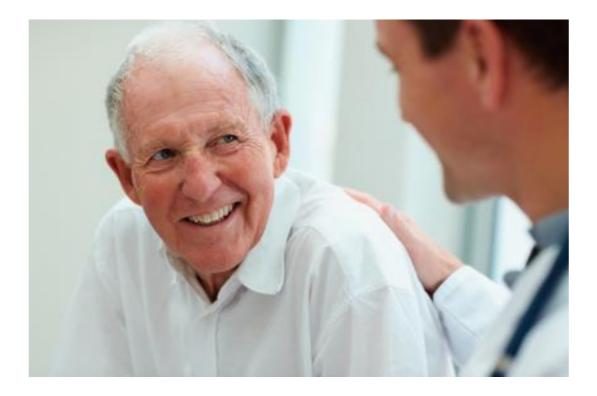


PATIENT MANUAL



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WHAT IS GP2U?

GP2U is a service that allows patients to see GPs, Specialists and Allied Health Practitioners using video conferencing, so rather than seeing a Medical Professional face to face you see them via a video conference.

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

You can find more details about the service at https://gp2u.com.au/faq/patient.html

Using GP2U is easy. Here's a quick summary

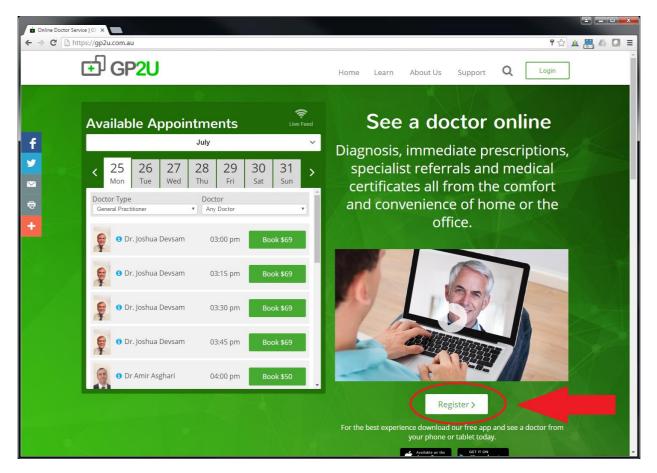
GETTING STARTED

Prior to booking an appointment, you need to register so we can gather details like your 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.

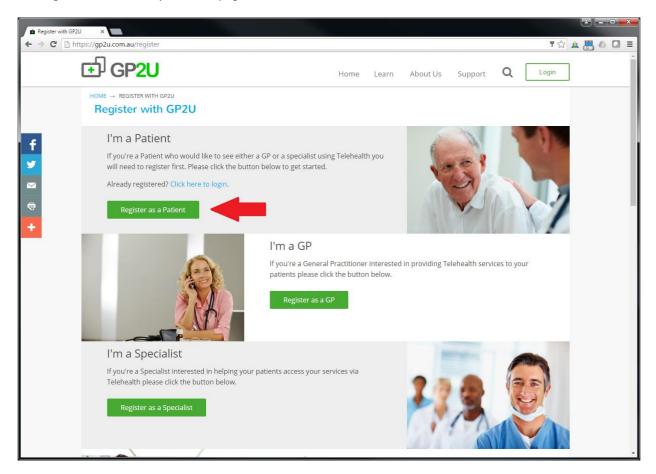
REGISTERING

The registration process for patients is quite simple, it consists of 5 steps, takes about a minute, and is free.

First, open a Google Chrome Browser and head to gp2u.com.au then click on Register:



Clicking that link will take you to this page:



Then click on the "Register as a Patient" link.

REGISTRATION OPTIONS

From here you can select either "Quick Registration" or "Full Registration". For this example, we will select "Quick Registration":

Registration Opt	in Options ×	
← → C □ h	https://gp2u.com.au/registration_options.html?group=Patient	🕈 ☆ 🏨 🧱 📣 🚺 😑
	Home Learn About Us Support Q	Login
	HOME → REGISTRATION OPTIONS	
	Registration Options	
	You can register with GP2U directly or by using your social media login.	
f	Click the appropriate icon below:	
¥	f 🗾 8 in	
	Or you can register directly with our:	
•	Quick Registration	
+	Full Registration	
	© 2011-2016 GP2U Mobile • Privacy • Terms of Service • Contact Us	

From here, it is just a matter of filling out every field and making sure you tick the box where it says "have read and agree to the Terms of Service and Privacy Policy". Be sure to read those in your own time.

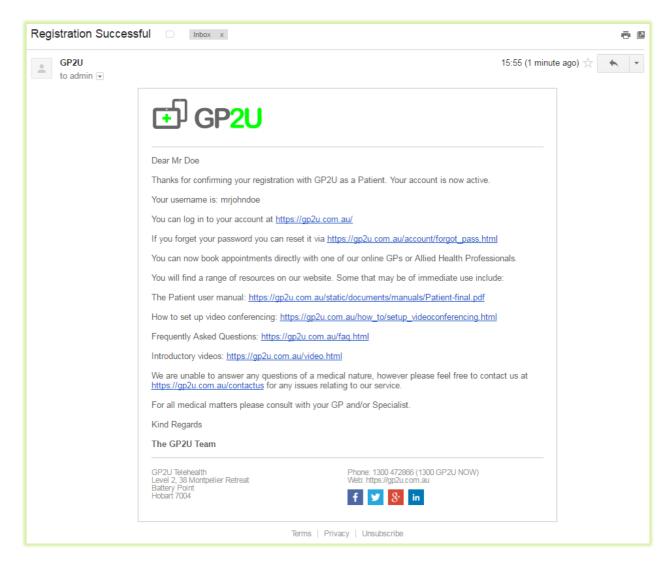
Register with GP2U X									_ 0 <mark>_ X</mark>
← → C 🗋 https://gp2u.com.au/registration	n/short?group=Patient							🌒 🕈 😭 🛝	∆ D ≡
🗗 GP 2U			Home	Learn	About Us	Support	Q	Login	*
HOME → REGISTER WITH GP2	U								
Register with 0	GP2U								
First Name	Jon								
£ Last Name	Doe								
Username	JD11	🖋 Available							
Password									
Email	newpatient@gp2u.com.au								
Address	38 Montpelier Retreat								
	Battery Point								
Postcode	7004								
State	Tasmania 🔻								
Country	Australia								
Time Zone	Hobart [GMT+10.0]								
Phone	1300472832								
Birthday	12/12/1973								
Gender	Male								
	have read and agree to the Terms of Ser	vice and Privacy Policy							
	Register								
GP2U TeleHealth	→ admin@gp2u.com	n.au 📞	+61 130	0 472 866					
Level 2 Knopwood Hou 38 Montpelier Retreat		Ð		0 472 832		1 🖌 🗞	in		
Battery Point TAS 7004									

You should see the following:

i Thank You for Regi	istering		
← → C 🗋 htt	tps://g	//gp2u.com.au/registration/register_short 🕴 🕅 🚛 🦾	
	Œ	Home Learn About Us Support Q Login	
		Thank You for Registering	
		Hello,	
f		Thank you for taking the time to register.	
y		We have sent an email to newpatient@gp2u.com.au with further instructions.	
		If you do not see anything from GP2U within the next 5 minutes please check your junk/spam folder(s).	
-		Click here to return to our home page.	
		Kind Regards	
		The GP2U Team	
	•		
		38 Montpelier Retreat 🕒 +61 1800 472 832	
		Battery Point TAS 7004	
	© 20	2011-2016 GP2U Mobile • Privacy • Terms of Service • Contact Us	

Be sure to check your junk/spam folders, especially if you use a Hotmail, live, or outlook email account. One of the biggest issues our patients have had in the past is that they have used one of those accounts and never receive updates or email information from our doctors. So please check your spam/junk email folders on your email account and confirm to accept emails from GP2U.

The email should look something like this:



Once you have verified your account, you can login from the home page.

FULL REGISTRATION (optional)

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

negistration Step 1		×								Ŀ	
← → C 🗋 htt	ps://g	p2u.com.au/registration?group=Pati	ent						F 🛣 🥼	. 🛲 🗸	
	Ē	GP2U		Home	Learn	About Us	Support	Q	Login		
		Registration Step 1									
f		Name	Password Address	Ρ	hone	Register	-				
		Title	Mr	Optional							
		First Name									
¢		Surname	Doe								
+		Salutation	Dear Mr Doe			would you like to b Ii Bill, Greetings Sir					
		1	Next >								
	•	GP2U TeleHealth Level 2 Knopwood House 38 Montpelier Retreat Battery Point TAS 7004			0 472 866 0 472 832	(9 9 8	in			
	© 20	11-2016 GP2U	Mobile • Privac	y • Terms of Ser	vice • Contact	Us					

Registration Step 1: Name

Just start off by entering a Title you prefer to be called by (Mr, Mrs, Miss, Ms, Master, Dr, etc.) then your First Name and Surname as they would appear on your Medicare Card. 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

For this step, just fill out a Username you can remember (firstname.lastname for example) and an alphanumeric password and a preferrable non-hotmail email account, such as a gmail account. Then click Next.

💼 Regis	stration Step 2	×			
(← →	C https:	//gp2u.com.au/registration/step	52		= 🖸 🍐 🏭 🏨 🖈 ۲
	C	ப் GP2U		Home Learn About Us Support Q	ogin
		Registration Step	2		
f		Name	Password A	ldress Phone Register	
✓		Username	mrjohndoe	≪ Available	
		Password			
•		Password		Passwords match	
+			admin@gp2u.com.au		
		Email Address	admin@gp2u.com.au	Email addresses match	
		I	Next >		
					-
	Ŷ	GP2U TeleHealth Level 2 Knopwood House 38 Montpelier Retreat Battery Point TAS 7004	⊠ admin@gp2u.com.au	 ← +61 1300 472 866 f y & in a +61 1800 472 832 	

Registration Step 3: Address

For this step, please enter your home address OR the address that your Medicare Card is attached to. This will also make it easier for our doctors to fax scripts through to your local pharmacy if we have your exact location. Also, be sure to tell the doctor if you are traveling, FIFO or living/working elsewhere, so we can find a pharmacy closest to you. When you are ready for the next step, click Next or you can read some notes about Medicare Specialist Bulk Billing below:

💼 Registration Step 3	3 ×									
← → C 🗋 ht	tps:// gp2u.com.au /registration/step	р3						۵ ۳ 🕸 🔰	L 🚟 🕹	
	⊡ GP2U			Home Learn	About Us	Support	۹ [Login		
	Registration Step	3								
f	Name	Password A	ddress	Phone	Register					
	Address	38 Montpelier Retreat	Optional							
•		Battery Point	Optional							
+	Postcode State		Australia Only							
	Country									
	Time Zone									
		Next >	,							
	GP2U TeleHealth Level 2 Knopwood House	i admin@gp2u.com.au	¢	+61 1300 472 866		f y &	(in)			
	38 Montpelier Retreat Battery Point TAS 7004		₽	+61 1800 472 832						

The reason why we ask you to put the address that your Medicare card is registered is so our system will be able to identify if you can be bulk billed for Specialist Consults, which is dependent upon your physical address. You will still need to pay for a GP consult, as Medicare DOES NOT OFFER a rebate for GP consults. Those are 100% out of pocket, but your private health insurer may be able to help you if you check with your insurer. You can check out the eligibility for Bulk Billing Telehealth Specialist Appointments with this link:

http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator

If you are in an MMM1 zone, then you will not be eligible for our Specialists to Bulk Bill you.

*Be sure to include the correct Time Zone for this step. This will put the correct time on your login when you are trying to make a booking with a GP or Specialist. This will also send out notifications to your email, with the local time for your consult, according to your time zone. For example, let's say you live in Perth, Western Australia and you want to see a Psychiatrist that lives in Hobart, Tasmania at 11:00 AM Perth Time. Our system will list the time you, the patient, the correct time (11:00 AM) for your consult with the Hobart Psychiatrist. Where as the Hobart Psychiatrist would be seeing you at 2:00 PM (AEDT) his time. So please be sure to use your local time zone when you register.

Registration Step 4: Phone

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

Registration Step 4	×				
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	⊡ GP2U		Home Learn About U	Js Support Q	Login
	Registration Step	4			
f	Name	Password A	ddress Phone Register		
	Phone (Work) Phone (Home)	1300472866	At least one work, home of mobile phone is required.		
Ð	Phone (Mobile)	045555555			
+	Skype Name	gp2u.patient Next>	Optional		
	 GP2U TeleHealth Level 2 Knopwood House 38 Montpelier Retreat Battery Point TAS 7004 	🐱 admin@gp2u.com.au	 ← +61 1300 472 866 ↔ +61 1800 472 832 	f 9 8 m	
	© 2011-2016 GP2U		Mobile • Privacy • Terms of Service • Contact Us		

Registration Step 5: Register

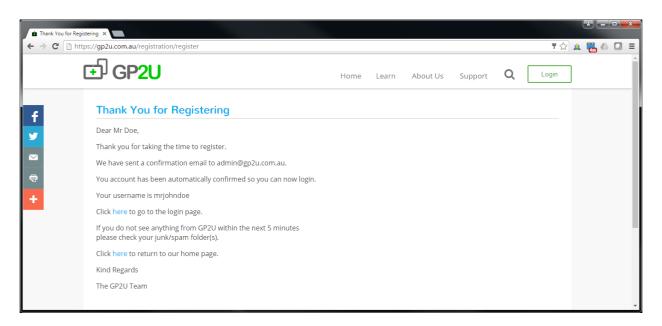
The final step is to just give us your date of birth (any known format can work), a gender (Male, Female, Unspecified), a Medicare Card number if you have one (strongly recommended to enter one), DVA card (if you have one) and make sure you read the Terms of Service and Privacy Policy.

Registration Step 5 ×							
← → C □ https://gp2u.com.au/registra	tion/step5						ኛ 🏡 👗 🙆 🔲 🗏
⊡ GP2U			Home Learn	About Us	Support	Q	Login
Registration	Step 5						_
•	Name Password	Address	Phone	Register	-		
Date of Birth	Any format dd/mm/yyyy, 1st Jan 80, etc						
Gender	Please Specify •						
Hedicare Card Number		Medicare card number	Medicare				
+ Individual's Ref Number		Individual's reference number	2 Milles Seife				
DVA Number	DVA Patients only		MAD 10 11/56				
•	I do not have a Medicare or DVA card						
	I have read and agree to the Terms of Serv	ice and Privacy Policy.					
	Automatically confirm my registration. My	email is admin@gp2u.c	om.au				
	Register Mel						
GP2U TeleHealth Level 2 Knopwood	➡ admin@gp2u.cc House	om.au 🕻	+61 1300 472 866		1 🖌 🖇	in	

Once you have read them, tick the boxes and click on register me:

n Registration Step 5	×										
← → C 🗋 ht	tps://gp2u.com.au/registrat	tion/step5							ا 🛠 ۹	L 🔚 🛆	
	⊡ GP2U				Home Learn	About Us	Support	Q	Login		^
f	Registration	Step 5									
Y		Name	Password	Address	Phone	Register	_				- 1
	Date of Birth	12/12/1984									- 1
•	Gender	Male	٣								
	Medicare Card Number			Medicare card number	Medicare						
+	Individual's Ref Number			Individual's	1234 56789 1 1234 56789 1 2 HILL SHITE 3 JAKS SHITE						- 1
	DVA Number	DVA Patients or	ly		WED 11/08						
		l do not have a N	ledicare or DVA card								
	Ø	I have read and a	gree to the Terms of Se	rvice and Privacy Policy.							
	×	Automatically co	nfirm my registration. M	y email is admin@gp2u.c	om.au						
	l i i i i i i i i i i i i i i i i i i i	Register Me!									•

From here you will see a "Thank you for Registering" page:



Please make sure you check your email (spam and junk folders too) for our notification email. It should look something like this:

Registration Success	ful 🗆 Inbox x 🙃 🖻
GP2U to admin 💌	15:55 (1 minute ago) 📩 🔸 💌
	GP2U
	Dear Mr Doe
	Thanks for confirming your registration with GP2U as a Patient. Your account is now active. Your username is: mrjohndoe
	You can log in to your account at <u>https://gp2u.com.au/</u>
	If you forget your password you can reset it via https://gp2u.com.au/account/forgot_pass.html
	You can now book appointments directly with one of our online GPs or Allied Health Professionals.
	You will find a range of resources on our website. Some that may be of immediate use include:
	The Patient user manual: https://gp2u.com.au/static/documents/manuals/Patient-final.pdf
	How to set up video conferencing: <u>https://gp2u.com.au/how_to/setup_videoconferencing.html</u>
	Frequently Asked Questions: https://gp2u.com.au/faq.html
	Introductory videos: https://gp2u.com.au/video.html
	We are unable to answer any questions of a medical nature, however please feel free to contact us at <u>https://gp2u.com.au/contactus</u> for any issues relating to our service.
	For all medical matters please consult with your GP and/or Specialist.
	Kind Regards
	The GP2U Team
	GP2U Telehealth Phone: 1300 472866 (1300 GP2U NOW) Level 2, 38 Montpelier Retreat Web: https://gp2u.com.au Battery Point Image: State
	Terms Privacy Unsubscribe

You may also receive an email confirming the type of platform you wish to use for your consult:



It doesn't matter which platform you use, so long as you decide upon one.

