



## PATIENT MANUAL



## Contents

WHAT IS GP2U?.....	4
<b>GETTING STARTED.....</b>	<b>4</b>
REGISTERING.....	4
REGISTRATION OPTIONS.....	6
FULL REGISTRATION ( <i>OPTIONAL</i> ).....	9
REGISTRATION STEP 1: NAME.....	9
REGISTRATION STEP 2: USERNAME AND PASSWORD.....	9
REGISTRATION STEP 3: ADDRESS.....	10
REGISTRATION STEP 4: PHONE.....	11
REGISTRATION STEP 5: REGISTER.....	12
LOGGING IN (THE FIRST TIME).....	15
THE PATIENT HOME PAGE.....	16
<b>INITIAL SETUP.....</b>	<b>17</b>
INTERNET.....	17
COMPUTER.....	19
CAMERA.....	19
MICROPHONE.....	19
SPEAKERS.....	19
CONNECTION TO INTERNET.....	19
SETTING UP VIDEO CONFERENCING.....	19
<b>DOWNLOAD AND INSTALL GOOGLE CHROME.....</b>	<b>20</b>
TEST VIDEO CONFERENCE.....	21
SKYPE TROUBLESHOOTING.....	22
<b>THE HOME PAGE LINKS.....</b>	<b>30</b>
<b>BOOKINGS AND APPOINTMENTS.....</b>	<b>30</b>
BOOK A GP APPOINTMENT.....	31
BOOK A SPECIALIST APPOINTMENT.....	41
CREATING A REFERRAL.....	44
BOOKING AN ALLIED HEALTH APPOINTMENT.....	49
CHECK MY UPCOMING APPOINTMENTS.....	52
WAITING LIST.....	53
REVIEW PAST APPOINTMENTS.....	54
<b>WAITING ROOM.....</b>	<b>55</b>
GO TO VIRTUAL WAITING ROOM.....	56
PRESCRIPTIONS.....	59
MEDICATION INFORMATION SHEETS.....	65
<b>MY DATA.....</b>	<b>66</b>
ADD WEBCAM STILL PICTURE (STORE & FORWARD).....	67
FILES VIEWER AND TRANSFER (STORE & FORWARD).....	69
GADGETS.....	72
GET RECORD OF LAST CONSULTATION.....	75
ACCOUNT ACCESS LOG.....	76
<b>MEDICARE ADMIN.....</b>	<b>77</b>
<b>MY PROFILE.....</b>	<b>80</b>
CHANGE SKYPE ADDRESS.....	80
EDIT MY QUESTIONNAIRE.....	81
EDIT MY PROFILE.....	83

