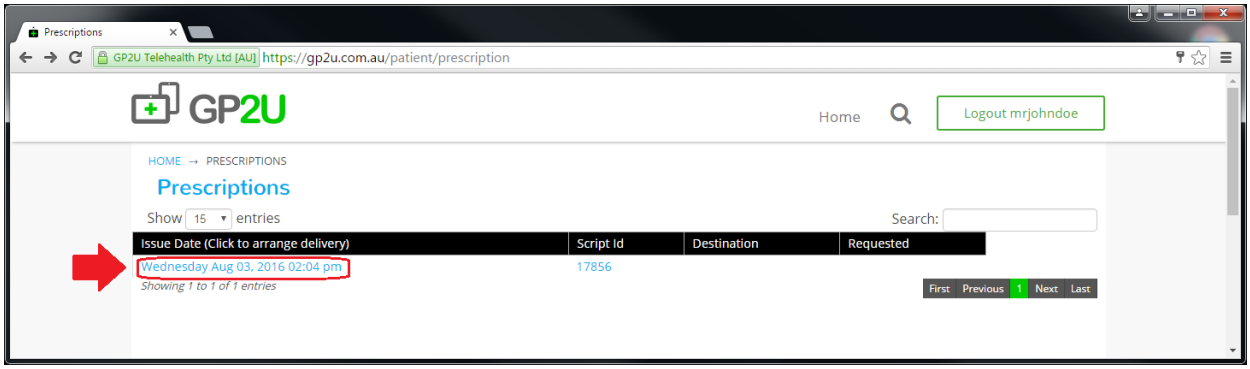
In this example, our Test Doctor has written a script for Mr John Doe:



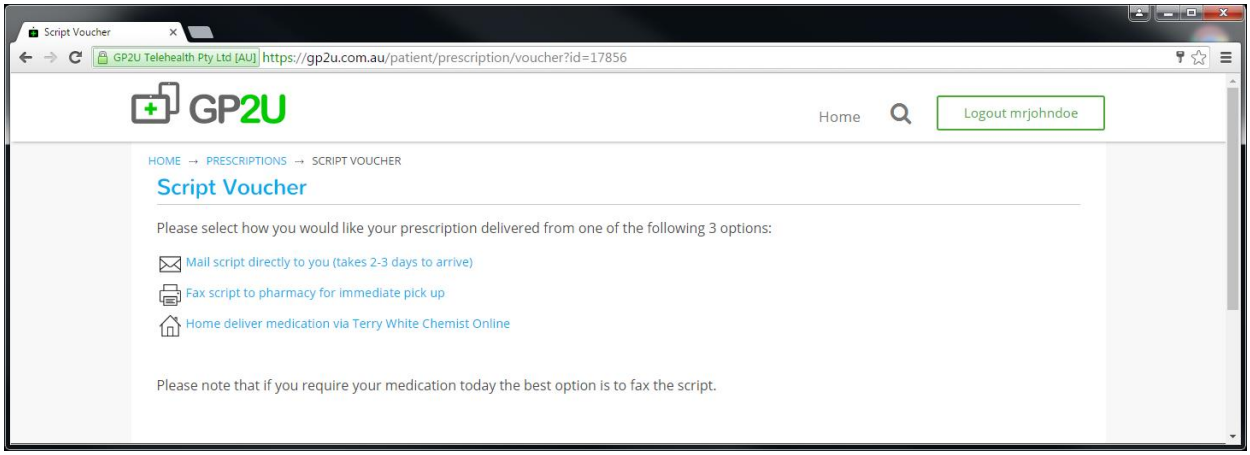
If we click on the “Prescriptions (1)” link, then that will take us to the Prescriptions page:



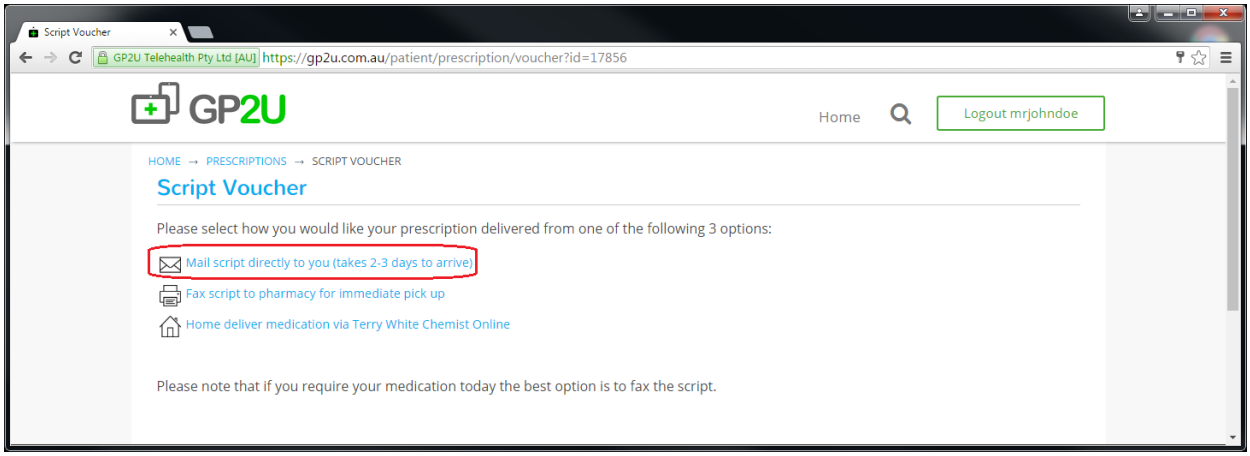
To get your script ready, click on the date it was issued (The text will be blue)



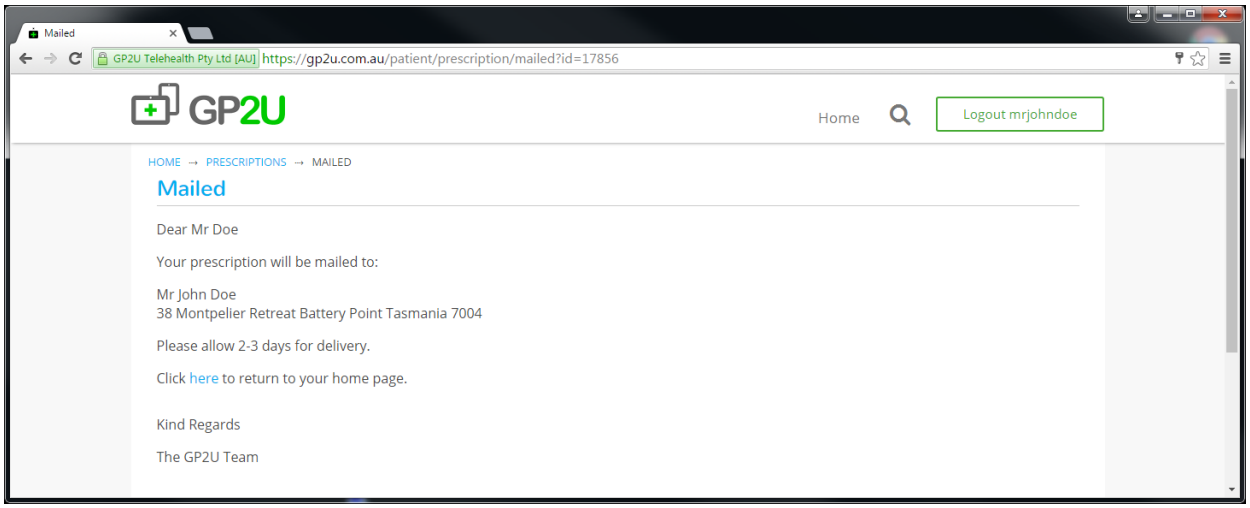
This will take you to the “Script Voucher” page. From here you will have 3 options for dispensing your script:



The "Mail script directly to you (takes 2-3 days to arrive)" option sends the paper script to your registered address. This takes 2-7 working days depending on Australia Post.