If you are using a mobile or tablet, make sure you download the GP2U App from the App store and use your GP2U login details to open up the app.

If you are going to use Skype, make sure you download Skype onto your Computer or Mobile Device.

If you are using a computer, make sure you have Google Chrome installed and login through gp2u.com.au on Google Chrome.

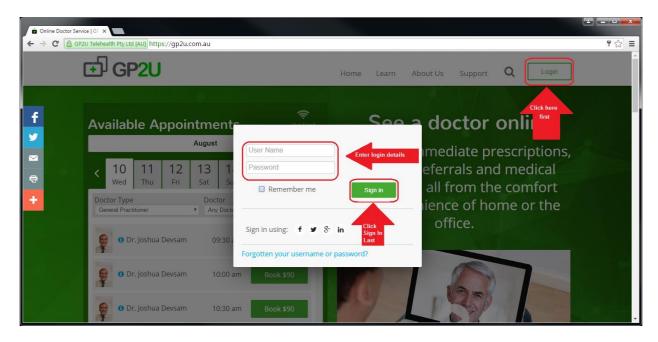
LOGGING IN (The first time)

To login the first time, just open up a Google Chrome browser and head to gp2u.com.au.

Then click on the "Login" button in the upper right area.

A small pop up window will come up, so just enter your User Name and Password in both fields (your login details)

Then when you are ready to go, click on "Sign In" to take you to the "Patient Home Page"



THE PATIENT HOME PAGE

-> C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au
GP2U Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page
¹ Welcome Mr John Doe. The time is Thursday August 4, 2016 9:32 am.
Bookings and Appointments My Data
Book a GP appointment Add WebCam still picture (Store & Forward)
Book a Specialist appointment Files viewer and transfer (Store & Forward)
Book an Allied Health appointment Gadgets
Create Referral Get record of last consultation
Check my upcoming appointments (0)
Waiting list
Review my past appointments
Assign Medicare Benefits to Specialist
Waiting Room My Profile
Go to virtual waiting room Change Skype address
Prescriptions (0) Edit my questionnaire
Medication Information Sheets Edit my profile
2 · Logout 5

The Patient Home Page is setup with 5 different sections:

- 1. Bookings and Appointments
- 2. Waiting Room
- 3. My Data
- 4. Medicare Admin
- 5. My Profile

We will discuss each of these sections at length and try to give you as much information as we can in this document. If you ever need to go back to the Patient Home Page, you can click on "HOME" which we have circled in red, in the upper left area.

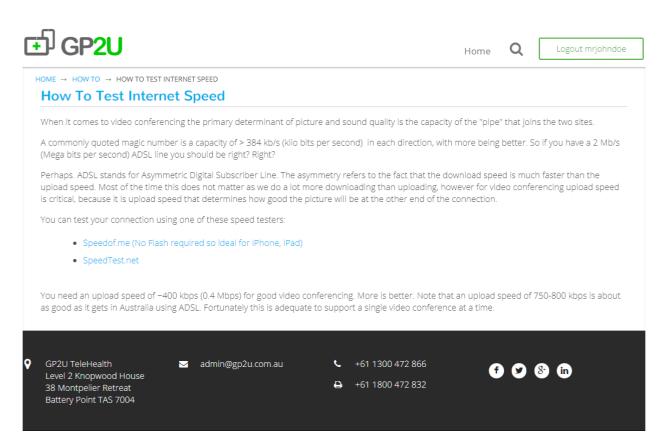
Now before we go through the links on your home page let's make sure we have everything nicely set up.

INITIAL SETUP

INTERNET

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 (kilo bits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Mega bits 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.

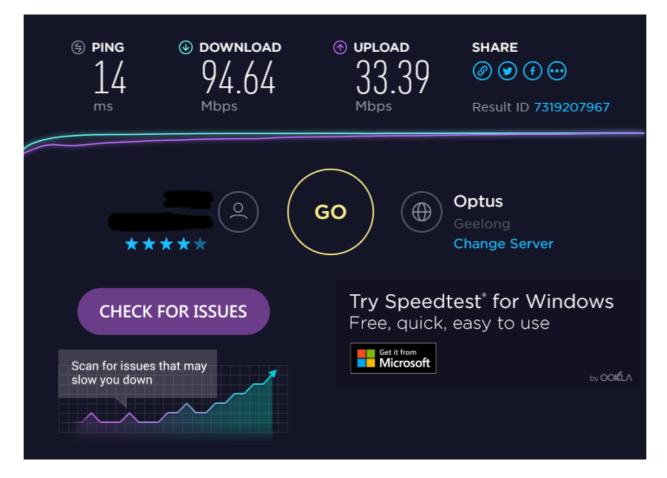
You need an upload speed of greater than 400 kbps (0.4 Mbps) for good video conferencing. More is better.

Here is an example of the Speed Test.

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



This is what a speed test using speedtest.net might look like, if you were using the NBN, and depending on your contract and provider:



COMPUTER

Virtually any modern computer or smart phone available at Harvey Norman, JB HiFi, etc will be adequate. We need the following components.

- A modern computer should be satisfactory.
- Laptops work well.
- Smart phones generally work well
- <u>Net books do not work well.</u>

CAMERA

- We have generally found the Logitech Webcams (~\$100) work better than the Microsoft equivalents.
- 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 can have poor quality microphones.

SPEAKERS

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

CONNECTION TO INTERNET

- Your computer needs to be able to access your adequate Internet connectivity.
- Cables, Wireless, USB and 4G are all typically good enough.

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 or Microsoft Edge, it comes complete with inbuilt WebRTC based video conferencing.

Chrome is easy to find:

← ⇒ c G <mark>oogle</mark>	https://www.google.com.au/webhp?sourceid=chrome-instant&ion=1&espy Google Chrome	v=2&ie=UTF-8#
	All News Images Videos Apps More - Search tools	
	About 127,000,000 results (0.47 seconds)	
-	google.com.au - Get Google Chrome Ad www.google.com.au/ ▼ Fast, simple & secure web browser. for all your devices. Download now! Designed to keep you safe · Type less with Autofill · One browser, all devices	
	Chrome Browser - Google https://www.google.com.au/chrome/browser/desktop/ ▼ Google Chrome is a fast, simple and secure web browser, built for the modern web. Chrome for Mobile · Chromebook · Chrome Browser · Support	
	Browser Chrome https://www.google.com.au/chrome/ Translate this page	

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

TEST VIDEO CONFERENCE

Once you have Chrome set up please go to this page https://gp2u.com.au/webrtc

There is a once off requirement to allow GP2U to use your camera and microphone. Please click the "Allow" button as shown below:

← → C GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/webrtc	52	≡
https://gp2u.com.au/ wants to use your camera and microphone. Allow Deny	Learn more	×
Disconnect		Â
		E
Waiting to connect		

Please note that you have to click this "Allow" button the first time you 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.

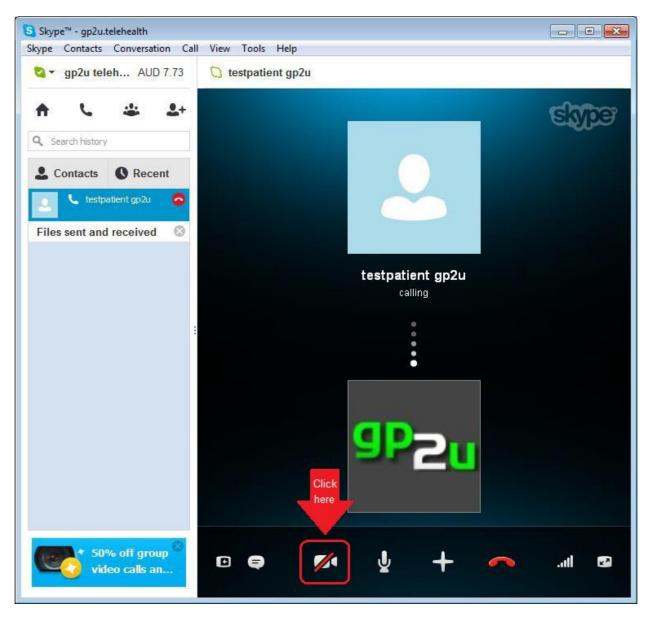
That's all there is to it. If you can see yourself you're good to go.

SKYPE TROUBLESHOOTING

You can find out more about how to download and install Skype here:

https://gp2u.com.au/faq/skype.html

Here is what Skype looks like with the camera switched off (see the diagonal line?)



You need to click on the camera to switch it on.

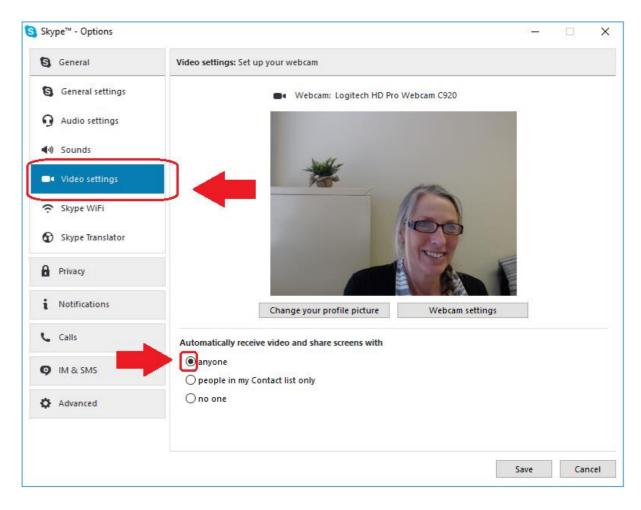
testpat call?	tient gp2u wan	U	video. Acce	pt all videos	on this	
•	•	Ā	+	~	.11!	۲X

If you get a message like this, the answer is "Accept"

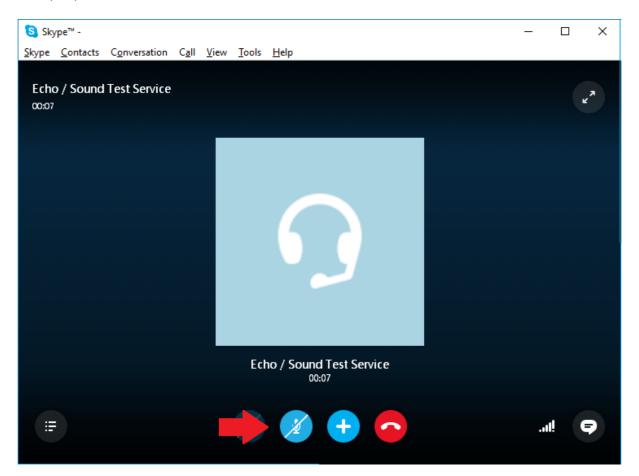
You can stop this message appearing by changing the default setting for video. Select Tools | Options from the main Skype menu:

S Skype™ - gp2u.rusty		
Skype Contacts Conversation Call Vi	ew Tools Help	
	Change Language	
Rusty @ GP2U	Skype WiFi	
Ask me anything you want ab	Options Ctrl+,	
Q Dr James Freeman 🛛 🛞	Options Ctrl+,	
Dr James Freeman - GP2U		(<u>+</u>)
GP2	GP2U Online 10:28 AM	· ·
Search Skype		- A
		~
	Call ended, duration 00:07 Monday, 1 June 2015	10:35 AM

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 you have the ability to mute your microphone. This is not the default but if you can't be heard it's a likely culprit.

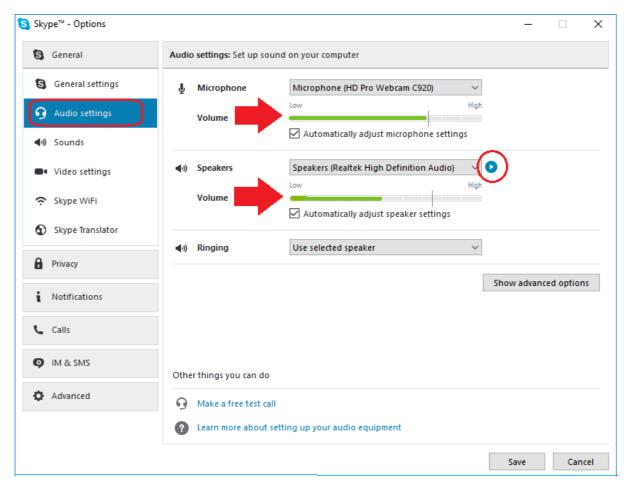


You can test your camera microphone and speakers by selecting Tools | Options from the main Skype menu.

Skype [™] - gp2u.telehealth		
Skype Contacts Conversation Cal	I View Tools Help	
0 ▼ gp2u teleh AUD 7.73	☆ te Apps	
	Change Language	
A \ 2 2 4	Skype WiFi	$\langle \rangle$
Q Search history	Options	
SMS messages ×		
	■• Video call Call (+) (!!)	

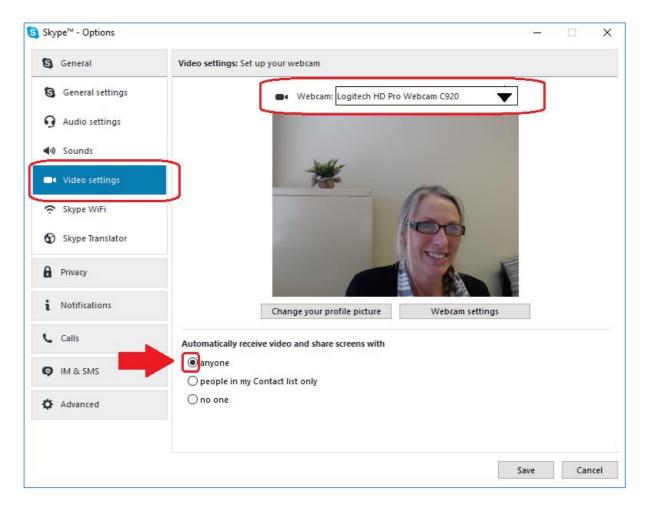
Click on the "Audio settings". When you speak you should see the volume bar move in the microphone section. If not, click on the drop down list and select the correct device.

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.



Remember 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.

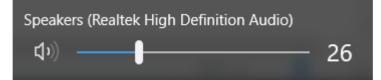
Here is what it looks like muted:



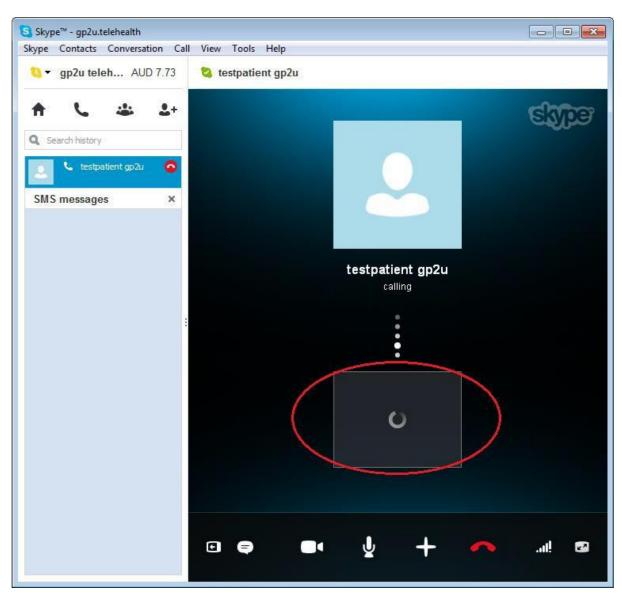
Click on the speaker to unmute it:



Drag the slider to the top to turn up the volume



Finally, you **should note that only one piece of software can be in control of you camera at a time.** If you have say WebRTC or Facetime open and using the camera, 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:

received and great (real index), gp2areatin		
The page at https://gp2u.com.au says:		×
Publisher failed to access camera/mic: Unknown error getting user media	r while	
0	К	

WebRTC also provides a handy link to your camera and microphone from the browser window. Simply click the camera icon top right near the X:

https://gp2u.com.au/webrtc?room=default - Google Chrome	
GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/webrtc?room=default	
Disconnect This page is accessing your camera and microphone.	
Continue allowing gp2u.com.au to access your cam	era and microphone
Always block camera and microphone access	
Microphone: Microphone (HD Pro Webcam C920)	-
Camera: Logitech HD Pro Webcam C920 (046d:0	82d) 🔻
Manage media settings	Done

Make sure camera/microphone access is allowed.