LOGOUT .....	88
<b>CONTACTING US.....</b>	<b>88</b>
<b>FORGOTTEN YOUR PASSWORD? .....</b>	<b>90</b>

## 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.

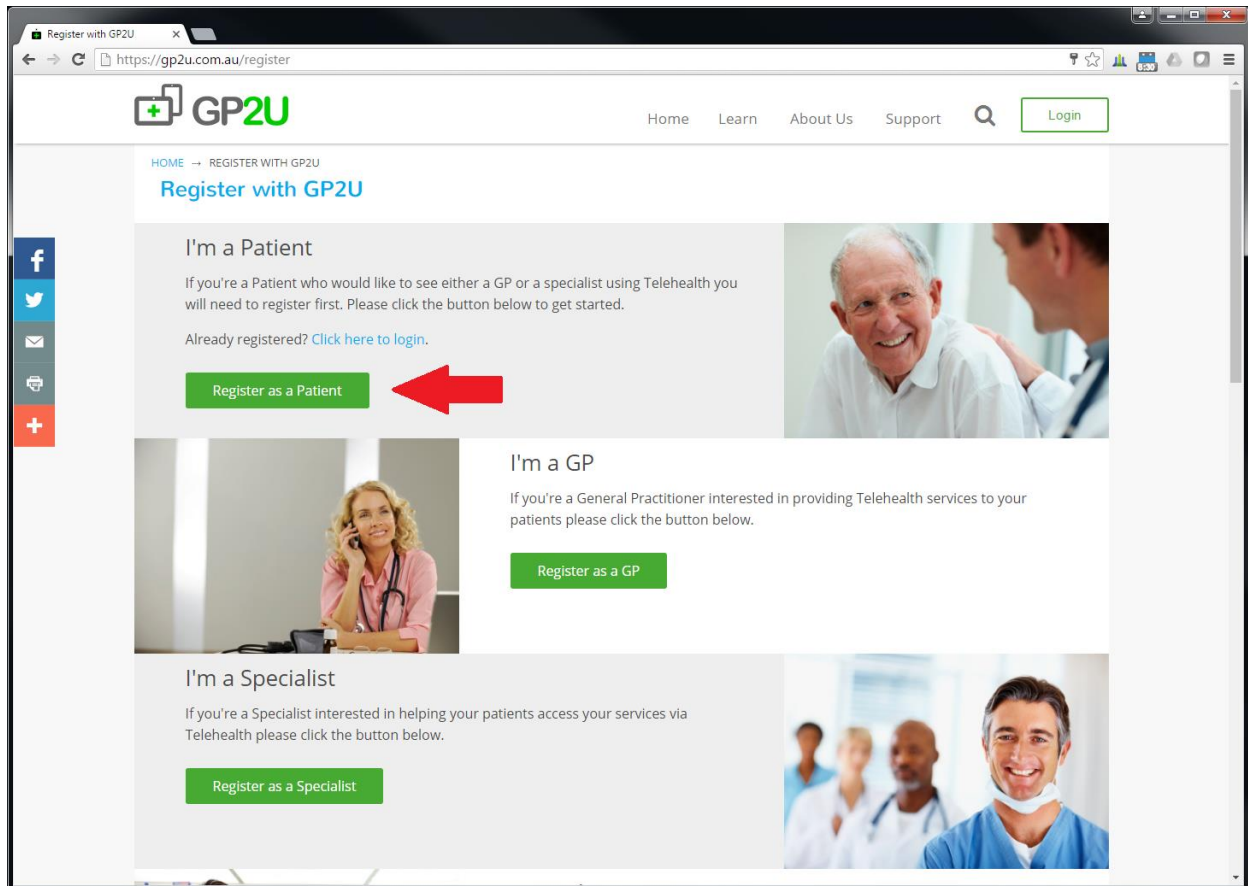
## REGISTERING

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](https://gp2u.com.au) then click on Register:

The screenshot shows the GP2U website interface. On the left, there's a sidebar with social media icons (Facebook, Twitter, Email, Print) and a plus sign. The main content area is green. At the top, there's a navigation bar with 'Home', 'Learn', 'About Us', 'Support', a search icon, and a 'Login' button. Below the navigation, there's a 'Live Feed' icon. The 'Available Appointments' section shows a calendar for July with dates 25 (Mon) to 31 (Sun). Below the calendar, there are filters for 'Doctor Type' (General Practitioner) and 'Doctor' (Any Doctor). A list of appointments is shown, including Dr. Joshua Devsam at 03:00 pm, 03:15 pm, 03:30 pm, and 03:45 pm, each with a 'Book \$69' button, and Dr. Amir Asghari at 04:00 pm with a 'Book \$50' button. To the right, there's a banner titled 'See a doctor online' with the text 'Diagnosis, immediate prescriptions, specialist referrals and medical certificates all from the comfort and convenience of home or the office.' Below the banner is an image of a person using a laptop with a doctor's face on the screen. At the bottom of the banner, there's a 'Register >' button circled in red, with a red arrow pointing to it from the right. Below the banner, there's a message: 'For the best experience download our free app and see a doctor from your phone or tablet today.' At the very bottom, there are links for 'Available on the' and 'GET IT ON'.