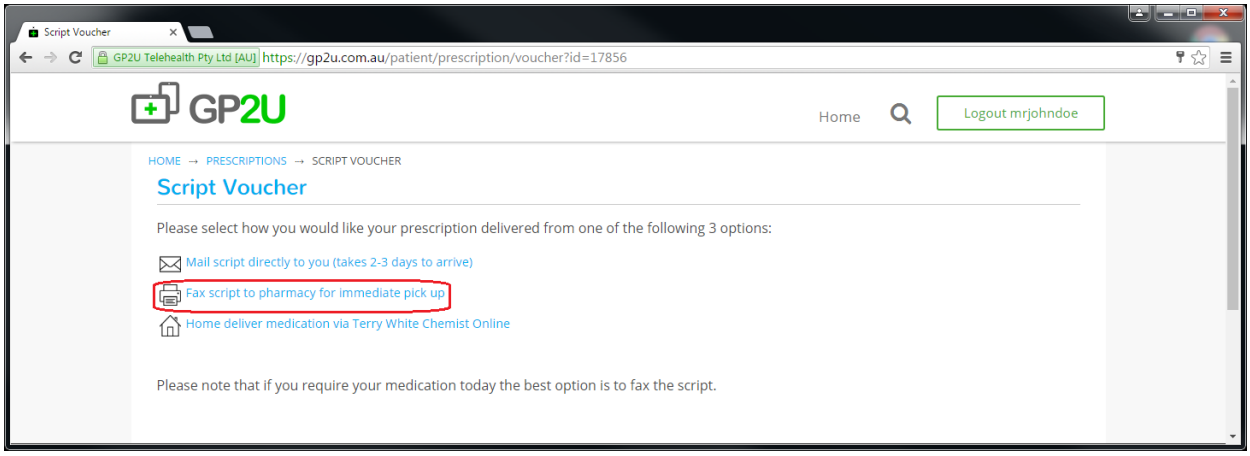
This option will send your PBS paper script to your house, but Australia Post is not as fast as it used to be. You should see something that looks like the following when you election this option:



Once you are certain that is the address you want your script to be mailed to, click on ‘here’ to return to the home page. If you notice there is an error in the address, ring GP2U at 1300 472 866 and ask us to amend the address for you.

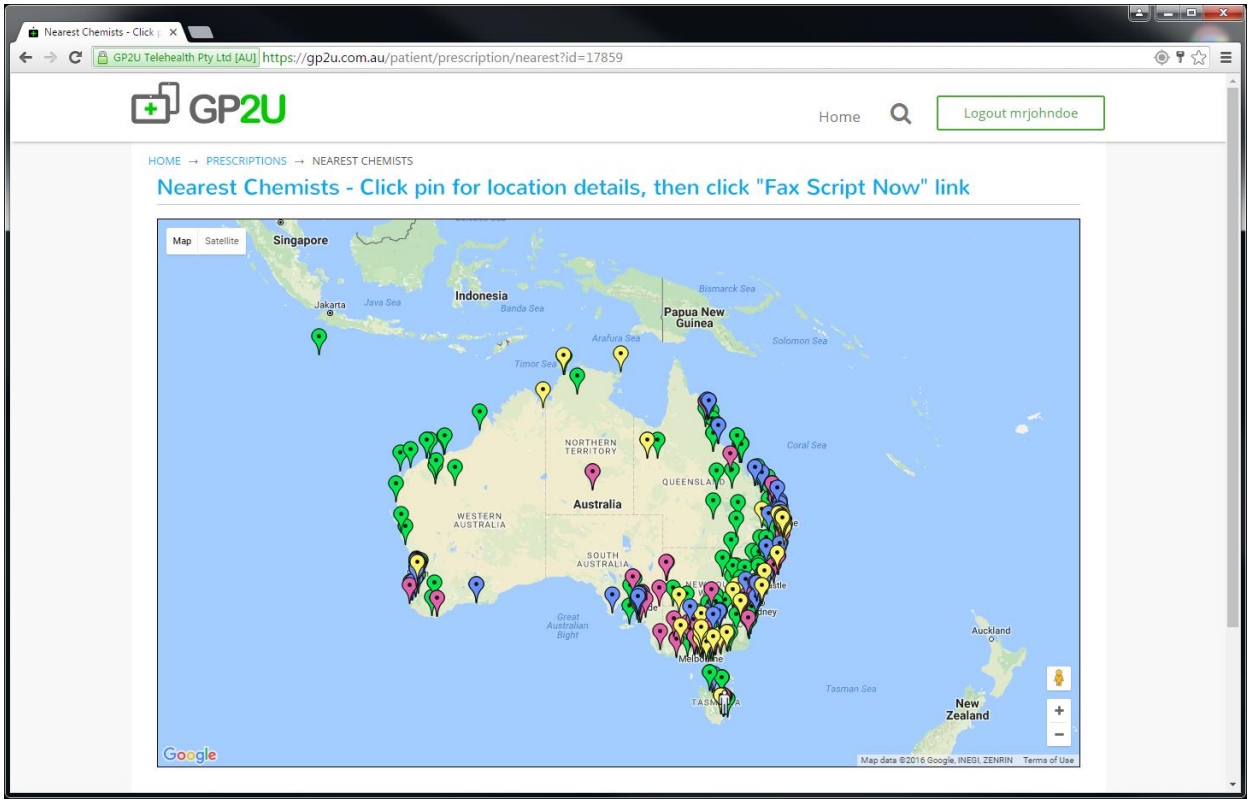
But if you want to get your script sooner, then we suggest the “Fax script to pharmacy for immediate pick up” which is on the next page:

The "Fax script to pharmacy for immediate pick up" option faxes the prescription to your choice of pharmacy. Please note that when you choose to fax a script the PBS paper script is always, and reliably, sent to your selected pharmacy.