If things are not working, select a different camera/microphone from the drop down list.

https://gp2u.co ه ا	m.au/webrtc?room=	default - Google (Chrome	
🔒 GP2U Teleh	ealth Pty Ltd [AU] https://gp2u	I.com.au/webrtc?room=default	Ž
Disconnect	×	This page is acce	essing your camera and microphone.	
		Continue a	llowing gp2u.com.au to access your camera	and microphone
		 Always blo 	ck camera and microphone access	
		Microphone:	Microphone (HD Pro Webcam C920)	- 🗘
		Camera:	Default	•
			Microphone (HD Pro Webcam C920)	
		<u>Manage media s</u>	settings	Done

THE HOME PAGE LINKS

On your home page you will see a number of links, divided into 5 logical chunks, we will take a look at the top left area called "Bookings and Appointments":

Patient Home Page X	
← → C ⓑ https://gp2u.com.au	7 🖓 🔟 🚟 📣 🖸 =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Monday August 1, 2016 9:46	6 am.
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (0) Waiting list Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room Go to virtual waiting room Prescriptions (0) Medication Information Sheets 	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

BOOKINGS AND APPOINTMENTS

In the first section of links you can see you have the ability to book Specialist, GP and Allied Health appointments.

Please note you can only directly book Specialist appointments if you have an existing referral in the system. Please call our Administration team on 1300 472 866 to update your files with the Referral.

BOOK A GP APPOINTMENT

Let's look at how you book and pay for a GP appointment. From the home page, click on "Book a GP appointment":

Patient Home Page X	
← → C	۴ 😒 🏨 🚟 📣 🖸 😑
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Monday August 1, 2016 9:46 ar	n.
Bookings and Appointments • Book a GP appointment • Book a Specialist appointment • Book an Allied Health appointment • Create Referral • Check my upcoming appointments (0) • Waiting list • Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room Go to virtual waiting room Prescriptions (0) Medication Information Sheets 	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

From here you will see the appointment times available for doctors:

N/08 03:15 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:34 Male English Battery point TAS 1/08 03:30 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:34 Male English Battery point TAS 1/08 03:30 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:49 Male English Battery point TAS 1/08 04:00 pm (Mon) \$50 Book Dr Amir Asghari 15 min +5:19 Male English, Farsi (Persian), French Battery point TAS 1/08 04:15 pm (Mon) \$50 Book Dr Amir Asghari 15 min +5:34 Male English, Farsi (Persian), French Battery point TAS 1/08 07:30 pm (Mon) \$70 Book Dr Benjamin Jarvis 15 min +8:49 Male English Kogarah NSW 1/08 07:45 pm (Mon) \$70 Book Dr Benjamin Jarvis 15 min +9:04 Male English Kogarah NSW 1/08 08:05 pm (Mon)	HOME → BOOK APPO	INTMENT								
From: 01/08/2016 To: 01/09/2016 State: ALL Sex: ALL Search Show 10 entries 5 10/09/2016 State: ALL Sex: ALL Search Show 10 entries 5 10/09/2016 State: ALL Sex: ALL Search Show 10 entries 5 Book GP Name Length From Now Gender Languages City State 1/080 03:00 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:34 Male English Battery point TAS 1/080 03:00 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:34 Male English Battery point TAS 1/080 03:00 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +5:19 Male English, Farsi (Persian), French Battery point TAS 1/080 04:15 pm (Mon) \$50 Book Dr Amir Asghari 15 min <t< th=""><th>Book Appo</th><th>intment</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>	Book Appo	intment								
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	01/08 08:30 pm (Mon)	\$70	Book	Dr Benjamin Jarvis	15 min	+9:49	Male	English	Kogarah	NSW
First Previous 1 2 3 4 5 Next Last	Showing 11 to 20 of 400 e	entries						First Previou	s 1 2 3 4 5 N	ext Last

You can find out about the available medical professionals by clicking the blue print of their name:

Dr Amir Asghari



I am a GP with both Australian and UK accreditation and experience. I have worked in London and Melbourne. I am a graduate of Tehran University (The best University in Iran and one of the worlds top 500) 1999 and Trent (Nottingham) Deanery in the UK 2009. Further to my General Practice I registrar (residency) training in occupational and rehabilitation medicine in St Georges University in London 2013. I also took upon a Masters degree in Nanotechnology and Regenerative Medicine in University College London 2012. I work in a variety of different primary care settings, including GP surgeries, Out-of-Hours centres, as well as in Walk-In centres in collaboration with Accident and Emergency departments. I do telephone, face-to face and home visit consultations on a regular basis. My practice philosophy is to help people to take their best informed decision about their health and treatment. I have been described my patients and colleagues as caring and committed.

Dr Benjamin Jarvis



Wholistic General Practitioner with a patient centered approach. Passionate regarding preventative health. Actively involved in my local community through practicing medicine, academia, sport and health programs.

Special interest in weight loss through many pathways as each patient is unique!

Week by week program

The 6 secrets

Duromine

HCG

Profile of Dr Andrew Pascoe



Dr Pascoe has been a GP for over 20 years. His training was at Monash University and the Alfred Hospital in Melbourne.

He was co-founder of the Medical One group of companies.

Andrew worked for many years in the North West suburbs of Melbourne seeing family groups and also in the CBD of Melbourne.

He has a wide variety of experience in all areas of family and general practice.

When you are done looking at the Doctor's bio, just click on the X in the upper right corner and then decide which one you want to make a booking with.

X

x

х

To book an appointment, choose a time and doctor that best suites you, then click the Book button for the one you want:

Book Appointment From: 01/08/2016 State: ALL • Sex: ALL • Show 10 • entries Search: Date & Time (Local) Cost Book GP Name Length From Now Gender Languages City 01/08 03:00 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:19 Male English Battery point 01/08 03:15 pm (Mon) \$69 Book Dr. Joshua Devsam 15 min +4:34 Male English Battery point	Search
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01/08 08:30 pm (Mon) \$70 Book Dr Benjamin Jarvis 15 min +9:49 Male English Kogarah	NSW
Showing 11 to 20 of 400 entries	

Keep in mind that GP appointments need to be paid for in advance, and Medicare will not offer any rebate for the GP appointments. Here is the beginning of the payment process.

First you see a disclaimer page advising where to go in the case of emergency and what the practical limitations of Telehealth are. You need to tick the checkbox to confirm you have read this before going on:

i Disclaimer	×				ţ	<u> -</u>	-
← → C 🕒 http:	s://gp2u.com.au/now/paynow?alliedhealth=&appointment=1717253&specialty=0			7	27 👖	3pm 🖉	:
(C	± GP2U	Home	Q	Logout mrjohndoe			Î
	HOME → DISCLAIMER						l
	Disclaimer						
	If you have a medical emergency please stop now a If you are in Australia dial 000. If you are overseas, and dr contact the Australian Government's 24-hour Consular	on't know who to call, we recomn	nend you	1			
	Our Telehealth service provides access to highly skilled Australian doctors, howe required. This can not be delivered by Telehealth so it may be necessary to see a		ysical ex	amination may be			
	By its nature Telehealth depends on technology. We use video conferencing to g may render it impossible to offer you an adequate service in which case you sho			beyond our control			
	Although our doctors can facilitate local access to a variety of medicines they are oxycodone and Targin outside the contexts of palliative care or written advice fro will not be prescribed.						
	Please note that Medicare does not provide a rebate for direct patient to GP Tele expense, although you may be able to claim on your private health insurance. If Medicare Telehealth eligible area, consults will be builk billed.						
	O understand the practical limitations of Telehealth and wish to book an appoin	ntment.					
	Continue						-

We use PayPal as our payment gateway as the provider with the ability to pay via PayPal, Mastercard or Visa. Click on the "Pay Now" link to continue:

i Confirm Booking ×				Į	ے لغے	. 🗆	x
← → C https://gp2u.com.au/now/disclaimer			F 5:	<u></u>	3pm	6] ≡
⊡ GP2U	Home	Q	Logout mrjohndoe				^
HOME → CONFIRM BOOKING							
Confirm Booking							- 11
You are about to confirm the following booking.							1
Doctor: Dr. Joshua Devsam							- 11
Specialty: General Practitioner							- 11
Time: Monday August 1, 2016 3:00 pm (In +4:00)							- 11
Length: 15 minutes							- 11
Patient: Mr John Doe							- 5
Payment of \$69.00 AUD is required to confirm this booking.							
Discount Code Apply							
Cancel							Ţ

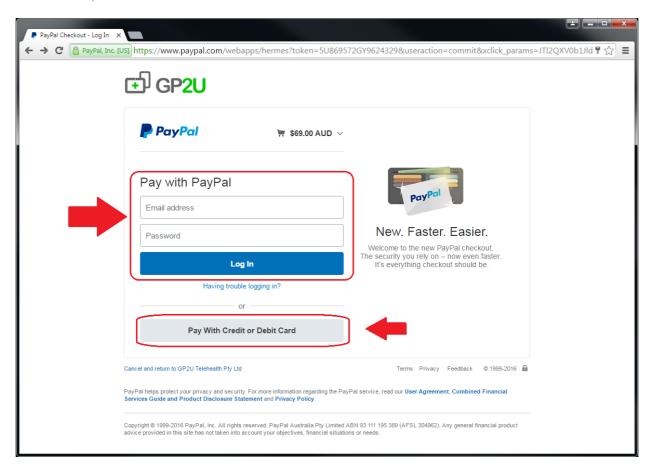
The PayPal page has two options:

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

Select the option that suits you.

We pre-populate the credit card form with all the details except the credit card number, expiry and CVC. You should double check that the details were entered correctly. Note that we don't store these Payment details on our servers. PayPal will only see your address.

Here is the PayPal Credit Card view:



If you select the "Pay with PayPal" option you will need to login with **your PayPal account** and pay with the funds that are in your account.

If you have selected the "Pay With Credit or Debit Card" option, then here is what the PayPal view looks like:

GP2U		
P PayPal	` \$69.00 AUD ∨	
PayPal Guest Che We don't share your financial		
Australia	~	PayPal is the safer, easier way to pay
		No matter where you shop, we keep your financial information more secure.
Card number		
Expires	CVV	
Doe,	John	
Billing address		
38 Montpelier Retreat		
Address line 2		
Battery Point		
State/Territory	~	
7004		
7004 Contact Details		

Here is bottom half of the PayPal Guest Checkout screen page:

State/Territory		~
7004		
Contact Details		
Mobile ~	61 (AU)	~
Phone number		
Email address		?
Enjoy all the benefit Creating a PayPal account is op PayPal's Buyer Protection on all faster checkout every time you s Create a PayPal account? (It on Yes. I'd like to create a Pay Password	otional, but you'll enjoy I eligible purchases, plu shop. Ily takes a moment.)	IS
No, thanks		
Pay No		

Keep in mind you may need to update your phone number and other details in this screen. Be sure to double check that the details you entered are correct. For example if you are using a mobile phone, make sure in the Contact Details, that the selection is set to Mobile and you remove the +61 if it precedes your mobile number. Click 'No Thanks' to opening up a paypal account and click the 'Pay Now' button.

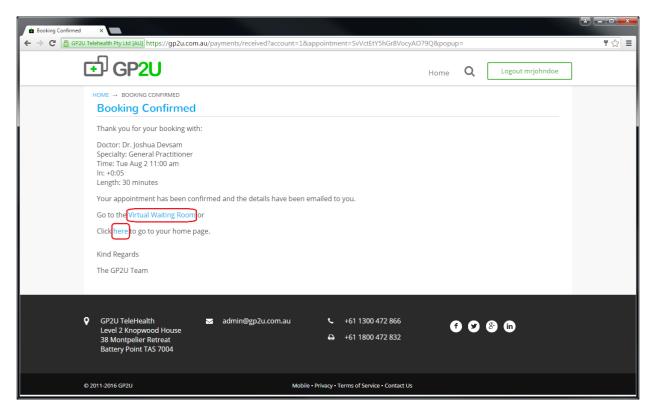
This is what you should see once you have made a payment:

Your order summ	iary	Review your information
Descriptions	Amount	PayPal [~]
Medical Appointment Booking Fee		Pay Now
Item number:7s3-3PsY4xGW1obkxw Item price: \$49.00 Quantity:1		Payment methods 🖉 <u>Change</u>
Item total	_	VISA Credit/Debit Card : Visa XXXX-XXXX-XXXX-XXXX- \$- AUD
	Total \$ AUD	This transaction will appear on your bill as PayPal *GP2U.
		PayPal gift card, certificate, reward, or other discount Redeem
		View PayPal's Payments Policy and other <u>policies</u> to learn more about your payment source rights and remedies.
		Contact information

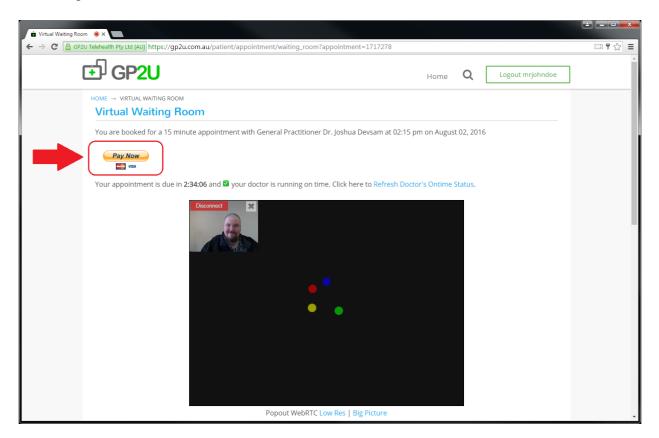
And you should see something very similar to the following:

GP2U Telehealth Pty Ltd						
Thanks for your order Your payment of \$49.00 AUD is complete.						
You're now going back to GP2U Telehealth Pty Ltd. If you are not redirected within 10 seconds, <u>click here</u> .						

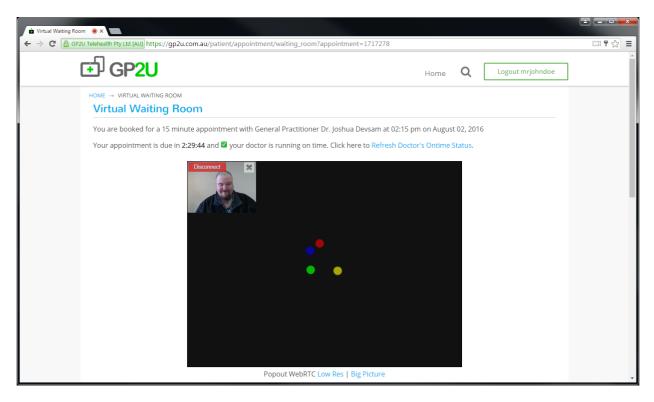
This redirects to the GP2U site where you have the option of going straight to the virtual waiting room:



The waiting room looks like this:



But if you see the "Pay Now" button still, then that means that you still need to make a payment or the payment did not go through. If you find this error is not going away after you make a payment, please ring us on 1300 472 866 and we will sort it out for you. Once you have made a payment, the Pay Pal Pay icon will disappear and the screen should look like this:



The doctor appears on the screen where the "Waiting to connect..." text is.

BOOK A SPECIALIST APPOINTMENT

For booking a Specialist or Allied Health Appointment, just follow the same steps. But you will need a valid referral to see the Specialist. We will discuss the referral later on. But let's just start on booking an appointment. First, just start by clicking on "Book a Specialist appointment":

Patient Home Page X	
← → C 🕒 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	7☆ =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Tuesday August 2, 2016 3:30 p	um.
Bookings and Appointments	-My Data
Book a GP appointment Book a Specialist appointment	Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward)
Book an Allied Health appointment Create Referral	Gadgets Get record of last consultation
Check my upcoming appointments (2)	Account access log
Waiting list Review my past appointments	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	• Logout
https://gp2u.com.au/patient/appointment/search?specialists=1	•

Then select a Specialist type. For this example we will use Psychiatry, then click the search button:

Appointment Search		×
🗲 🤿 🕻 🔒 GP2U T	ealth Phy Ltd [AU] https://gp2u.com.au/patient/appointment/search?specialists=1	☆ =
0	Been de logout mrjohndoe	
	ME → APPOINTMENT SEARCH	
	Appointment Search	
	Specialist Psychiatry want an appointment @ as soon as possible as near as possible with a specific specialist Search	
Ŷ	GP2U TeleHealth I admin@gp2u.com.au I +61 1300 472 866 f I I I I I I I I I I I I I I I I I I	
e	Mobile • Privacy • Terms of Service • Contact Us	

WARNING This may take a bit of time to load from the database, as we have hundreds of available bookings.