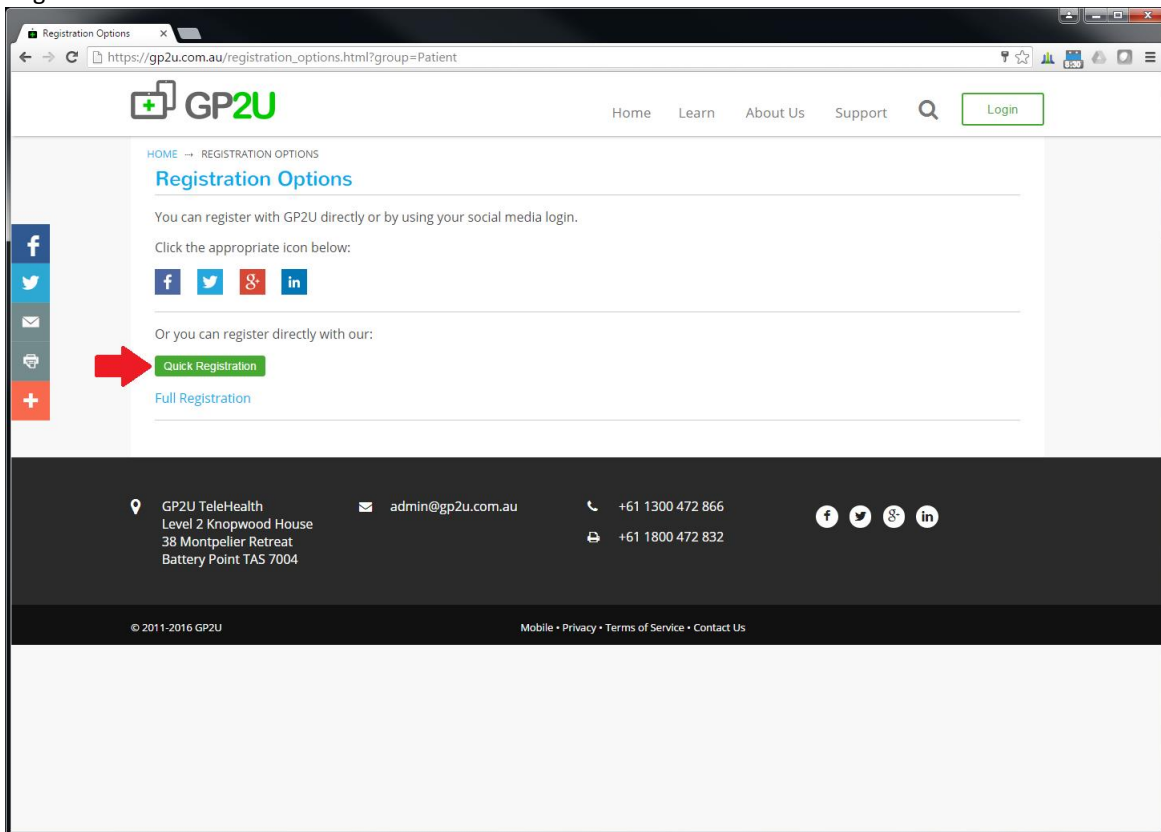
Clicking that link will take you to this page:



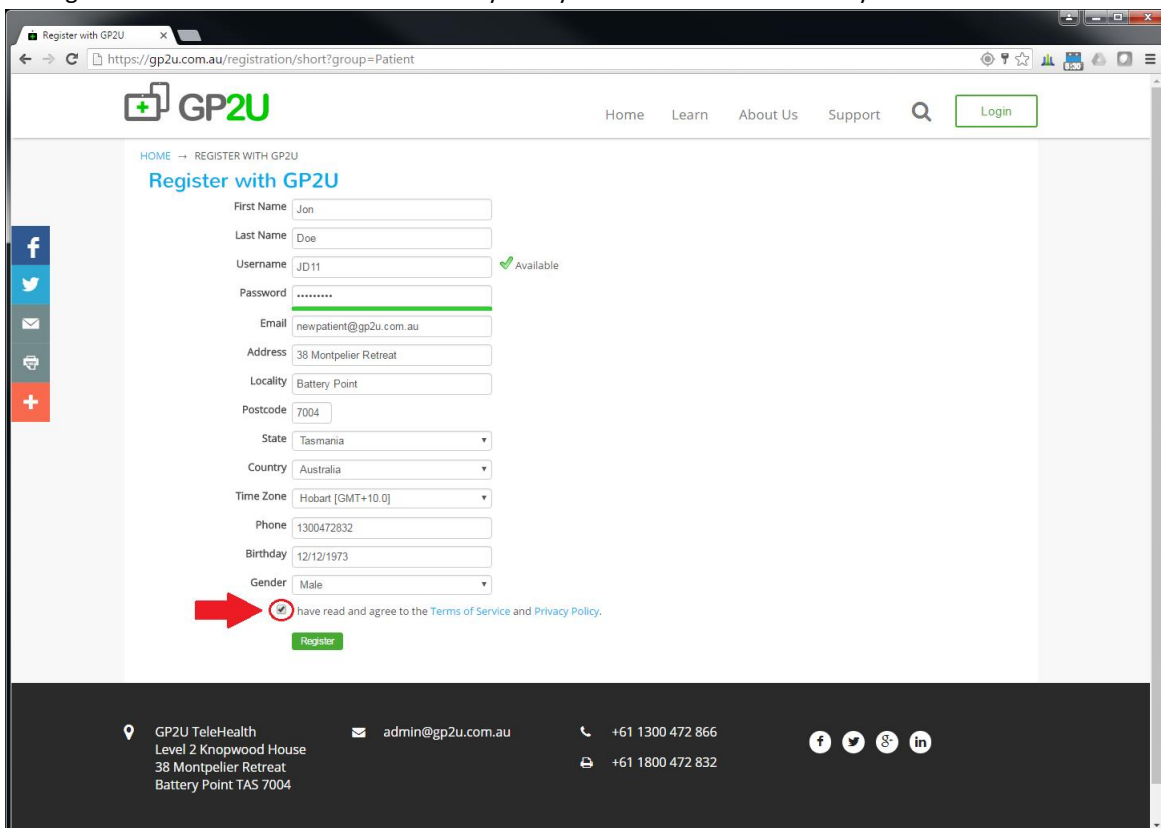
Then click on the “Register as a Patient” link.