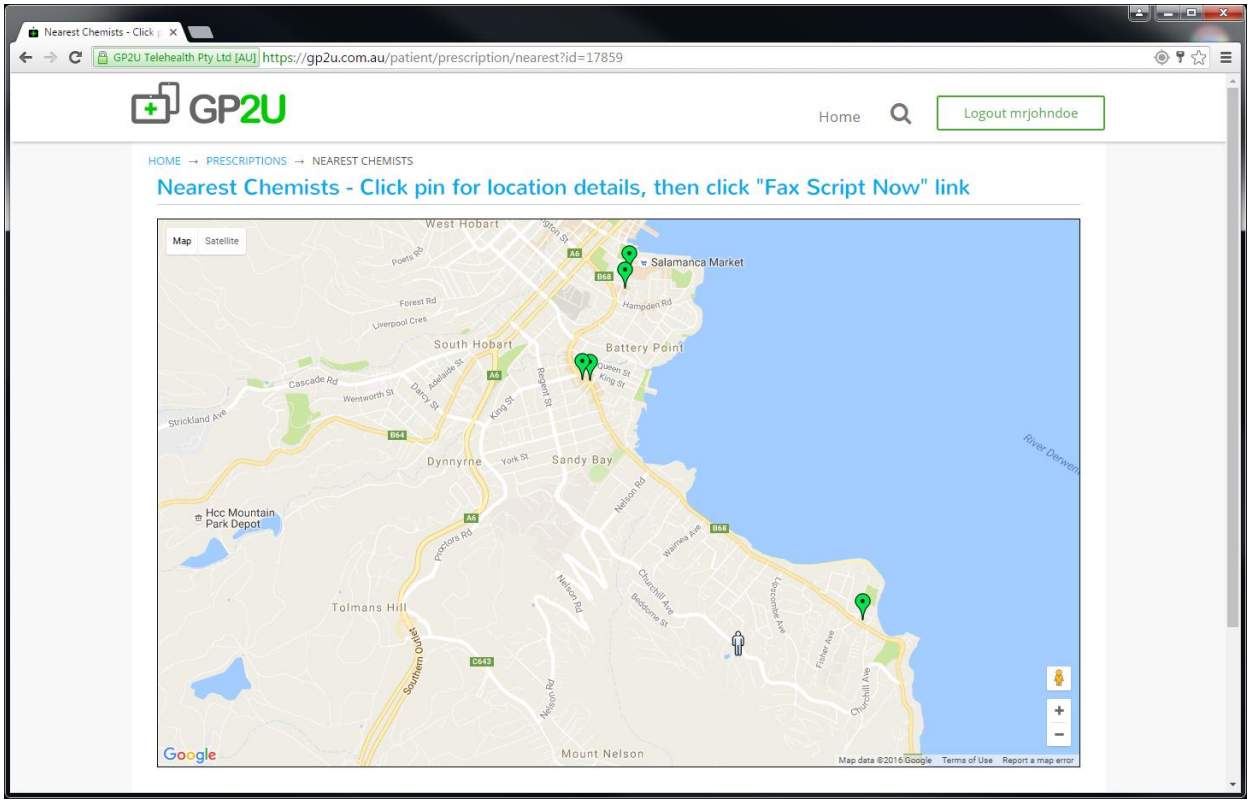
There are two versions of this link. Map view and list view.

When you click the map view, the next thing you see is a Google Map. In the center of the screen is a “You are here” person icon located at your registered address. You can zoom in or out and scroll to different areas if needed. Clicking on one of the pins selects a convenient pharmacy. Here is a zoomed out view:

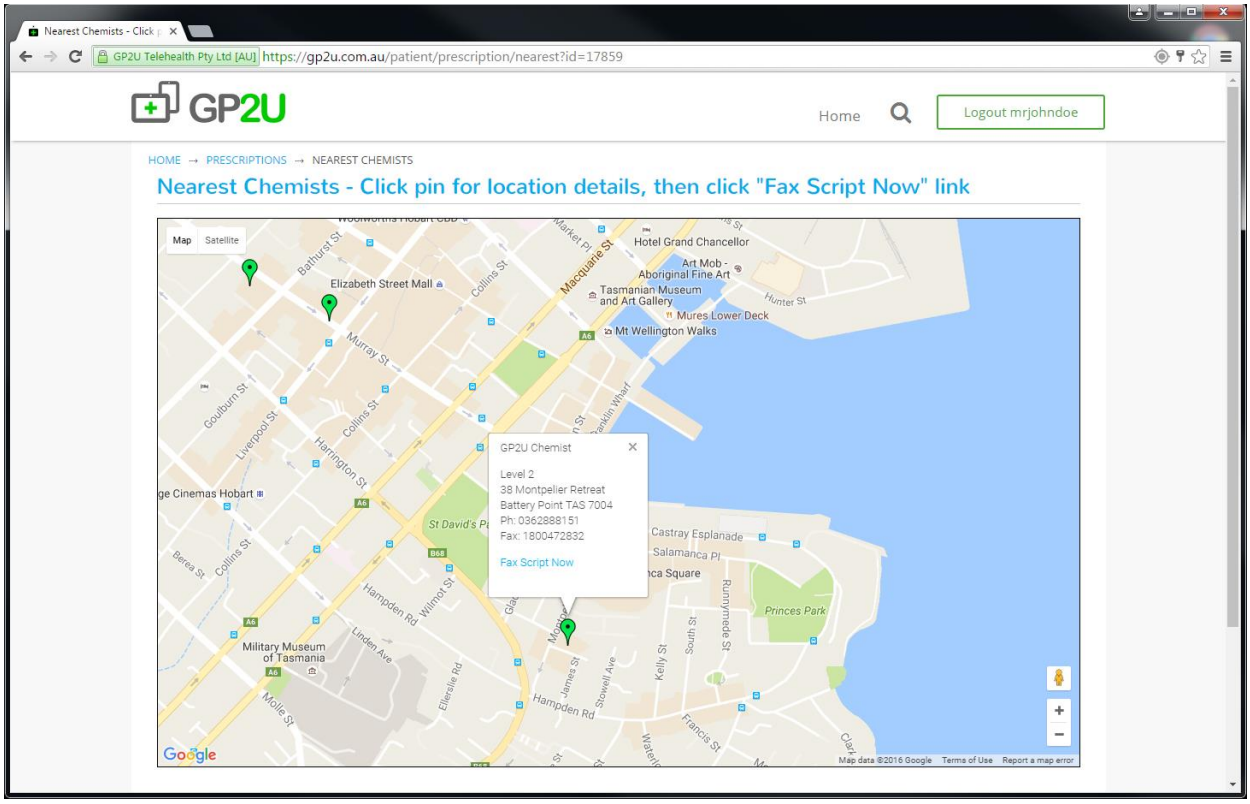


But for a closer look, let’s zoom in on the next page.

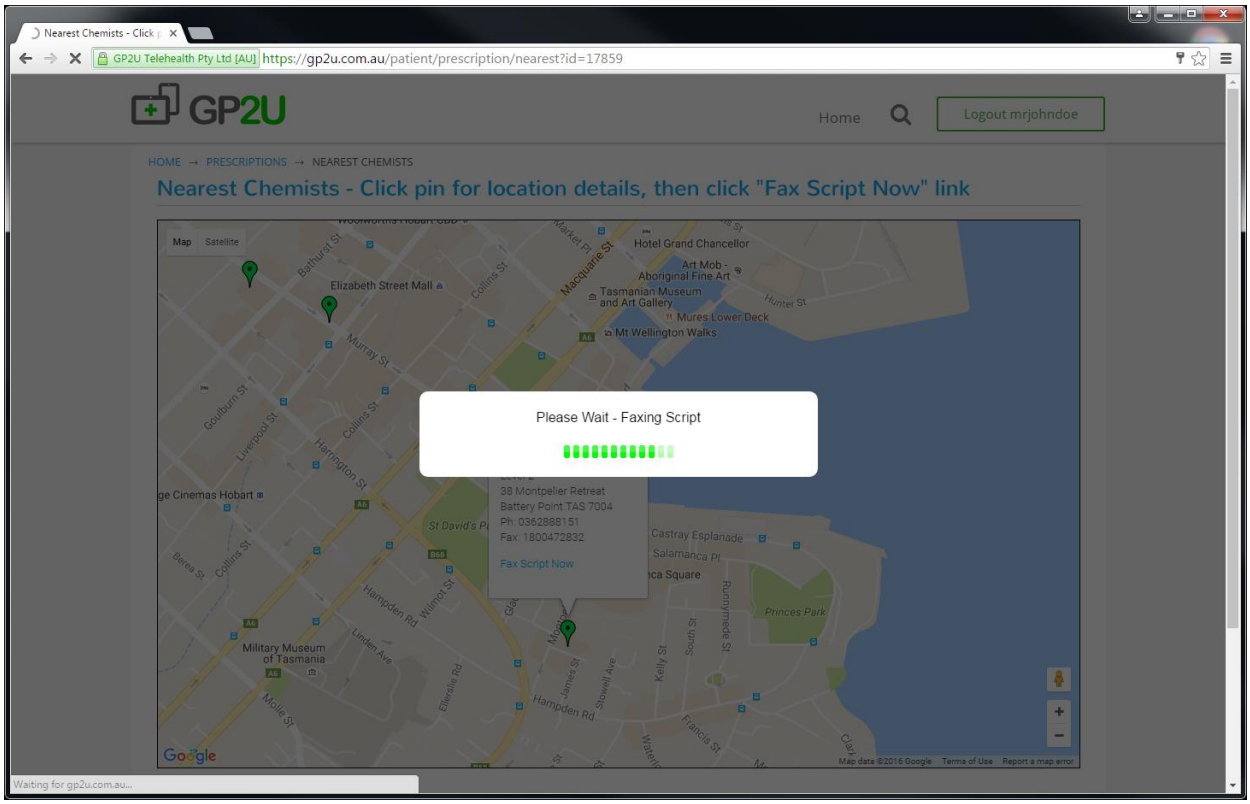
If we zoom in we will see where the patient is located and can see a few pharmacies nearby Mr John Doe according to our Pharmacy Database:



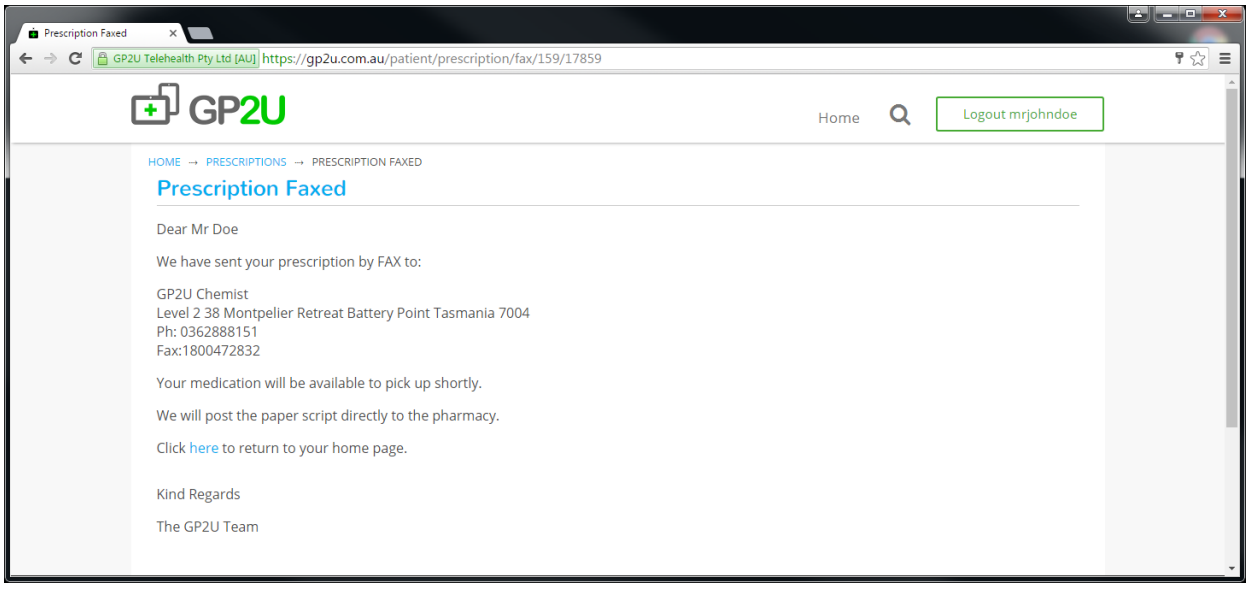
But for this example, let's sent Mr John Doe's script to the GP2U Chemist, as seen here:



Just click on the "Fax Script Now" blue text on the pin note and it will try to send a fax through to the GP2U Chemist:



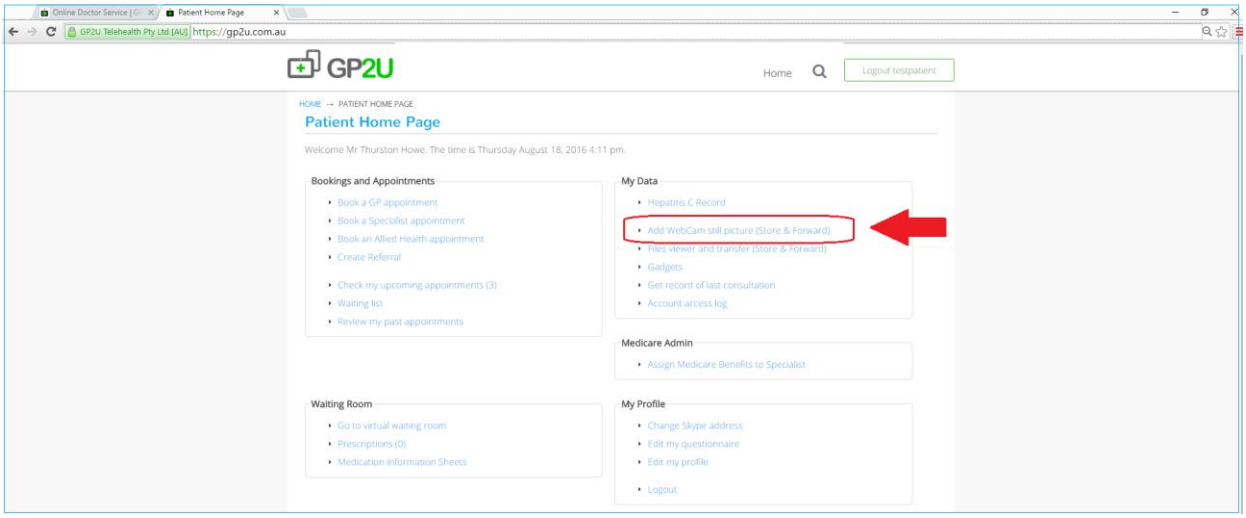
And this will send the script to that chemist, along with your contact number and details for you to pick up:



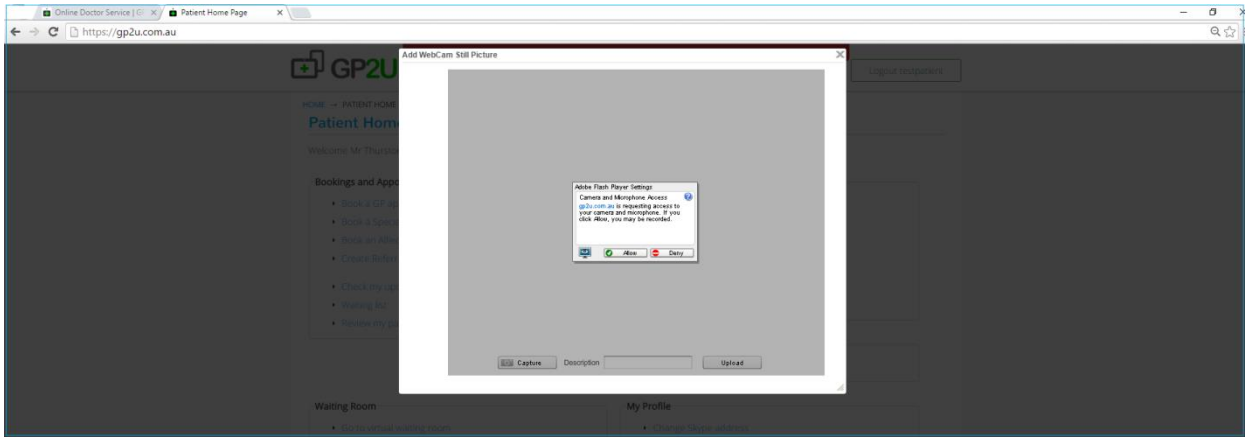
If you do not see a chemist nearby or not on our system, or your script has not been received by the chemist, please ring the GP2U line at 1300 472 866 and let us know. We will either add the pharmacy to our database or resend the script or send it to a different pharmacy if there is an issue with the previous pharmacy.