This is what should come up on your screen:

y - Appointment X								
🔒 GP2U Telehealth Pty Ltd [AU] ht	tps://gp2u.com.au/patient/ap	pointment/search						
🗗 GP2L	J					Home Q	Logout mrjohnd	be
HOME → PSYCHIATRY								
Psychiatry -	Appointment Se	arch						
Show 15 • entries						Searc	·h·	
Date & Time	Book Time From Nov	v Specialist Name	Length	Туре	Bill	City	State	
Wed Aug 03 09:00 am	Book +17:23	Dr John Mathai	60 min	General	Bulk Bill	WARRANDYTE	VIC	
Fri Aug 05 01:00 pm	Book +2:21:23	Dr John Mathai	60 min	General	Bulk Bill	WARRANDYTE	VIC	
Tue Aug 09 10:00 am	Book +6:18:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Tue Aug 09 11:00 am	Book +6:19:23	Dr Ross Kirkman	45 min	New	Bulk Bill	Hobart	TAS	
Tue Aug 09 04:45 pm	Book +7:01:08	Dr Ross Kirkman	15 min	Review	Bulk Bill	Hobart	TAS	
Wed Aug 10 11:00 am	Book +7:19:23	Dr John Mathai	60 min	General	Bulk Bill	WARRANDYTE	VIC	
Wed Aug 10 11:00 am	Book +7:19:23	Dr Ross Kirkman	45 min	New	Bulk Bill	Hobart	TAS	
Thu Aug 11 12:30 pm	Book +8:20:53	Dr Gordon Hyde	30 min	General	Bulk Bill	Matraville	NSW	
Fri Aug 12 01:00 pm	Book +9:21:23	Dr John Mathai	60 min	General	Bulk Bill	WARRANDYTE	VIC	
Tue Aug 16 10:00 am	Book +13:18:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Tue Aug 16 11:00 am	Book +13:19:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Tue Aug 16 12:00 pm	Book +13:20:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Tue Aug 16 01:00 pm	Book +13:21:23	Dr Ross Kirkman	45 min	New	Bulk Bill	Hobart	TAS	
Tue Aug 16 01:00 pm	Book +13:21:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Tue Aug 16 02:00 pm	Book +13:22:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville	NSW	
Showing 1 to 15 of 616 ent	ries					First Previous	s 1 2 3 4 5 Next	Last

You can either type in a few letters of the Specialist name in the Search Bar to find a Specific Specialist or look at the available dates and make a selection that best suites you. Each of our Psychiatrists has a small bio about themselves so feel free to find one that speaks to you. In this example we are using Dr Gordon Hyde:

Psychiatry - Appointment ×								
← → C 🔒 GP2U Telehealth Pty Ltd [AU] https	:://gp2u.com.au/patient	/appointment/search						¶☆ 1
🗗 GP2U						Home Q		
Psychiatry - A	Dr Gordon Hyde					2	K	
Show 15 • entries Date & Time Tue Aug 09 10:00 am Thu Aug 11 12:30 pm Tue Aug 16 10:00 am Tue Aug 16 11:00 am Tue Aug 16 12:00 pm Tue Aug 16 01:00 pm Tue Aug 16 02:00 pm	Zet Ho ha fro Dr	Gordon Hyde is a general adult aland College of Psychiatrists. (spital at Camperdown and prov Hyde has expertise in the mans a specialist interest in post-tra m the New South Wales Institut Hyde offers comprehensive, ho ir bio-psycho-social and cultura thric disorders.	Dr Hyde works a ides inpatient a agement of mor umatic stress d e of Psychiatry. listic and patier	as a Staff Spo nd outpatien od, anxiety an isorder and I at centred ca	ecialist at Roy t services. nd psychotic nolds a Maste re for patient:	yal Prince Alfred disorders. He er of Psychiatry s focussing on	State NSW NSW NSW NSW NSW NSW NSW	
	Book +22:18:23	Dr Gordon Hyde	45 min	General	Bulk Bill	Matraville		
	Book +27:20:23							
						First	Previous 1 2 3 Next Last	

Just type in Gordon in the search bar and click on any of his names in blue. That will pull up his bio and give you some information about him. When you are done, just click on the X in his bio box.

Once you have made a decision you can click on "Book." But as you can see from this example, you do not have a referral yet:

Psychiatry - Appointment X			
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/appointment/search			ም 🏡 😑
⊡ GP2U	Home	Q Logout	: mrjohndoe
HOME → PSYCHIATRY			
Psychia		X	
Sorry, we can't book this appoingment because we do not have a referral for you on the system.			
You can upload your paper referral from your home page using the create referral link.			
Tue Aug 09 100			
Thu Aug 11 12:			
Tue Aug 16 10X The GP2U Team			
Tue Aug 16 11:0			
Tue Aug 16 12:0			
Tue Aug 16 01:0			
Tue Aug 16 02:0			
Thu Aug 25 10:1			
Thu Aug 25 11:1			
Thu Aug 25 12:			
Thu Aug 25 01.1 Thu Aug 25 02.1			
Tue Aug 30 10:			
Tue Aug 30 112			
Tue Aug 30 12:0			
Showing 1 to 15 c			3 Next Last
		1.	
GP2U TeleHealth admin@gp2u.com.au +61 1300 472 866 Level 2 Knopwood House	đ	V 8 m	*

So in order to book a Specialist Appointment, you need a referral from a GP or Specialist. So let's see about creating a referral to see a Specialist.

CREATING A REFERRAL

To create a referral, just click on the "Create Referral" link from the Specialist search:

Psychiatry - Appointment ×	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/appointment/search	7 😒 🔳
GP2U Home Q	Logout mrjohndoe
HOME → PSYCHIATRY	
Psychia	×
Show 15 • E GP2U	Home
Tue Aug 09 10: HOME → CREATE REFERRAL	
Inu Aug 11 12:	
Tue Aug 16 10: Create Referral	
Tue Aug 16 12:1 Specialist Search	
Tue Aug 16 011. Specialty Select Specialty	
Tue Aug 16 02:1 Referring Doctor Unknown Doctor	
Thu Aug 25 101 Provider Number Search	
Thu Aug 25 11:1 Valid To 02/08/2017	
Thu Aug 25 12. Thu Aug 25 01. Upload Referral Choose File No file chosen	
Thu Aug 25 01. Create	
Tue Aug 30 10:0	
Tue Aug 30 11:	
Tue Aug 30 123	
Showing 1 to 15 . ♀ GP2U TeleHealth	3 Next Last
	•
♀ GP2U TeleHealth	8 in .

Or from the home page click on "Create Referral"

Patient Home Page ×	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	약 ☆] =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE	
Patient Home Page	
Welcome Mr John Doe. The time is Tuesday August 2, 2016 3:58 pm.	
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
Book a Specialist appointment	Files viewer and transfer (Store & Forward)
Book an Allied Health appointment	Gadgets
Create Referral	Get record of last consultation
Check my upcoming appointments (2)	Account access log
 Waiting list Review my past appointments 	Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
Prescriptions (0) https://gp2u.com.au/patient/referral/create	Edit my questionnaire

Please note in addition to a valid referral, you MUST have a valid Medicare Card and be in an RA2-RA5 zone for our Specialists to Bulk Bill you. You can check to see if you are eligible here:

http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/Locator

From here you will need to create some details for our records.

		≟ _ □ <mark>_×</mark>
Create Referral X		
← → C 🔮 GP2U Telehealth Pty Ltd [AU]	https://gp2u.com.au/patient/referral/create	¶☆ ≡
⊡ GP2	U Home Q Logout mrjohndoe	Â
	Home Q Logout mrjohndoe	
HOME → CREATE RE	FERRAL	
Create Re	ferral	
Specialist	Search	
Specialty	Select Specialty v	
Referring Doctor	Unknown Doctor	
Provider Number	Search	
Valid To	02/08/2017	
Upload Referral	Choose File No file chosen	
	Create	

We will need the Specialist name (which you can search for by clicking on search or anywhere in the Specialist field, this should automatically select "Psychiatry" as the Specialty:

💼 Create Referral 🛛 🗙								
🗲 🔿 🔁 🔒 GP2U Telehealth P	ty Ltd [AU] ht	ttps://gp2u.com.au/	patient/referral/creat	e				¶☆ ≡
œ C	GP2l	J			Home	Q	Logout mrjohndoe	^
HOME →	Search for	Specialist					×	
Crea	hyde Last	First Usernam	First N Provider Number	ame Specialty	Provider Number Address			
Speciali		Gordon GH1310	2664298H	Psychiatry	55 Murrabin Avenue Matraville New South Wale	s 2036		
Specialt					Search:			
Referrin	15							
Provide	r							
Valid To								
Upload	F							
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From here, you will need to enter in a Provider Number of the Referring Doctor:

Create Referral ×		
🗲 🔶 C 🔒 GP2U Telehealth Pty Ltd ([AV] https://gp2u.com.au/patient/referral/create	막 숬] =
⊡ GP	2U Home Q Logout m	rjohndoe
HOME → CREAT	ITE REFERRAL	
Create F	Referral	
Specialist	Gordon Hyde Search	
Specialty	Psychiatry •	
Referring Doc	ctor XProvider number is not valid Create referring doctor	
Provider Num	mber 3155124XX Search	
Valid To	02/08/2017	
Upload Refer		
	Create	

If the doctor is not on our system, click on "Create referring doctor"

Create Referral ×	
← → C 🔒 GP2U Telehealth Pty Ltd [AU]	https://gp2u.com.au/patient/referral/create
년 GP2	Home Q Logout mrjohndoe
HOME → CREATE RE	IFERRAL
Create Re	ferral
Specialist	Gordon Hyde Search
Specialty	Psychiatry •
Referring Doctor	XProvider number is not valid Create referring doctor
Provider Number	3155124XX Search
Valid To	02/08/2017
Upload Referral	Choose File No file chosen
	Create

Then enter the details about the referring doctor:

📩 Create Referral 🛛 🗙		
← → C 🔒 GP2U Telehealth Pty Ltd [AU] https://g	p2u.com.au/patient/referral/create	T 😭 🚍
GP2U		Home Q Logout mrjohndoe
HOME → Create New Refer	ng Doctor	×
Creat		
Title. Specialis First Name:		
Surname		
Specialty	38 Montpelier Retreat	
Referrin) Address (2)		
	Battery Point	
Provider Postcode:		
Valid To	Tasmania	
Upload F Provider Number	1300472866	
Horaci Hamber	Save Close	
GP2U Telenealth	🛛 auninegpzu.com.au 💊 rorisod	0 472 000

That should create the referring doctor on our system:

💼 Create Referral 🛛 🗙 💭						
← → C 🕒 GP2U Telehealth Pty Ltd [AU]	https://gp2u.com.au/patie	ent/referral/create				۳ 😒 🔳
다 GP2	U		Home	Q	Logout mrjohndoe	*
HOME → CREATE RE						
Specialist Specialty	Gordon Hyde Psychiatry	Search				
Referring Doctor	✓Dr Test Gp 2/38 Montpe	lier Retreat TAS				
Provider Number Valid To	1234567x Search 02/08/2017					
Upload Referral	Choose File No file chosen					
						*

Once the referring doctor is created, then you need to upload the referra.

Simply click on "Choose File" to locate your referral:

in Create Referral X						
← → C 🔒 GP2U Telehealth Pty Ltd [AU]	https://gp2u.com.au/patie	ent/referral/create				T 🟠 🔳
년 GP2	U		Home	Q	Logout mrjohndoe	
HOME → CREATE RE	FERRAL					
Create Re	ferral					
Specialist	Gordon Hyde	Search				
Specialty	Psychiatry	v				
Referring Doctor	✓Dr Test Gp 2/38 Montpel	ier Retreat TAS				
Provider Number	1234567x Search					
Valid To	02/08/2017					
Upload Referral	Choose File No file chosen					
	Create					
						-

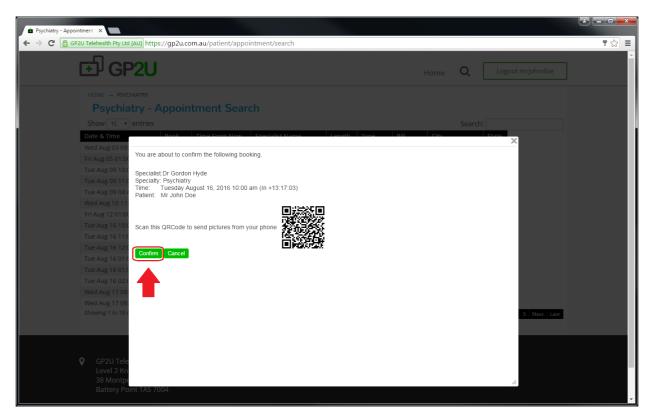
And navigate to where the referral is stored. Please note, our system prefers word documents, jpgs, or PDFs. Once it is loaded, just click on the "Create" and it should be loaded. If the file is missing, you may need to reattach it again before you can continue.

Create Referral ×		- D <mark>- X</mark>
← → C 🔒 GP2U Telehealth Pty Ltd [AU]	https://gp2u.com.au/patient/referral/create	¶☆ Ξ
년 GP2	Home Q Logout mrjohndoe	^
HOME → CREATE RE	EFERRAL	
Create Re	ferral	. I
Specialist	Gordon Hyde Search	
Specialty	Psychiatry	
Referring Doctor	✔Dr Test Gp 2/38 Montpelier Retreat TAS	
Provider Number	r 1234567x Search	
Valid To	02/08/2017	
Upload Referral	Choose File Itest data pdf	
	Create	

You should see the following screen, then just click on the "Back" button and make your Specialist Booking.

i Greate Referral X	
← → C G GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/referral/create	P ☆ 🖻
⊡ GP2U	Home Q Logout mrjohndoe
HOME → CREATE REFERRAL	
Create Referral	
Referral created successfully Back	

Once you have your referral uploaded, then just navigate back to the Specialist Booking search and select "Book" and then click "Confirm" to make your booking:



And you are done!