ADD WEBCAM STILL PICTURE

This allows an ordinary web cam to be used as a camera and upload the images to the server

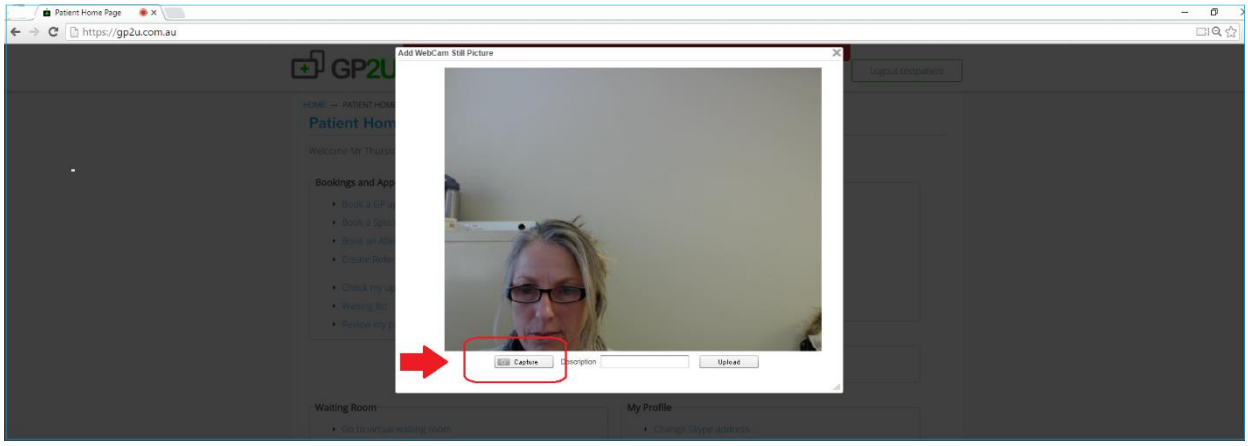


Just click on the link: “Add WebCam still picture (Store & Forward) and you will get the following screen:



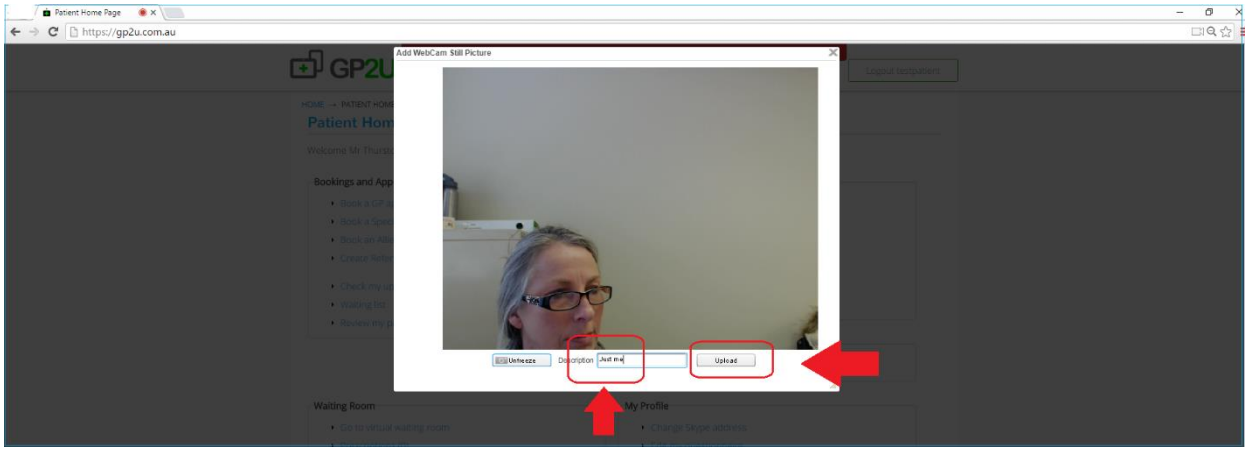
Click the “Allow” button if you are using a PC or Mac.

Then click on the “Capture” button



Once you have found an image you are comfortable with, give the picture a name in the “Description” box then click the “Upload” button.

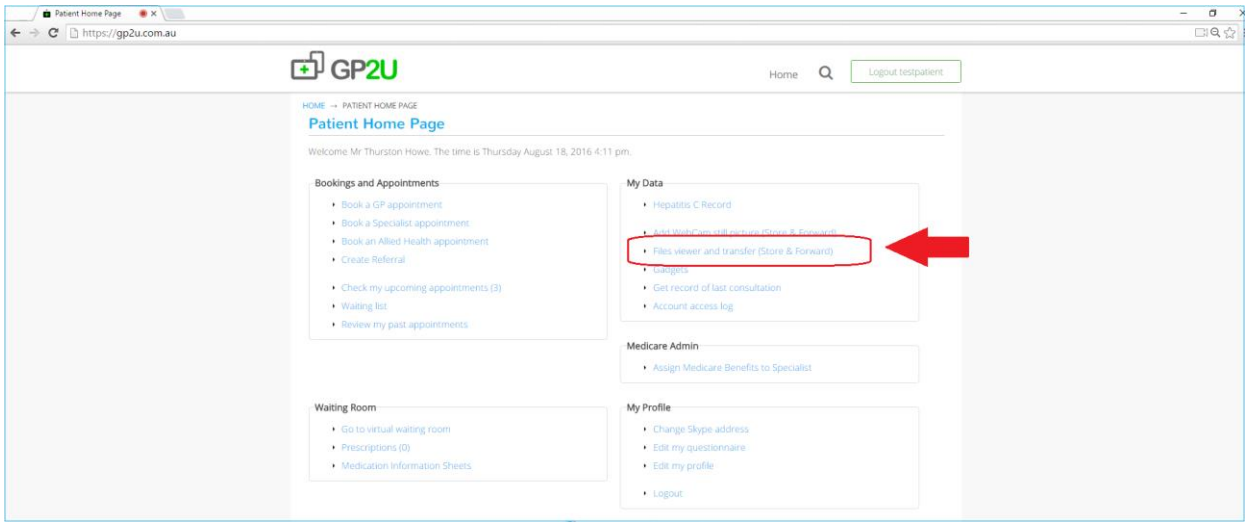
You should see something like the following screen:



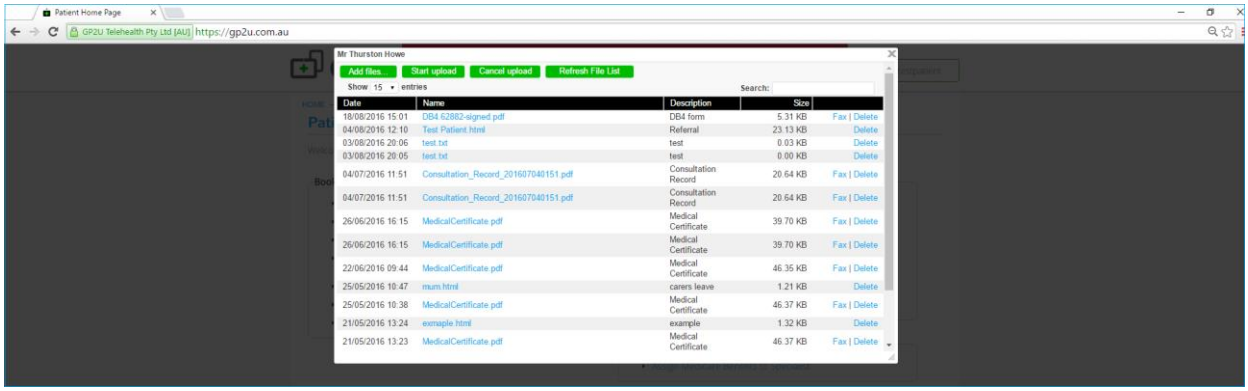
Click ok then click on the X or anywhere in the dark area to get out of the webcam still picture widget.

VIEW FILES

And of course there would not be much point if you could not see the files:

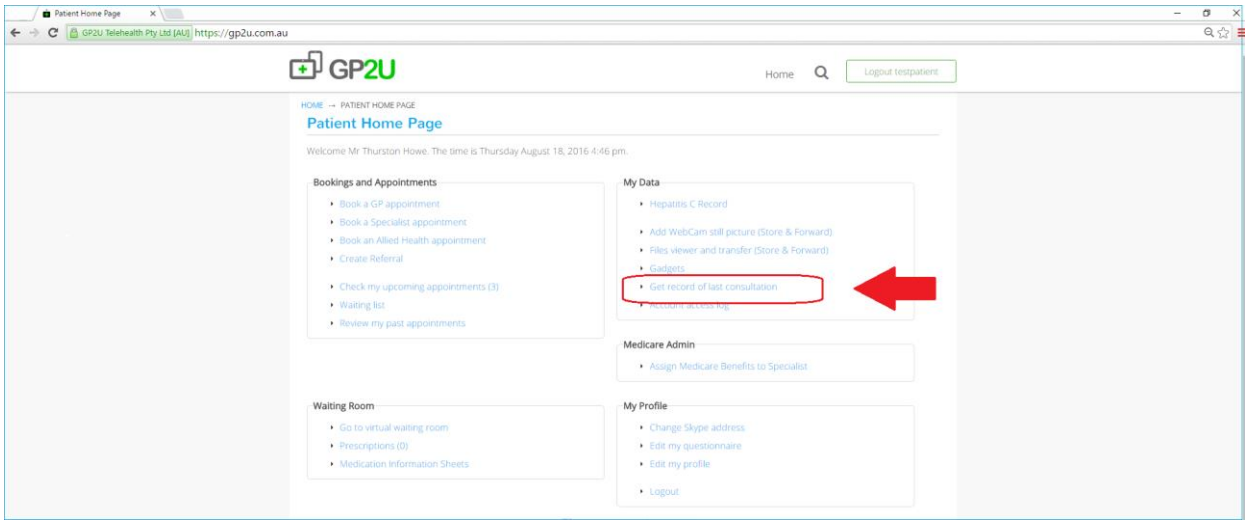


Just click on “Files (Store & Forward)” and you will see every file stored on the patient’s account:



We have discussed earlier in the document on how to access the information and how to store it.

GET RECORD OF LAST CONSULTATION

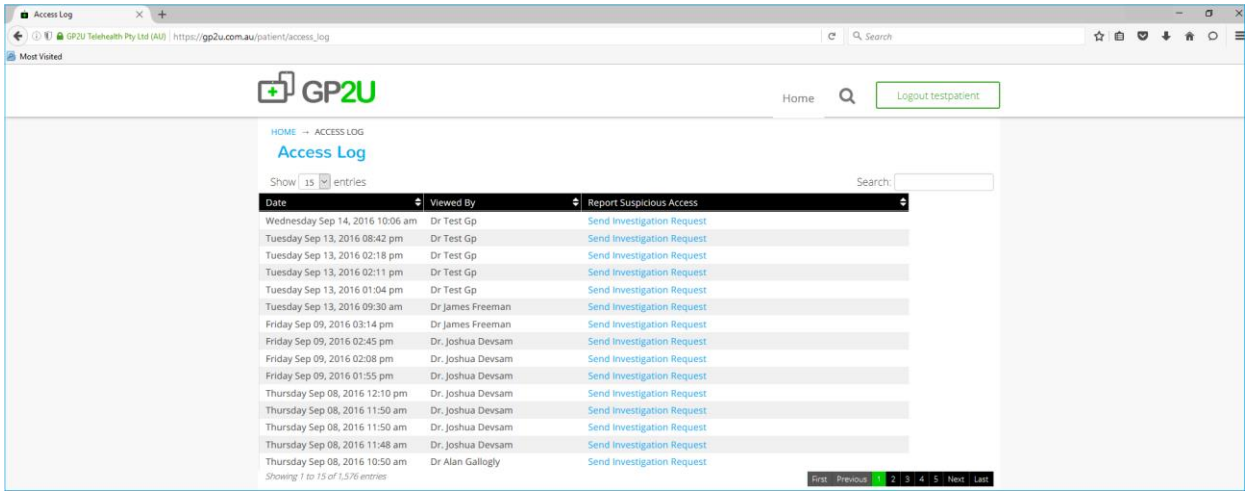


Patients can access a copy of their last consultation record. They can just click on the "Get record of last consultation" link and a PDF copy will download in their browser.

This is actually a legal right, which is why we provide the capacity but, it does mean you should not put information into the patient notes that you would not be happy with them reading.

ACCOUNT ACCESS LOG

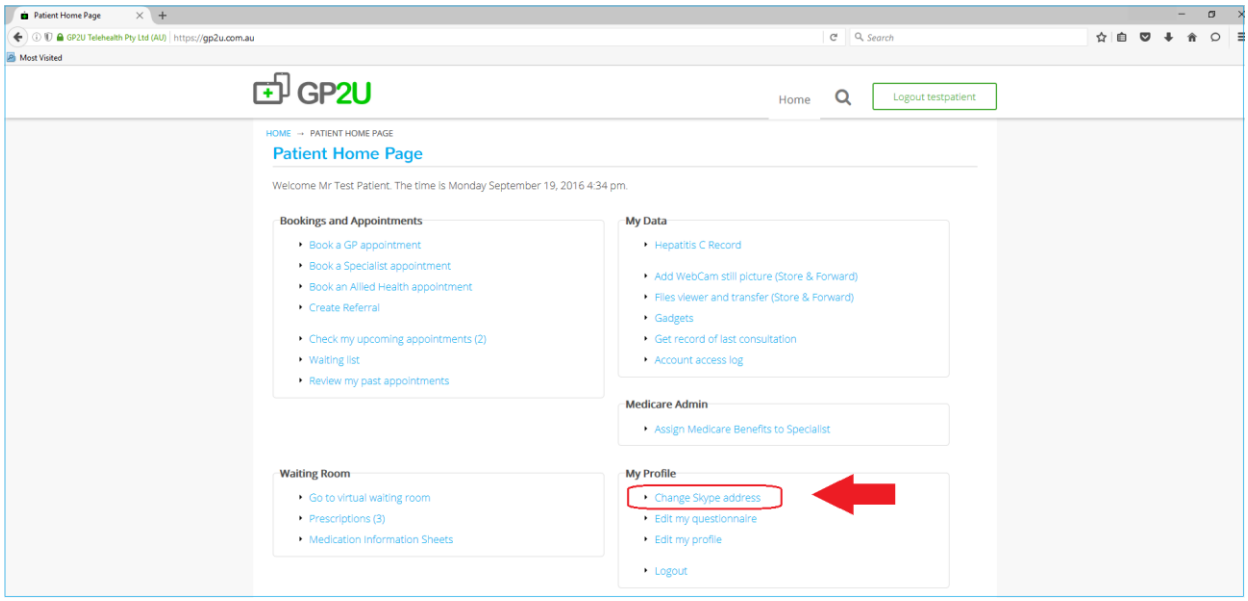
Patients can see who has accessed their record. Just click on the "Account access log" and the following screen will pop up:



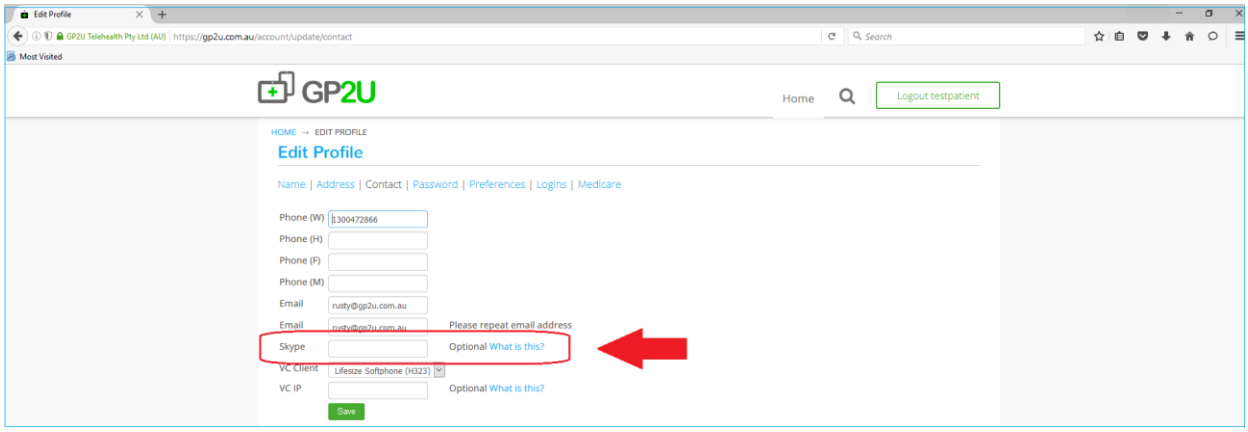
This provides privacy oversight and is the only practical way to both make their medical records available to those medical providers that need to see them while at the same time protecting patient privacy.

Please be aware that if you open patient records of patients not related to your practice, they may well ask why.

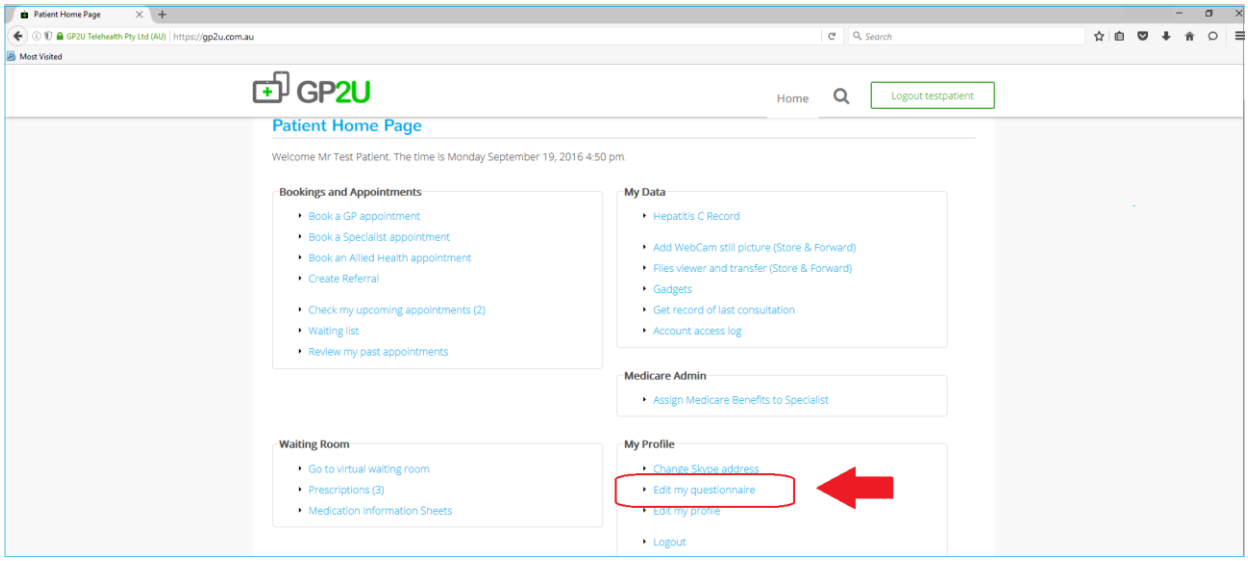
CHANGE SKYPE ADDRESS



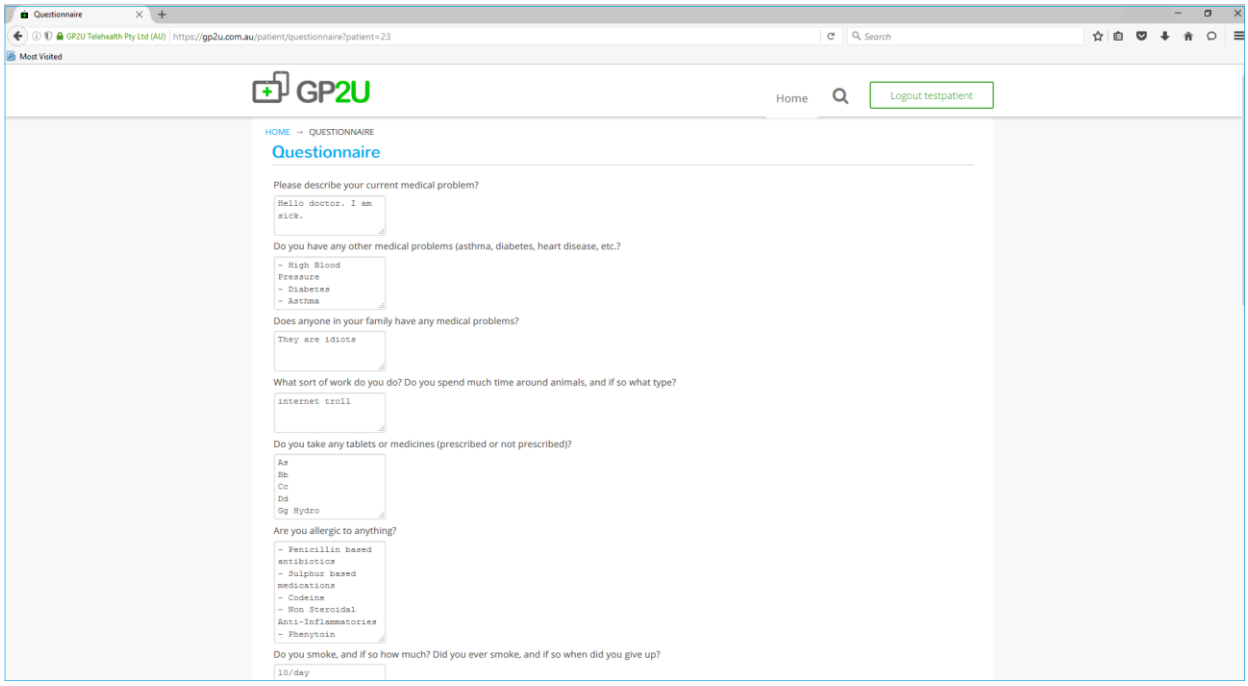
This is just a quick link to the “Edit my profile” section.