BOOKING AN ALLIED HEALTH APPOINTMENT

For an Allied Health booking, it is the same steps you used to make a GP booking. And just like the GP booking, you will need to pay for Allied Health appointments or apply a product code if you have one (the only exception to this is Psychology appointments if you have a current Mental Health Care Plan provided by a GP, however this will need to first be discussed with our Administration staff). Just click on "Book an Allied Health appointment":

Patient Home Page ×	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	¶ ☆] ≡
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page Welcome Mr John Doe. The time is Wednesday August 3, 2016 10:	34 am.
Bookings and Appointments • Book a GP appointment • Book a Specialist appointment • Book an Allied Health appointment • Create Referral • Check my upcoming appointments (1) • Waiting list • Review my past appointments	My Data • Add WebCam still picture (Store & Forward) • Files viewer and transfer (Store & Forward) • Gadgets • Get record of last consultation • Account access log Medicare Admin • Assign Medicare Benefits to Specialist
- Waiting Room - Go to virtual waiting room - Prescriptions (0) - Medication Information Sheets https://gp2u.com.au/patient/seppintment/search?alliedhealth=1	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

For this example, let's select the Dietitian/Nutritionist for the Specialist field:

Appointment Search X					
← → C 🖺 GP2U Telehealth Pty Ltd [AU] https:/	/gp2u.com.au/patient/appointment/search?	?alliedhealth=1			¶☆ ≡
⊡ GP2U			Home Q	Logout mrjohndoe	
HOME -> APPOINTMENT S	EARCH				
Appointment	Search				
Specialist I want an appointment	Please Select Specialty Please Select Specialty Psychologist (General) Chiropractor Veight Loss Podiatrist Medical Ethicist Speech Pathologist Physiotherapist Paramedic Occupational therapist Massage therapist Exercise physiologist Deletitian' Muthionist				
GP2U TeleHealth Level 2 Knopwood H 38 Montpelier Retre. Battery Point TAS 70	at	 ← +61 1300 472 866 ➡ +61 1800 472 832 	•	8 in	
© 2011-2016 GP2U	М	lobile • Privacy • Terms of Service • Contact Us			

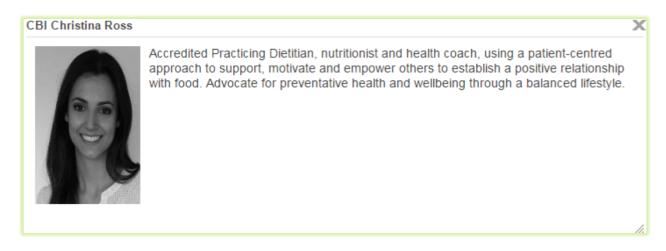
Once you have the Dietitian/Nutritionist selected, just make sure the "I want an appointment" section is, you have selected the "as soon as possible" button, then click search:

Appointment Search X					
	[AU] https://gp2u.com.au/patient/appointment/search	h?alliedhealth=1			¶☆ ≡
🗗 GI	P2U	Hom	ne Q	Logout mrjohndoe]
HOME → APP	OINTMENT SEARCH				
Appoir	ntment Search				
Specialist	Dietitian / Nutritionist				
	as near as possible with a specific specialist				
38 Montp	eHealth S admin@gp2u.com.au nopwood House elier Retreat oint TAS 7004	 ↓ +61 1300 472 866 ➡ +61 1800 472 832 	69	8) (in	
© 2011-2016 GP2U	J	Mobile • Privacy • Terms of Service • Contact Us			

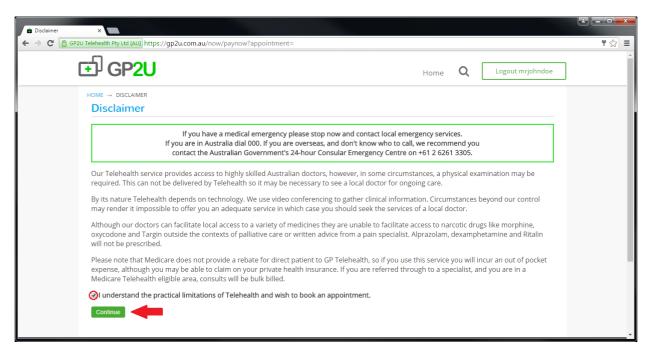
As is the case with the GP's you should see a selection of Allied Health Professionals and their available times:

ian / Nutritionist - Aj 🗙								
C 🔒 GP2U Telehealth Pty Ltd [AU] http	s://gp2u.com.au/patie	nt/appointment/search						
GP2U						Home Q	Log	out mrjohndoe
HOME → DIETITIAN / NUT	RITIONIST							
Dietitian / Nu	itritionist - Ap	pointment Searc	h					
Show 15 • entries						Sear	ch:	
Date & Time	Book Time From	Now Specialist Name	Length	Туре	Bill	City	State	
Thu Sep 15 02:00 pm	Book +12:03:05	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 02:15 pm	Book +12:03:20	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 02:30 pm	Book +12:03:35	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 02:45 pm	Book +12:03:50	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 03:00 pm	Book +12:04:05	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 03:15 pm	Book +12:04:20	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 03:30 pm	Book +12:04:35	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Thu Sep 15 03:45 pm	Book +12:04:50	CBI Christina Ross	15 min	General	\$70 AUD	Milsons Point	NSW	
Showing 1 to 8 of 8 entries							First Previ	ious <mark>1</mark> Next Last

If you click on "Christina Ross" then a small bio will pop up for her:



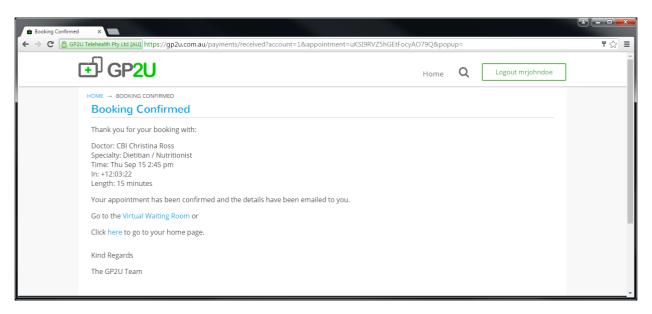
Once you have had a look at the Dietitian, and found a suitable time, just click on any of the "Book" buttons and read the "Disclaimer" page and click the tick box where it says "I understand the practical limitations of Telehealth and wish to book an appointment." Then click on the "Continue" button:



This will bring up the "Confirm Booking" screen for you to either make a payment via PayPal like the earlier example, or if you have a discount code or account code, you can enter it in at the "Discount Code" option and click on the "Apply" button. This will either discount the fee or remove it, depending on the code you use. Speak to your Allied Health Specialist to confirm the code they want you to use:

Confirm Booking					
← → C 🔒 GP2	U Telehealth Pty Ltd [AU] https://gp2u.com.au/now/disclaimer				¶☆ Ξ
		Home	Q	Logout mrjohndoe	Â
	HOME → CONFIRM BOOKING				
	Confirm Booking				
	You are about to confirm the following booking.				
	Doctor: CBI Christina Ross				
	Specialty: Dietitian / Nutritionist				
	Time: Thursday September 15, 2016 2:45 pm (In +12:03:42)				
	Length: 15 minutes				
	Patient: Mr John Doe				
	Payment of \$70.00 AUD is required to confirm this booking.				
	Discount Code examplecode Apply Discount Code				
	Cancel				

Once you have made payment or used a discount appointment code, then you will see the "Booking Confirmed" screen:



From here, you can either click on the "Virtual Waiting Room" link to head to the waiting room and wait for the Allied Health Professional to join you in there, or click on the "here" link to go to your home page.

CHECK MY UPCOMING APPOINTMENTS

In this section you have the ability to check upcoming and past appointments as well as waiting list entries. Just click on the "Check my upcoming appointments" link from the home page. Note, if you have made a booking then it should tell you the number of bookings you have made in the () in that link:

Patient Home Page X	
← → C 🔒 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	9 ☆ 🔳
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 11:	27 am.
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments Waiting list Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room • Go to virtual waiting room • Prescriptions (0) • Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

And this will show you all of your upcoming appointments that you have as well as the times in your local time zone that you registered with us originally:

Appointments	×								
← → ଫ 🔒 ਯ	2U Telehealth Pty Ltd [AU] https://gp2u	com.au/patient/a	appointment						¶☆ ≡
	⊡ GP2U					Home	Q Logout m	nrjohndoe	A
	HOME → APPOINTMENTS Appointments Show 15 • entries						Search:		
	Date	Time From Now	Specialist	Specialty	City	Phone	Waiting Room		
	Tuesday Aug 16, 2016 10:00 am	+12:22:28	Dr Gordon Hyde	Psychiatry	Matraville	1300472866	Go To Waiting Room	Cancel	
	Thursday Sep 15, 2016 02:45 pm	+12:03:13	CBI Christina Ross	Dietitian / Nutritionist	Milsons Point	1300213141	Go To Waiting Room	Cancel	
	Showing 1 to 2 of 2 entries						First Previous	l Next Løst	

When you are done, just click on the "HOME" link and that will take you to the Patient Home Page.

WAITING LIST

This link allows you to check you waiting list status. This is primarily used if you want to book with a specific Specialist, GP, or Allied Health Professional, but they do not have any times up. Currently, the only way to be put on a waiting list is to get a Medical Practice or a Practice Manager to add you to a waiting list. In this example, let's click on the "Waiting List" link...

💼 Patient Home Page	×		
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C	ப் GP2U	Home Q Logout mrjohndoe	
	HOME → PATIENT HOME PAGE		
	Patient Home Page		
	Welcome Mr John Doe. The time is Wednesday August 3, 201 Bookings and Appointments	6 11:42 am. My Data	
	 Book a GP appointment 	 Add WebCam still picture (Store & Forward) 	
	 Book a Specialist appointment 	 Files viewer and transfer (Store & Forward) 	
	 Book an Allied Health appointment 	Gadgets	
	Create Referral	 Get record of last consultation 	
_	Check my upcoming appointments (2)	Account access log	
	Waiting list Review my past appointments	Medicare Admin Assign Medicare Benefits to Specialist 	

And since we are a new patient, there are no listings to be found:

i Waiting List	×						
← → C 🔒 🖙	2U Telehealth Pty Ltd [AU] https://gp2u.	com.au/patient/waitinglist/list					¶☆ ≡
	⊡ GP2U			Home	Q [Logout mrjohndoe	A
	HOME → WAITING LIST Waiting List						
	Show 15 • entries				Search:		
	Queue Since	Sort Criteria	Specialty	Specialist			
	No Walting List Found Showing 1 to 1 of 1 entries				Fit	rst Previous <mark>1</mark> Next Last	

This is what a waiting list would look like if you were put on one for a psychiatrist:

🖮 Waiting List	×							
← → C 🔒 GP	2U Telehealth Pty Ltd [AU] https://gp2u.com.au/	/patient/waitinglist/	ist				P 😒 🗉
	🗗 GP	2U			Home	Q		Î
1	HOME → WAITIN	NG LIST						
	Waiting	List						
	Show 15 🔹	entries				Se	earch:	
	Queue Since	Sort Criteria	Specialty	Specialist				
	22/07/2016	Specific Specialist	Psychiatry	Dr Alan Gallogly - Psychiatry Bayside Mental Health Port Melbourne 3207			Remove	
	Showing 1 to 1 of 1	entries					First Previous 1 Next Last	

Our Specialists are pretty good about getting back to their patients, so just ring us at 1300 472 866 if you are on a waiting list and we will speak to the Specialist on your behalf and try to get you booked in with them.

REVIEW PAST APPOINTMENTS

Clinking on this link will provide a list of past appointments:

Patient Home Page ×	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	9 😒 =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 1:02 pr	ı.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (2) 	Account access log
Waiting list	/ Medicare Admin
<u>Review my past appointments</u>	
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	▶ Logout
https://gp2u.com.au/patient/appointment/past	· · · · · · · · · · · · · · · · · · ·

This is what our current patient has had in the past:

-> C 🔒 🛛	GP2U Telehealth Pty Ltd [AU] https://gp2	u.com.au/patient,	/appointment/past					f 5
	€ GP2U					Home	Q Logout mrjohndoe	
	HOME → APPOINTMENTS							
	Appointments							
	Show 15 • entries						Search:	
	Date	Time From Now	Specialist	Specialty	City	Phone	Waiting Room	
	Tuesday Aug 02, 2016 02:15 pm	-22:49	Dr. Joshua Devsam	General Practitioner	Battery point	1300472866	Go To Waiting Room	
	Tuesday Aug 02, 2016 11:00 am	-1:02:04	Dr. Joshua Devsam	General Practitioner	Battery point	1300472866	Go To Waiting Room	
	Monday Aug 01, 2016 03:00 pm	-1:22:04	Dr. Joshua Devsam	General Practitioner	Battery point	1300472866	Go To Waiting Room	
	Showing 1 to 3 of 3 entries						First Previous 1 Next Last	

You can click the "HOME" link to go back to your Patient Home Page.

WAITING ROOM

Now we will take a look at the "Waiting Room" Section:

Patient Home Page ×	
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⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page Welcome Mr John Doe. The time is Wednesday August 3, 2016 1:22 pm	n.
Bookings and Appointments • Book a GP appointment • Book a Specialist appointment • Book an Allied Health appointment • Create Referral • Check my upcoming appointments (2)	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log
Waiting list Review my past appointments	Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room • Go to virtual waiting room • Prescriptions (0) • Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

GO TO VIRTUAL WAITING ROOM

You can get to the virtual waiting room from either the "Check my upcoming appointments" link from the Bookings and Appointments section, OR click on the "Go to your virtual waiting room" from your home page, in the "Waiting Room" section.

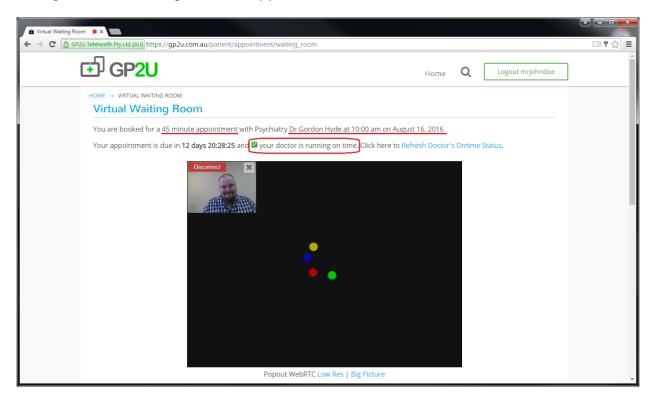
Patient Home Page × A A	■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 1:27 Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Create Referral Check my upcoming appointments (2)	pm. My Data • Add WebCam still picture (Store & Forward) • Files viewer and transfer (Store & Forward) • Gadgets • Get record of last consultation • Account access log
Waiting listReview my past appointments	Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room Go to virtual waiting room Prescriptions (0) Medication Information Sheets 	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

If you click on the "Check my upcoming appointments" link it will take you to your appointments page, but you can click on "Go To Waiting Room" from this page.

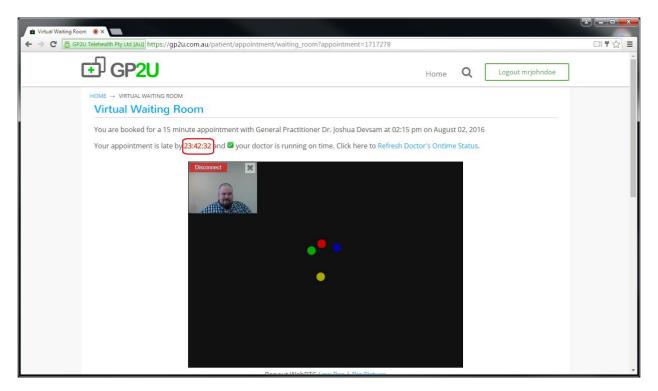
Appointments	×							
← → C 🔒 GP.	2U Telehealth Pty Ltd [AU] https://gp2u	com.au/patient/a	ppointment					¶☆ ≡
	⊡ GP2U					Home	Q Logout mrjohndoe	A
	HOME → APPOINTMENTS							
	Appointments							
	Show 15 • entries						Search:	
	Date	Time From Now	Specialist	Specialty	City	Phone	Waiting Room	
	Tuesday Aug 16, 2016 10:00 am	+12:20:06	Dr Gordon Hyde	Psychiatry	Matraville	1300472866	Go To Waiting Room Cancel	
	Thursday Sep 15, 2016 02:45 pm	+12:00:51	CBI Christina Ross	Dietitian / Nutritionist	Milsons Point	1300213141	Go To Waiting Room Cancel	
	Showing 1 to 2 of 2 entries						First Previous 1 Next Last	
								-

Or you can click on the "Go to virtual waiting room" from the Home Page

If you click on "Go to waiting room" then you will be sent to the waiting room of your next appointment. In this example, Mr John Doe is waiting for Dr Gordon Hyde, but you are a bit early, by about 12 days or so. But if you look at the text below "Virtual Waiting Room", you will see that the appointment is for 45 minutes and it is with Dr Gordon Hyde and on August 16, 2016. And the doctor appears to be running on time, what that means is that the doctor has his login free to receive appointments and has no pressing patients currently. If the doctor is running late, then the running time will notify you:



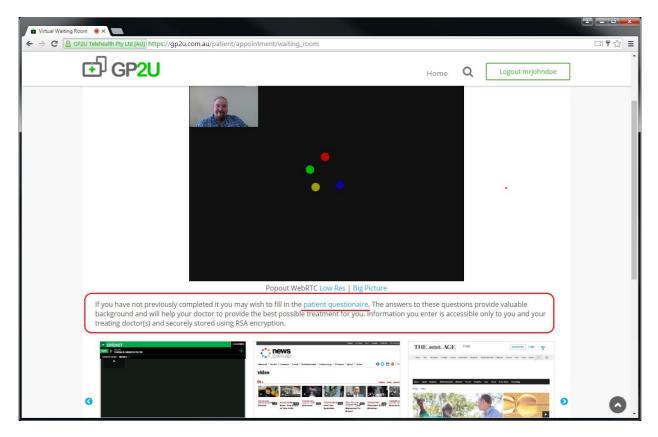
If you were to go to a previous waiting room, then the numeric text will be in red and the doctor may not be there:



Also one more thing...