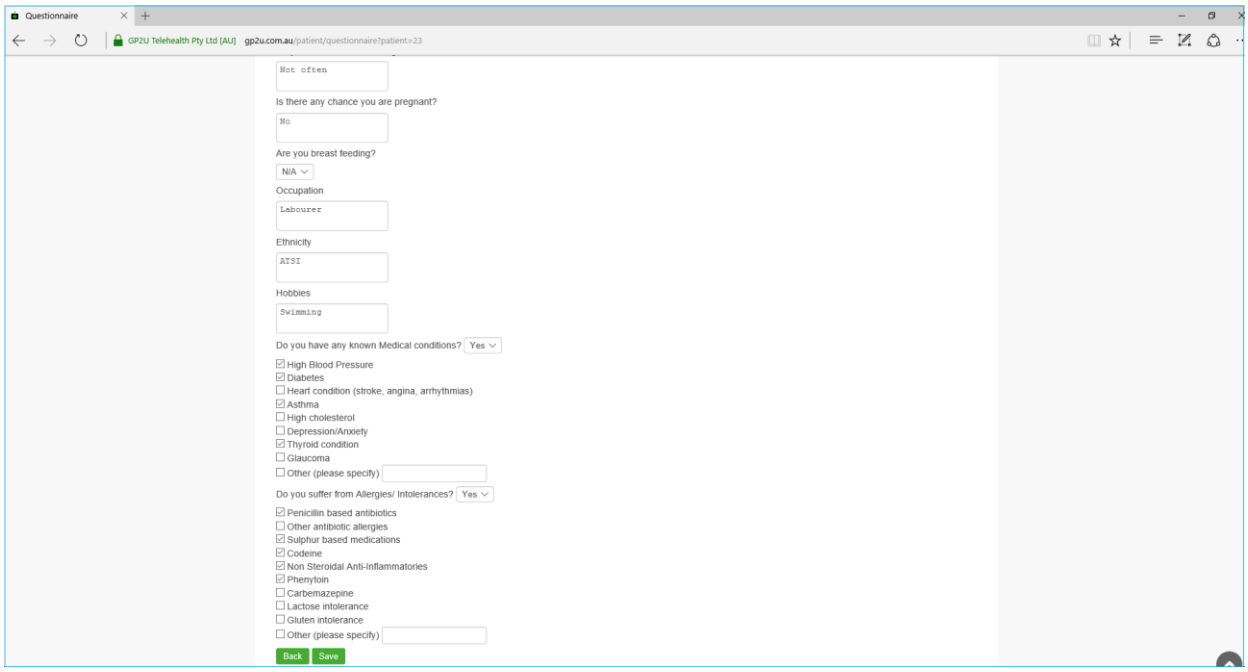


EDIT MY QUESTIONNAIRE

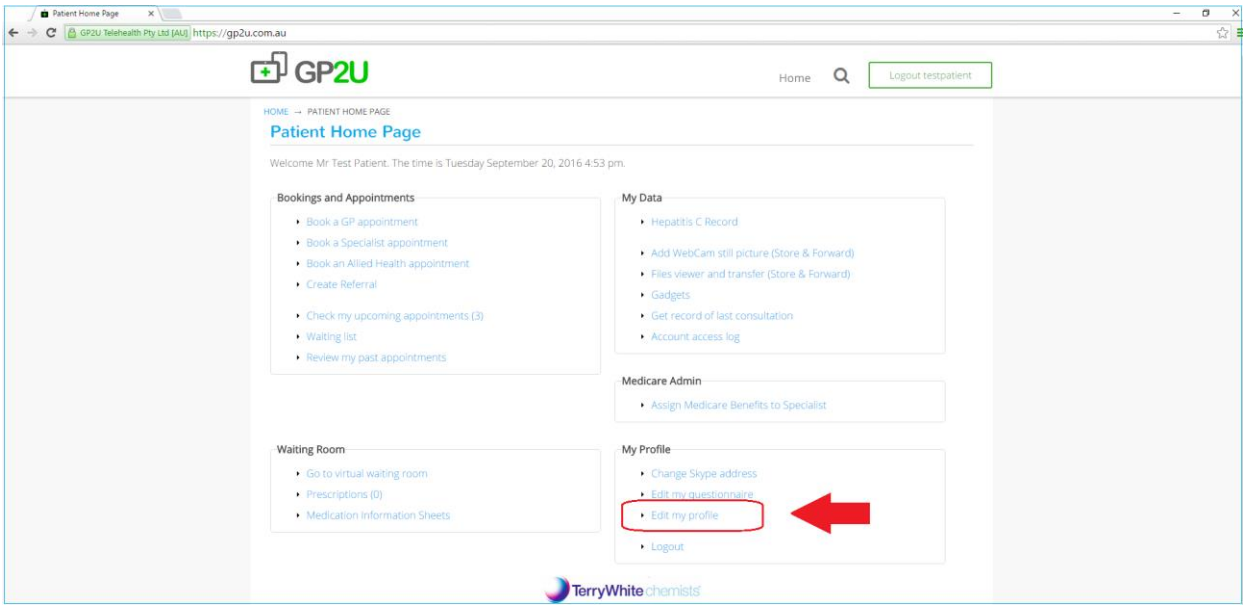


Patients are encouraged to fill in a questionnaire which covers all the usual standard questions

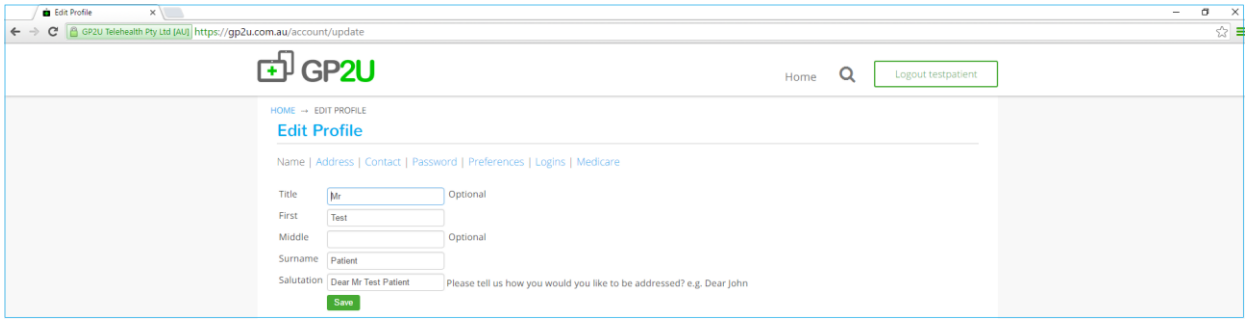




EDIT MY PROFILE



This link allows a patient to edit their profile as seen below:



And that's all folks.