GP2UTelehealth – Patient Manual

If you scroll down a bit on the Waiting Room Page, you will see a link to the "patient questionnaire". If you are waiting a while, it would be ideal if for you to click on it and fill out some information for our doctors, so they can have some back ground history about your health:



Also keep in mind, that when you start to work on the Questionnaire, you may not always finish. The Doctor has a habit of popping in just as you are filling out some important information. But we will show you how to go back to it and edit your Patient Questionnaire towards the end of this User Manual.

PRESCRIPTIONS

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

🗴 Patient Home Page 🛛 🗙	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	9 😒 =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 1:5	39 pm.
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (2) Waiting list Review my past appointments 	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room Go to virtual waiting room Prescriptions (0) Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

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

Patient Home Page ×	
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⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016	6 2:05 pm.
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (2) Waiting list Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin
Waiting Room • Go to virtual waiting room • Prescriptions (1) • Medication Information Sheets	Assign Medicare Benefits to Specialist My Profile Change Skype address Edit my questionnaire Edit my profile Logout

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

Prescriptions	×						
🗲 $ ightarrow$ C 🔒 GP2	2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/prescription						T 😒 🔳
	⊡ GP2U			Home	Q	Logout mrjohndoe	*
	HOME → PRESCRIPTIONS						
	Prescriptions						
	Show 15 • entries				Searc	:h:	
	Issue Date (Click to arrange delivery)	Script Id	Destination	Requ	lested		
	Wednesday Aug 03, 2016 02:04 pm	17856					
	Showing 1 to 1 of 1 entries					First Previous <mark>1</mark> Next Last	
							-

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

Prescriptions	×						
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Œ	¹ GP2U			Home	Q	Logout mrjohndoe	A
	IONE PRESCRIPTIONS Prescriptions how 15 • entries				Search	:	
	ue Date (Click to arrange delivery)	Script Id	Destination	Requ	ested		
	ednesday Aug 03, 2016 02:04 pm owing 1 to 1 of 1 entries	17856			F	irst Previous <mark>1</mark> Next Last	

This will take you to the "Script Voucher" page. From here you will have 2 options for dispensing your script:

Script Voucher	×				
← → C 🔒 GP	2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/prescription/voucher?id=17856				۳ 🕁 🔳
	⊡ GP2U	Home	Q	Logout mrjohndoe	^
	Script Voucher				
	Please select how you would like your prescription delivered from one of the following 3 options:				
	Mail script directly to you (takes 2-3 days to arrive)				
	Fax script to pharmacy for immediate pick up				
	Home deliver medication via Terry White Chemist Online				
	Please note that if you require your medication today the best option is to fax the script.				

The "Mail script directly to you (takes 2-10 days to arrive)" option sends the paper script to your registered address. This takes 2-10 working days depending on Australia Post.

💼 Script Voucher	×				
← → C 🔒 GP2U	Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/prescription/voucher?id=17856				¶☆ ≡
C	E GP2U	Home	Q	Logout mrjohndoe	
	HOME → PRESCRIPTIONS → SCRIPT VOUCHER				
	Script Voucher				
	Please select how you would like your prescription delivered from one of the following 3 options:				
	Mail script directly to you (takes 2-3 days to arrive)				
	Fax script to pharmacy for immediate pick up				
	Home deliver medication via Terry White Chemist Online				
	Please note that if you require your medication today the best option is to fax the script.				

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 elect this option:

📩 Mailed	×				
← → C 🔒 GP.	2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/prescription/mailed?id=17856				9 😒 🔳
	⊕ GP2U	Home	Q	Logout mrjohndoe	Â
	HOME \rightarrow PRESCRIPTIONS \rightarrow MAILED				
	Mailed				
	Dear Mr Doe				
	Your prescription will be mailed to:				
	Mr John Doe 38 Montpelier Retreat Battery Point Tasmania 7004				
	Please allow 2-3 days for delivery.				
	Click here to return to your home page.				
	Kind Regards				
	The GP2U Team				

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.

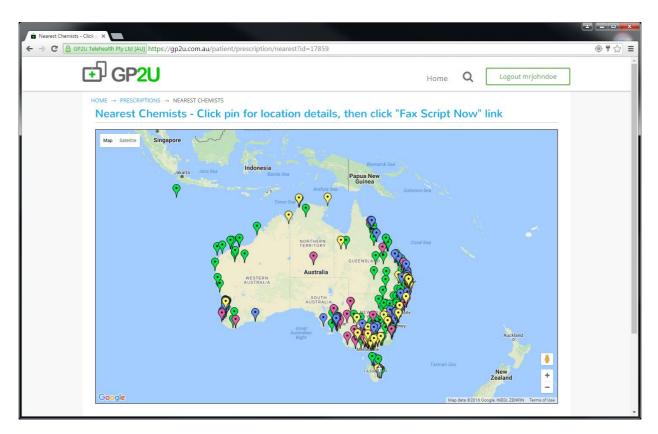
But if you want to get your script sooner, then we suggest the "Fax script to pharmacy for immediate pick up" :

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 sent to the selected pharmacy, that has received the fax copy and dispensed. Repeats prescriptions CAN NOT be collected until the original printed PBS script arrives at the Pharmacy.

🗴 Script Voucher	×				
← → C 🔒 GP2	U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/prescription/voucher?id=17856				7 😒 🔳
	⊡ GP2U	Home	Q	Logout mrjohndoe]
	HOME → PRESCRIPTIONS → SCRIPT VOUCHER				
	Script Voucher				
	Please select how you would like your prescription delivered from one of the following 3 options:				
	Mail script directly to you (takes 2-3 days to arrive)				
	Fax script to pharmacy for immediate pick up				
	Home deliver medication via Terry White Chemist Online				
	Please note that if you require your medication today the best option is to fax the script.				

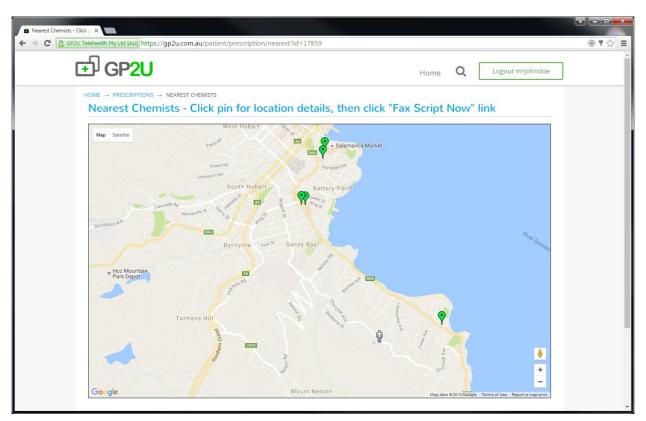
There are two versions of this link. Map view and list view.

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:

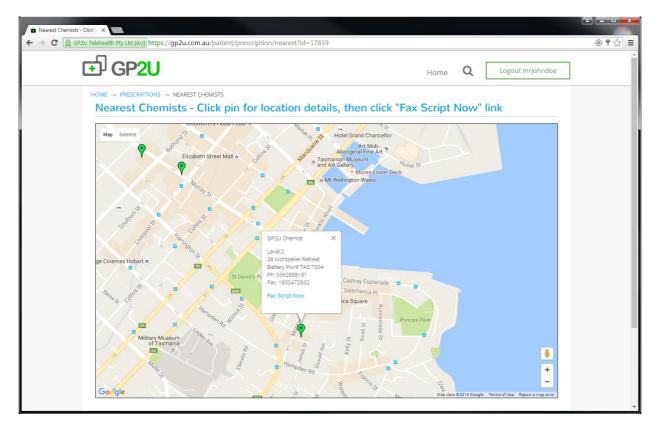


But for a closer look, let's zoom in on the next page.

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:

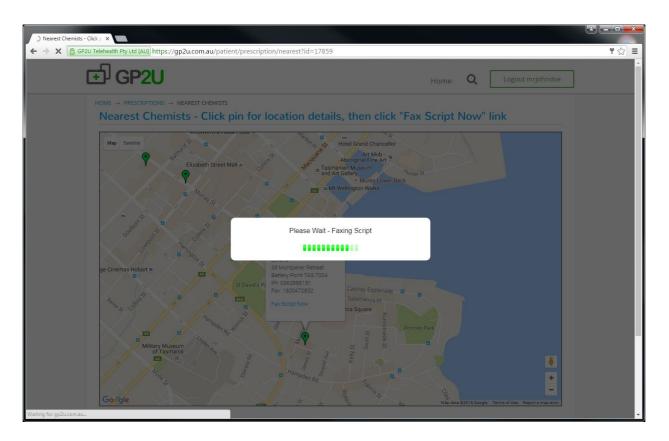


But for this example, let's send Mr John Doe's script to the GP2U Chemist, as seen here:



Just click on the "Fax Script Now" blue text on the pin note and....

It will send a fax through to the GP2U Chemist (you do not need a fax line to do this):



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

Prescription Faxed x	
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Home Q Logout mrjohndoe	Î
HOME → PRESCRIPTIONS → PRESCRIPTION FAXED	
Prescription Faxed	
Dear Mr Doe	
We have sent your prescription by FAX to:	
GP2U Chemist Level 2 38 Montpelier Retreat Battery Point Tasmania 7004 Ph: 0362888151 Fax:1800472832	
Your medication will be available to pick up shortly.	
We will post the paper script directly to the pharmacy.	
Click here to return to your home page.	
Kind Regards The GP2U Team	
	Ţ

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.

MEDICATION INFORMATION SHEETS

If you click on the "Medication Information Sheets" link this will let you have access to the consumer medication information for several thousand common medications:

Patient Home Page X	
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⊕ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 3:20 pr	n.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (2) 	Account access log
Waiting list	
Review my past appointments	Medicare Admin
restancy parappendicus	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
Go to virtual waiting room	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	→ Logout

This will take you to GP2U's online Medication CMI & PI Index:

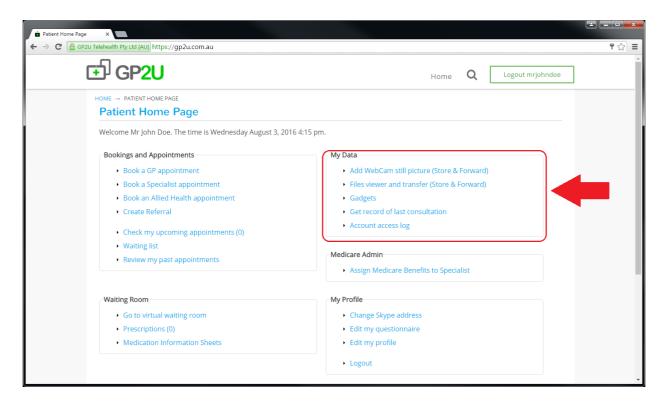
			¶☆ ≡
Home	Q	Logout mrjohndoe	Î
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		Home Q	

Once you are done here, please click on the "Home" link at the top left to get back to the Patient Home Page.

MY DATA

The "My Data" section basically describes exactly what it is, your data. It is information stored on our database for our Doctors, Specialists, Allied Health Professionals and you to see. This could be pathology reports (such as blood tests/types, viral loads, liver function tests, vitamin D tests, Genotype testing, etc.), x-rays, referrals, ultrasounds, etc.

Our Admin team usually receives test results and other data and will store it here in this section. But if you need help to understand the results, be sure to book in an appointment with one of our GPs and ask them directly to discuss the results and your options for what to do next. <u>Please</u> do not ask the Admin team to explain what the results mean. They are not medical clinicians and do not have any authority to explain these results to a patient, or give out any medical advice. And our GPs are more than happy to talk to you at length about test results and give you as many options as they can about your health and treatment. So please remember, to book in and speak to your GP about your test results.



This section of the Patient Home Page is relatively simple to understand and use, but we do ask that you make sure that you are using Google Chrome when uploading information. Other web browsers tend to leave things off or let things hang or time out.

ADD WEBCAM STILL PICTURE (STORE & FORWARD)

This basically allows you to grab a photo from your webcam and add it to your files. This is very useful if you need to show the Doctor a rash or an eye issue. Please make sure you have plenty of light in the room you are in when takings these photos too. To start, just click on the "Add WebCam still picture (Store & Forward)" link:

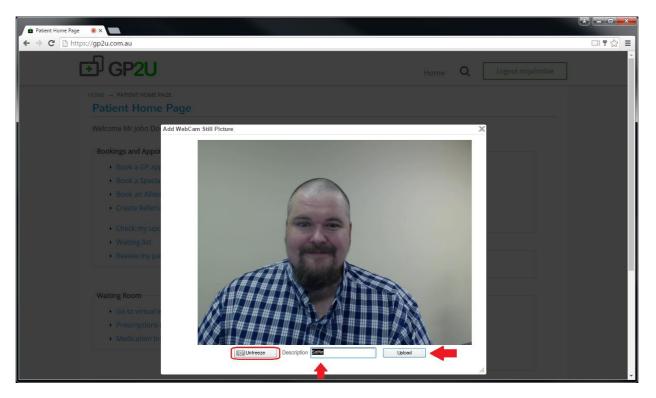
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⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE	
Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 201	6 4:49 pm.
Bookings and Appointments	My Data
Book a GP appointment	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
Review my past appointments	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	Logout

You may need to allow Adobe Flash Player Settings for this feature. See below:

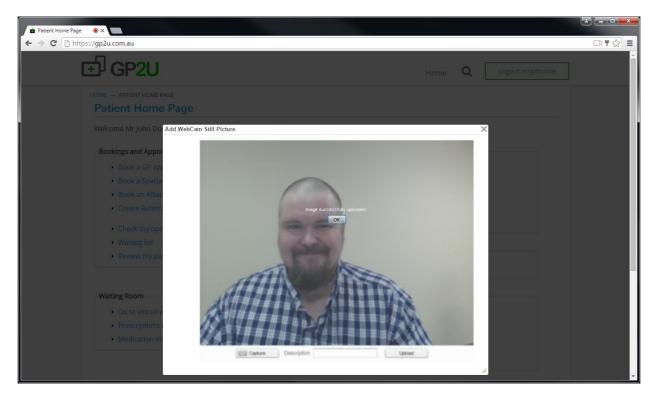
Patient Home Page ×	
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HOME PATIENT HOME PAGE	
Patient Home Page	
Welcome Mr John Do Add WebCam St	il Picture X
Bookings and Appoi	
+ Book a GP ap	
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 Book an Allied 	
Create Referra	
Check my upc	Adobe Flash Player Settings
Waiting list	Cameia and Microphone Access @ gp2/u com-au is requesting a proves to your cameia and microphone, Il you elids Allong you may be recorded.
Review my pa	click Allow, you may be recorded.
Waiting Room	
Go to virtual v	
Prescriptions	
Medication In	
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Just click on the "Allow" button and ..

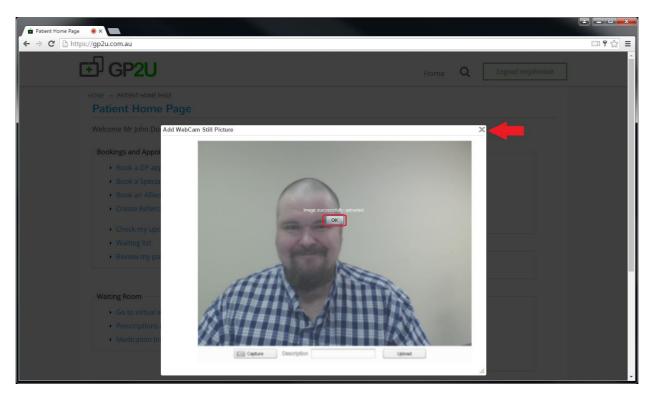
Freeze or Unfreeze the camera to allow a photo to be taken, then give the photo a name (Like left elbow, right knee, etc.) then click on "Upload":



Then it will say, Image successfully uploaded. Then click "OK":



And to exit out of the Add WebCam Still Picture, click on the X at the upper right area.



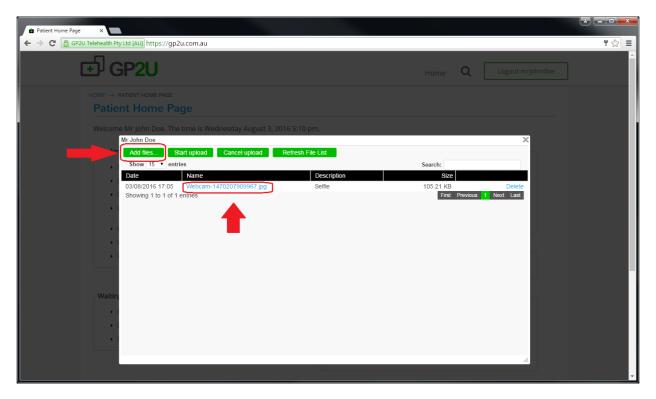
And to check to see if the photo is there, then let's go to the next section.

FILES VIEWER AND TRANSFER (STORE & FORWARD)

We should have the photo stored in our files. So in the "My Data" section, click on "Files viewer and transfer (Store & Forward)":

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GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Wednesday August 3, 2016 4:	
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (0) Waiting list Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room • Go to virtual waiting room • Prescriptions (0) • Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

And after you click on that link, a small pop up window should come up with our Webcam photo stored on there already. But let's add some files for the Doctor to look at it. If you click on the "Add files..." button, you can add files from your computer that you want the Doctor to be able to see:



Just navigate on your computer what files you want to upload:

🧿 Open				
🕞 🕞 🗸 🕌 🕨 Libraries 🕨 Documents 🕨 Referral				
Organize 🔻 New folder				
 ★ Favorites ■ Desktop ▶ Downloads № Recent Places ▶ Google Drive 	Documents librar Referral Name Itest notes IJust test data			
Documents	🗾 !test data 🛃 !test data			
 J Music ■ Pictures ■ Videos 				

Then click "Open" at the bottom of the page:

🧿 Open	
G → Libraries → Documents → Referral	✓ 4 Search Referral
Organize 🔻 New folder	:= - 🗔 🔞
 ★ Favorites ■ Desktop ↓ Downloads ₩ Recent Places ↓ Google Drive 	▲ Docum Arrange by: Folder ▼ Referral Name ○ !test notes ○ !Uust test data
 Libraries Documents Music Pictures Videos 	Itest data Itest data
File name: !test data	

Then give it a description (such as pathology report) in the Description field then click on "Start":

🖻 Patient Home Page 🛛 🗙 🔛				
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HOME PAT				
Patient	Home Page			
	Ir John Doe. The time is Wednesday August 3, 2016 John Doe	5:10 pm.	×	
	Show 15 • entries	resh File List	Search:	
• • • • •	Name Name	Description	8.69 KB Start X	
×1	Itest data.xlsx 3/08/2016 17:05 Webcam-1470207909967.jpg	Description	105.21 KB Delete	
•	howing 1 to 1 of 1 entries		First Previous 1 Next Last	
Waitin:			Å	

In this example, you can see the test data we added, and have given it a Description name of "pathology report". Always remember to give your uploads some sort of description, so our team can identify the kind of document. And if it is a pathology report from a few years back, be sure to include the date of the pathology report was done (for example: Path Report 10/12/13)

9 😒 🔳
Logout mrjohndoe
Delete Delete Next Last

When you are done uploading, just click on the X in the upper right corner of the pop up window.

GADGETS

If you click on "Gadgets" this will take you to our weight tracking link:

Patient Home Page ×					
← → C	¶ ☆] =				
⊡ GP2U	Home Q Logout mrjohndoe				
HOME → PATIENT HOME PAGE Patient Home Page					
Welcome Mr John Doe. The time is Thursday August 4, 2016 9:08 am.					
Bookings and Appointments	My Data				
Book a GP appointment	Add WebCam still picture (Store & Forward)				
Book a Specialist appointment	Files viewer and transfer (Store & Forward)				
 Book an Allied Health appointment 	Gadgets				
Create Referral	Get record of last consultation				
 Check my upcoming appointments (0) 	Account access log				
Waiting list					
 Review my past appointments 	Medicare Admin				
	Assign Medicare Benefits to Specialist				
Waiting Room	My Profile				
Go to virtual waiting room	Change Skype address				
 Prescriptions (0) 	Edit my questionnaire				
Medication Information Sheets	Edit my profile				
	Logout				

Just click on "Weight":

in Gadgets X	
← → C 🔮 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/gadgets.html	9 🏡 🗉
⊡ GP2U	Home Q Logout mrjohndoe
HOME → GADGETS	
Gadgets	
• Weight	

And enter in some details then click "Submit":

Weight Chart		
← → C 🕒 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/vitalsigns/weight	ም 🏠 :	=
⊡ GP2U	Home Q Logout mrjohndoe	^
HOME → WEIGHT CHART		
Weight Chart		I.
New Weight Record Date 03/08/2016 Weight(Kg) 95 Submit ©Table ®Chart		
Y-axes: @Percentage @Values		
Zoom 1m 3m 6m YTD 1y All	From Aug 2, 2016 To Aug 3, 2016	ł
05		
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This will store the dates and weight on our database for you to track and see what your weight loss is.

You can also change the date if you have your weight from a previous date:

i Weight Chart x			▲ - □ <mark>- ×</mark>
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GP2U	Home Q	Logout mrjohndoe	ĺ
HOME → WEIGHT CHART Weight Chart			
New Weight Record Date 03/06/2016 Weight(Kg) 105 Submit			
©Table ⊛Chart Y-axes: ⊛Percentage ©Values			
	From Jun 3, 2016 To	Aug 3, 2016	
05			
-2%			
-45			
-68			
-8%			
	18. Jul 25. Ju	Ū	
The second secon		Highcharts.com	

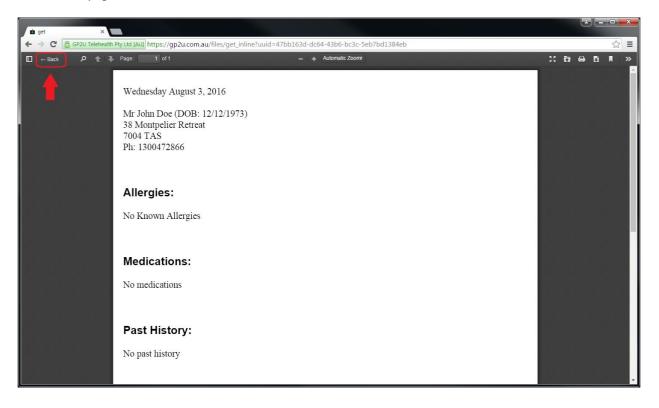
When you are done, just click the "HOME" to go back to the patient home page.

GET RECORD OF LAST CONSULTATION

Clicking on this link will bring up a record of your last consult with your doctor:

Patient Home Page X	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	¶ ☆] ≡
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE	
Patient Home Page	
Welcome Mr John Doe. The time is Thursday August 4, 2016 S	9:20 am.
Bookings and Appointments	My Data
Book a GP appointment	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
Book an Allied Health appointment	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
Review my past appointments	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	▸ Logout

Since we don't have a doctor event on this patient yet, there won't be much of a record. But if you want to have a play around with it sometime, feel free to look around. When you are done, click on the "Back" button to return to the home page.

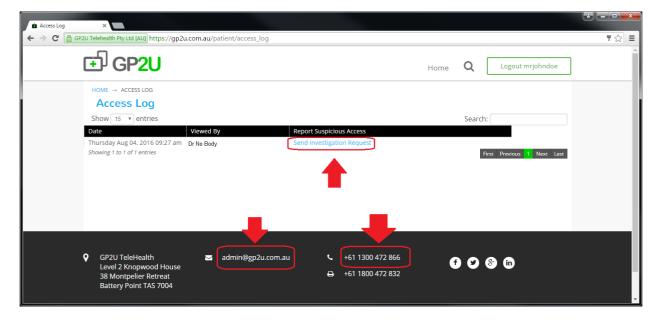


ACCOUNT ACCESS LOG

This link allows you to see who might have been viewing your files without your permission or without a consult.

Patient Home Page X	
← → C	¶☆ Ξ
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE	
Patient Home Page	
Welcome Mr John Doe. The time is Thursday August 4, 2016	9:23 am.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
Review my past appointments	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
Prescriptions (0)	Edit my questionnaire
Medication Information Sheets	Edit my profile
	Logout

If you feel like someone has been having access to your account, when they should not have, just click on "Send Investigation Request" or ring us on 1300 472 866, or email us at <u>admin@gp2u.com.au</u> and we will investigate.



When you are finished, click on the "HOME" link to go back to the Patient Home Page.

MEDICARE ADMIN

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 what is known as a DB4 form. We have a digital version of this with the ability for patients to apply their digital signature. Just click on the "Assign Medicare Benefits to Specialist" link in the Medicare Admin section:

Patient Home Page X	
← → C D https://gp2u.com.au	ም 🏡 🏨 🎆 📣 🖸 🔳
데 GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Monday August 1, 2016 9:46 a	m.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
Review my past appointments	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
Prescriptions (0)	Edit my questionnaire
 Medication Information Sheets 	Edit my profile
	Logout
	· cogour

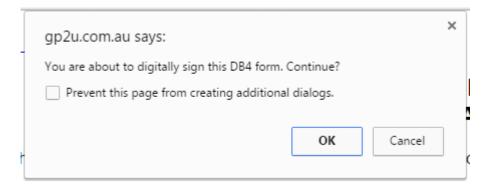
At the end of your Specialist appointment all you need to do is click the "Assign Medicare Benefits to Specialist" link to bring up this page:

→ C 🔒	GP2U Telehealth Pty Ltd [AU] https://gp2u.co	om.au/patient/appointment/db4_sign			7
	⊡ GP2U		Home	Q	
	HOME → APPOINTMENTS				
	Appointments				
	Show 15 • entries			Search:	
	Date	Specialist	Digital Signature	Validate Signature	
	Thursday Jul 28, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	Click here to digitally sign		
	Tuesday Jul 19, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	3R8tICdQNJHejmUVk5ffZw	Verify	
	Tuesday Jul 12, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	a0lEesn9sJ6AHVxhGjnFig	Verify	
	Tuesday Jul 05, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	9rF9043dUxCtfWVCCeWB1g	Verify	
	Wednesday Jun 29, 2016 04:45 pm	Dr Andris Kalnins - Psychiatry	IpHZJLD4/X9VaRj3gJTkVA	Verify	
	Monday Jun 20, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	HTfDQ/QUbBBzxjBKJhpOJg	Verify	
	Tuesday Jun 14, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	bJ418ZICBiaIsRTmQIpJlg	Verify	
	Tuesday Jun 07, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	uGgiX0KmDmg9a/wmdzu/UQ	Verify	
	Wednesday May 18, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	/Hcr2GPhE19t+NZ4skxPLA	Verify	
	Wednesday May 11, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	xcmEnZllc2zJS5n5Z3ngcg	Verify	
	Tuesday May 03, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	3rahij3w7xqZS/gvzLY7wg	Verify	
	Tuesday Apr 19, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	ZrNh9ACP8Mj7be7fT1nwWQ	Verify	
	Thursday Apr 07, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	6F3Nf55qQWcMXTCRSNF56A	Verify	
	Wednesday Mar 30, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	qA7Vd6fxtt9Z0quia5m0DA	Verify	
	Tuesday Mar 22, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	4memRXCT9jOvLe9gYusFkw	Verify	

If you click on the "Click here to digitally sign" you will see the following page:



Just click on the "Digitally sign as..." part and you will receive a quick pop up window asking for confirmation:



Click on "OK" And clicking on the "Digitally Sign as ..." link completes the process:

DB4 Signed	×				
← → C 🗎	GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/ap	pointment/sign?appointment=21	28596		¶☆ ≡
	⊡ GP2U		Home	Q	A
	HOME → DB4 SIGNED				
	DB4 Signed				
	DB4 Succesfully Signed.				
	Clickhere o sign another DB4 form.				
	Clickhere to go back to home page.				

You can click on the first "here" to sign another DB4 form or click on the second "here" to go back to the Patient Home Page. But for this example, let's say we clicked on the first "here" to go back to the DB4 forms we have signed in the past. Now if we look at the DB4 page we will see the digital signature (yes it looks like garbage!)

GP2U Telehealth Pty Ltd [AU] https://gp2u.co	om.au/patient/appointment/db4_sign		
⊡ GP2U		Home	۹ 📃
HOME - APPOINTMENTS			
Appointments			
Show 15 entries			Search:
Date	Specialist	Digital Signature	Validate Signature
Thursday Jul 28, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	GS5ehITfVNtTHozKIQOBIA	Verify
Tuesday Jul 19, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	3R8tICdQNJHejmUVk5ffZw	Verify
Tuesday Jul 12, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	a0lEesn9sJ6AHVxhGjnFig	Verify
Tuesday Jul 05, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	9rF9043dUxCtfWVCCeWB1g	Verify
Wednesday Jun 29, 2016 04:45 pm	Dr Andris Kalnins - Psychiatry	IpHZJLD4/X9VaRJ3gJTkVA	Verify
Monday Jun 20, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	HTfDQ/QUbBBzxjBKJhpOJg	Verify
Tuesday Jun 14, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	bJ418ZICBialsRTmQlpJlg	Verify
Tuesday Jun 07, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	uGgiX0KmDmg9a/wmdzu/UQ	Verify
Wednesday May 18, 2016 05:30 pm	Dr Andris Kalnins - Psychiatry	/Hcr2GPhE19t+NZ4skxPLA	Verify
Wednesday May 11, 2016 06:00 pm	Dr Andris Kalnins - Psychiatry	xcmEnZllc2zJS5n5Z3ngcg	Verify
Tuesday May 03, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	3rahij3w7xqZS/gvzLY7wg	Verify
Tuesday Apr 19, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	ZrNh9ACP8Mj7be7fT1nwWQ	Verify
Thursday Apr 07, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	6F3Nf55qQWcMXTCRSNF56A	Verify
Wednesday Mar 30, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	qA7Vd6fxtt9Z0quia5m0DA	Verify
Tuesday Mar 22, 2016 06:30 pm	Dr Andris Kalnins - Psychiatry	4memRXCT9jOvLe9gYusFkw	Verify
Showing 1 to 15 of 76 entries		F	irst Previous 1 2 3 4 5 Next Last

But this is how our Specialists get paid, by using this method. If you want to make sure you have a valid signature, just click on any of the "Verify" in that section to validate.

You will get an email that also will require you to digitally sign your DB4 form too. Here is an example of what it would look like:

GP2U Telehealth Medicare DB4 Digital	Signature 🗆 Index x	ēØ
GP2U		28 Jul (7 days ago) 📩 🔺 💌
	⊡ GP2U	
	This email is to notify that you need to assign your Bulk Bill Medicare benefits so Dr Andris Kal be paid for the appointment you had on Thursday July 28, 2016.	nins can
	Medicare benefits are assigned using a DB4 form. If you log in to you account you will find this i View Files section.	n the
	You can print out a copy, sign it and post/FAX it to your specialist.	
	Alternatively you may find it quicker to digitally sign the DB4 form. To digitally sign the DB4 form assign your Medicare benefits your specialist please click the following link:	n and
	https://gp2u.com.au/sign/db4/UDLDg6RU5hGLDKnxxwO79Q	
	Kind Regards	
	The GP2U Team	
	GP2U Telehealth Phone: 1300 472866 (1300 GP2U NOW) Level 2, 38 Montpeller Retreat Web: https://gp2u.com.au Battery Point Hobart 7004	

If you click on that link in the email that will also take you to the DB4 signature page and you can also click on the previous Medicare Online Claiming form, we went through earlier.

MY PROFILE

In this section, you can change some details about yourself, such as your Skype, home address and change some responses in your questionnaire:

Patient Home Page X	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	ମ 😒 =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page Welcome Mr John Doe. The time is Thursday August 4, 2016 10:35 am.	
Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (0) Waiting list Review my past appointments	My Data Add WebCam still picture (Store & Forward) Files viewer and transfer (Store & Forward) Gadgets Get record of last consultation Account access log Medicare Admin Assign Medicare Benefits to Specialist
Waiting Room Go to virtual waiting room Prescriptions (0) Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

CHANGE SKYPE ADDRESS

If you use Skype and want to change your address or update, just click on "Change Skype Address":

Patient Home Page X	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au	P ☆ 🖻
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Thursday August 4, 2016 1	0:35 am.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
Book a Specialist appointment	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	Medicare Admin
 Review my past appointments 	
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
Go to virtual waiting room	Change Skype address
Prescriptions (0)	Edit my questionnaire
Medication Information Sheets	Edit my profile
	Logout
	· · · · · · · · · · · · · · · · · · ·

This will take you directly into your "Contact" area of your "Edit Profile" and from here you can make a change on the Skype line:

💼 Edit Profile 🛛 🗙						
🗲 🔿 🕻 🔒 GP2U Telehealth Pty L	td [AU] https://gp2u.com.a	u/account/update/contact				9 ☆ =
⊡ G	P2U		Home	Q	Logout mrjohndoe]
HOME → ED	IT PROFILE					
Edit P	rofile					
Name A	ddress Contact Passv	vord Preferences Logins Medicare				
Phone (W)	1300472866					
Phone (H)						
Phone (F)						
Phone (M)						
Email	rusty@gp2u.com.au					
Email	rusty@gp2u.com.au	Please repeat email address				
Skype	mrjohndoe.patient	Optional What is this?				
VC Client	Lifesize Softphone (H323)					
VC IP		Optional What is this?				
	Save					Ţ

Just remember to click on the "Save" button at the bottom of the page when you do any edits. When you are done, click on "HOME" to go back to the Patient Home Page.

EDIT MY QUESTIONNAIRE

If you didn't get a chance to fill out your Patient Questionnaire from earlier in the Patient Waiting room, then you can click on "Edit my questionnaire" to finish doing changes or to start doing the questionnaire. Chances are the doctor will pop in and interrupt you and we have noticed our patients tend to forget about it. If you want the Doctor to be aware of your family history, for your next consult, then you should finish your patient questionnaire. It is very easy to do, just click on "Edit my questionnaire":

Patient Home Page ×	
← → C □ https://gp2u.com.au	P 😒 😐 🚟 📣 💶 🚍
⊡ GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Monday August 1, 2016 9:46 a	m.
Bookings and Appointments	My Data
 Book a GP appointment 	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
 Review my past appointments 	Medicare Admin
A Free of Free	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
 Prescriptions (0) 	Edit my questionnaire
Medication Information Sheets	Edit my profile
	Logout

You can put any information you feel is relevant to the Doctor.

i Questionnaire X		è	×
	https://gp2u.com.au/patient/questionnaire?patient=21155	ም አ	Ξ
⊡ GP2	U	Home Q Logout mrjohndoe	^
Please describe yo	ur current medical problem?		I
	d ther medical problems (asthma, diabetes, heart disease, etc.?		
My In Laws are a	Live wr family have any medical problems?		
My In Laws are i			
What sort of work Tradie and avoid my In Laws	do you do? Do you spend much time around animals, and if so what type?		
Do you take any ta None	blets or medicines (prescribed or not prescribed)?		
Are you allergic to My In Laws	anything?		
3 packs a week	A		
Do you drink alcol 2 beers a day, i Laws are around			
Do you use recrea	tional drugs?		-

Make sure you scroll down to fill out the rest of the questionnaire:

a Questionnaire X	
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/patient/questionnaire?patient=21155	무 숬 =
GP2U Home Q Logout mrjohno	^
Home Q Logout mrjohn	oe
Do you smoke, and if so how much? Did you ever smoke, and if so when did you give up?	
3 packs a week	
Do you drink alcohol, and if so how much?	
2 beers a day, if In Laws are around 40	
Do you use recreational drugs?	
None	
Is there any chance you are pregnant?	
No	
Are you breast feeding?	
N/A 🔹	
Occupation	
Tradie	
Ethnicity	
Anglo	
Hobbies	
Avoiding my In Laws	
Do you have any known Medical conditions? No 🔻	
Do you suffer from Allergies/ Intolerances? No 🔻	
Back Save	0
	• •

When you are done, be sure to click the "Save" button, then click "Back" once you have saved and are ready to go back to the Patient Home Page.

EDIT MY PROFILE

If you need to edit your profile or update your Medicare Card, you can do so from clicking on the "Edit my profile":

in Patient Home Page ×	
← → C https://gp2u.com.au ← C C C C C C C C C C C C C C C C C C C	Image: Second state Image: Second state Image: Second state Image: Second state Home Q Logout mrjohndoe
 Welcome Mr John Doe. The time is Monday August 1, 2016 9 Bookings and Appointments Book a GP appointment Book a Specialist appointment Book an Allied Health appointment Create Referral Check my upcoming appointments (0) Waiting list Review my past appointments 	My Data • Add WebCam still picture (Store & Forward) • Files viewer and transfer (Store & Forward) • Gadgets • Get record of last consultation • Account access log Medicare Admin
Waiting Room • Go to virtual waiting room • Prescriptions (0) • Medication Information Sheets	My Profile Change Skype address Edit my questionnaire Edit my profile Logout

And from this area, you can edit your Name, Address, Contact details, Password, Preferences, Logins and Medicare card info. Whenever you make changes, always remember to click on "Save" at the bottom before moving onto the next tab. The default tab is the "Name" tab:

💼 Edit Profile	×						
← → Ĉ 🔒 GP2U	Telehealth Pty L	td [AU] https://gp2u.com.a	au/account/update				¶☆ ≡
C	ச் G	P2U		Home	Q	Logout mrjohndoe	A
	HOME → ED Edit Pi						
	Name A	ddress Contact Passv	word Preferences Logins Medicare				
	Title	Mr	Optional				
	First	John					
	Middle		Optional				
	Surname	Doe					
	Salutation	Dear Mr Doe	Please tell us how you would you like to be addressed? e.g. Dear John				
	(Save					÷

If you click on the "Address" tab, then a mini google map of where your home is should populate on the side. If you do not see anything on the map, you might want to check your address and see if Google Maps can find you. If Google Maps cannot find you, then chances are our Maps will not be able to locate you so you might want to tell the Doctor where you are located and see if there is a nearby pharmacy you can have your script be sent to. This is what a typical address looks like:

Edit Profile × C	[AU] https://gp2u.com.au/accou	unt/update/address		
🗗 GF	2U		Home Q Logout mrjohndoe	Ĵ
Address (1) Address (2) Locality Postcode P.O. Box	38 Montpelier Retreat Battery Point 7004 -42.8884162, 147,3314403 Tasmania Australia	Preferences Logins Medicare Optional Image Stelling Hobart Optional Use Stelling Stelling Optional Image Stelling Stelling Optional Image Stelling Stelling Image Stelling Stelling Stelling Select if you have travelled to a Telehealth eligibility via Nursing Home or AMS	e wor tation.	

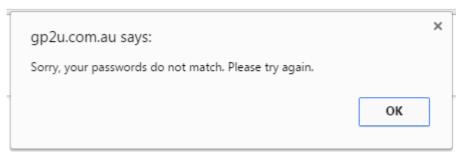
The Pin Point on the map is an approximation of where your address is in the real world. When you are done editing, click on the "Save" button and you can move to the next tab, "Contact"

💼 Edit Profile 🛛 🗙 💭			
🗲 🤿 C 🔒 GP2U Telehealth Pty L	td [AU] https://gp2u.com.a	u/account/update/contact	¶☆ ≡
⊡ G	P2U	Home Q Logout mrjohndoe	Î
HOME → ED	IT PROFILE		
Edit P	rofile		
Name A	ddress Contact Passw	ord Preferences Logins Medicare	
Phone (W)	1300472866		
Phone (H)			
Phone (F)			
Phone (M)			
Email	admin@gp2u.com.au		
Email	admin@gp2u.com.au	Please repeat email address	
Skype		Optional What is this?	
VC Client	Lifesize Softphone (H323) 🔻		
VC IP		Optional What is this?	
	Save		

This tab is used for updating your phone number and your email and Skype address. Just remember, if you make any changes, click on the "Save" button to save them.

If you need to change your password, then click on the Password tab and make sure you have the current password and the new password you want to use, in BOTH "New" fields. The password has to be an alpha-numeric like "abcde12345".

If you don't use the same password in both "New" fields, then you will get a message like this:



Also if you do not use an alpha-numeric you will see this error:

💼 Edit Profile 🛛 🗙				
← → C 🔒 GP2U Telehealth Pty Ltd [AU] https://gp2u.co	n.au/account/update/password			¶☆ ≡
⊡ GP2U		Home	Q Logout mrjohndoe	^
HOME → EDIT PROFILE				
Edit Profile				
Name Address Contact Pa	ssword Preferences Logins Medicare			
Current				
New	Password is a dictionary word			
New	Please repeat password			
Save				
				-

When you have your "New" passwords matched and set, click on the "Save" button to continue. It should appear something like this:

🛓 Edit Profile 🛛 🗙 🗖						÷ - • - × -
← → C 🔒 GP2U Telehealth Pt	y Ltd [AU] https://gp2u.cor	n.au/account/update/password				¶☆ ≡
Ē	SP2U		Home	Q	Logout mrjohndoe	^
HOME → E	EDIT PROFILE					
Edit F	Profile					
Name	Address Contact Pas	sword Preferences Logins Medicare				
Current	•••••					
New						
New		Passwords match				
	Save					
						-

Now we will take a look at the Preferences tab.

The "Preferences" tab is where a patient can add the languages they speak, Delete their Profile forever or ask that no email notifications go through for them:

i Edit Profile ×		
← → C C GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/account/update/preferences		9 ☆ =
⊡ GP2U	Home Q Logout mrjohndoe	*
HOME → EDIT PROFILE		
Edit Profile		
Name Address Contact Password Preferences Logins Medicare		
Languages English, Martian		
Delete Profile 🔲		
No Spam		
Save		
		-

If you tick the box next to "No Spam" then you will not receive any emails from our server, but that also means no more notifications of your appointments too.

If you tick the "Delete Profile" box, you will see a notification that looks like this:

gp2u.com.au says:	×	
Are you sure you wish to delete your profile?		
OK Cancel]	ľ
		J

If you do want to delete your profile, click "OK" and it will be deleted.

The "Logins" tab is used if you want to use your Facebook, Twitter, Google or Linkedin account to log into GP2U:

in Edit Profile X		
← → C 🔓 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/account/update/logins		¶☆ ≡
GP2U	Home Q Logout mrjohndoe	
HOME → EDIT PROFILE		2.
Edit Profile		
Name Address Contact Password Preferences Logins Medicare		
Facebook Connect Twitter Connect		
Twitter Connect Google Connect		
LinkedIn Connect		
		Ŧ

Just click on any of those links and make sure you have your corresponding login details to which ever login you want to use (Facebook, Twitter, Google, Linkedin) and if you wish to remove that login link, come back to this page and click on "Disconnect":

💼 Edit Profile 🗙 💽	
← → C 🖀 GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/account/update/logins#_=_	9 sz =
⊡ GP2U	Home Q Logout mrjohndoe
HOME → EDIT PROFILE	
Edit Profile	
Name Address Contact Password Preferences Logins Medicare	
Twitter Connect	
Google Connect	
LinkedIn Connect	

If you have finished with trying to connect your GP2U profile, then let's click on the "Medicare" tab:

💼 Edit Profile 🛛 🗙 🗖					
← → C 🔒 GP2U Telehealth Pty Ltc	IAUI https://gp2u.com.au/account/update/medicare				¶☆ ≡
다 GF	20	Home	Q	Logout mrjohndoe	
HOME → EDIT	PROFILE				
Edit Pro	ofile				
Name Ade	dress Contact Password Preferences Logins Medicare				
Medicare					
Ref Number					
DVA					
Gender	Male				
	Save				

If you need to update your Medicare Card, you can do it from this tab. Just remember to click on the "Save" button at the bottom of the page.

LOGOUT

When you are done with your updating and having a poke around the Patient Home Page, then you can click on the "Logout" link in the "My Profile" area or at the top right of the page and it will take you back to the login page:

Patient Home Page X	
← → C [https://gp2u.com.au	₽☆
GP2U	Home Q Logout mrjohndoe
HOME → PATIENT HOME PAGE Patient Home Page	
Welcome Mr John Doe. The time is Monday August 1, 2016 9:46	; am.
Bookings and Appointments	-My Data
Book a GP appointment	Add WebCam still picture (Store & Forward)
 Book a Specialist appointment 	Files viewer and transfer (Store & Forward)
 Book an Allied Health appointment 	Gadgets
Create Referral	Get record of last consultation
 Check my upcoming appointments (0) 	Account access log
Waiting list	
 Review my past appointments 	Medicare Admin
	Assign Medicare Benefits to Specialist
Waiting Room	My Profile
 Go to virtual waiting room 	Change Skype address
Prescriptions (0)	Edit my questionnaire
 Medication Information Sheets 	Edit my profile
	Logout
	- Logour

CONTACTING US

To contact us just click on the Magnification Glass and type "Contact Us" and follow the link:

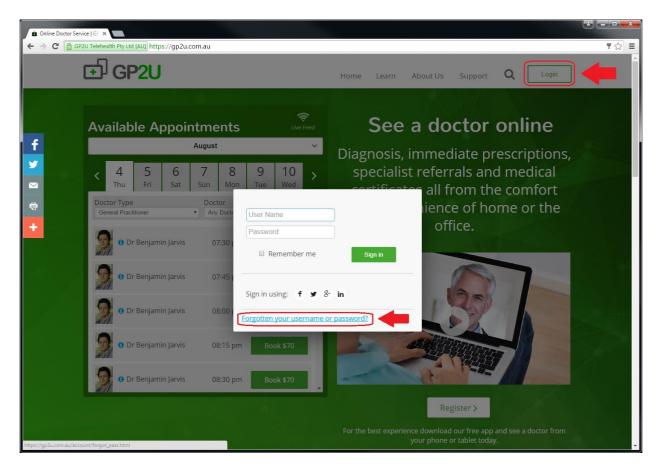
i Online Doctor Service GF		
← → C 🔒 GP2U Telef	ehealth Pty Ltd [AU] https://gp2u.com.au	9 😒 🖻
E	GP2U	Home Learn About Us Support Q Login
 <!--</th--><th>vailable Appointments August 4 5 6 7 8 9 10 Thu Fri Sat Sun Mon Tue Wed Octor Type Doctor General Practitioner Any Doctor</th><th>See a doctor online Diagnosis, immediate prescriptions, specialist referrals and medical all from the comfort ience of home or the office.</th>	vailable Appointments August 4 5 6 7 8 9 10 Thu Fri Sat Sun Mon Tue Wed Octor Type Doctor General Practitioner Any Doctor	See a doctor online Diagnosis, immediate prescriptions, specialist referrals and medical all from the comfort ience of home or the office.

This will bring up the "Contact Us" page and you can either ring us on 1300 472 866 or send an email enquiry through. But remember to click on "Submit" at the bottom of the page for the email to come to us.

Contact Us	×		
← → C a	P2U Telehealth Pty Ltd [AU] https	s://gp2u.com.au/contactus	¶☆ ≡
	⊡ GP2U	Home Learn About Us Support Q Login	^
	HOME → CONTACT US		
f Ƴ ≅		GP2U Telehealth Doctor Location Map Level 2, 38 Montpelier Retreat Evel 2, 38 Montpelier Retreat Battery Point Hobart 7004 Australia Australia ACN: 151 445 715 ABN: 58 151 445 715	
+		L 1300 472866 (1300 GP2U NOW) D 1800 472832 (1800 GP2U FAX)	
	Online Enquiries		
	Name	Google Inserv ©2016 NASA. TerraMetrice	
	Email		
	Subject	General Enquiry *	
	Message		
		I'm not a robot	
		Submit	-

FORGOTTEN YOUR PASSWORD?

If you forget your password simply click on the "Login" link at the top right of your home page, and a pop up window will come up in the middle of the screen. Click on "Forgotten your username or password"



This will bring up a small screen for resetting your password, so just enter a Username or Email and click "Next":

	Reset Password x						
 ← 	C GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/account/forgot_pass.html						¶☆ ≡
	⊡ GP2U	Home Lea	arn About Us	Support	Q [Login	<u>^</u>
f	HOME → RESET PASSWORD						
• •	Reset Password						
	Username or Email mrjohndoe						
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And this will send an email to your registered email address that lets you reset your password.

You should receive a message that looks like this:

Reset Password	×							
← → C 🔒 G	P2U Telehealth Pty Ltd [AU] https://gp2u.com.au/account/forgot_pass							¶☆ ≡
	데 GP2U	Home	Learn	About Us	Support	Q	Login	*
f	Reset Password							
	We have sent you an email.							
	Please follow the instructions it contains to reset your password.							
Ð	Kind Regards							
+	The GP2U Team							
	Click here to return to the login page.							

And an email that looks like this:

Change Password R	equest 🕞 Inbox x		÷ 2
GP2U to admin 💌	16	5:31 (6 minute	s ago) 📈 🔺 🔻
	ff GP2U		
	Hello,		
	Someone has requested a password reset on the GP2U linked to this email address.		
	To complete the password reset process please click the link below.		
	https://gp2u.com.au/account/password_reset/78448cca955e27115553188cbf599ba7		
	This reset token is valid for the next 4 hours.		
	If you did not request a password reset simply ignore this email and your password will remain unchanged.		
	The password will be reset for the following user:		
	Username: mrjohndoe		
	Kind Regards		
	The GP2U Team		
	GP2U Telehealth Level 2, 38 Montpelier Retreat Battery Point		
	Hobart 7004 f У 8 in		

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