## REGISTRATION OPTIONS

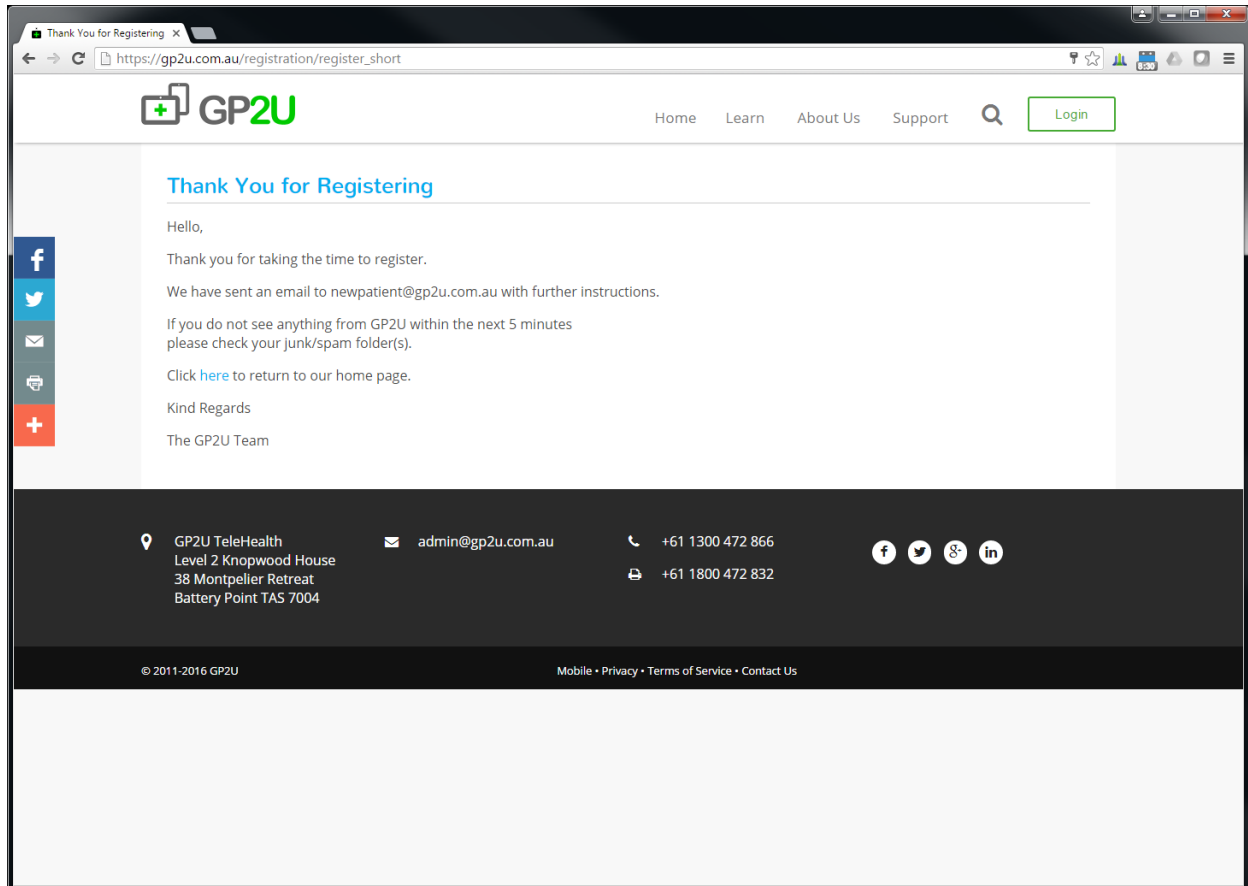
From here you can select either “Quick Registration” or “Full Registration”. For this example, we will select “Quick Registration”:



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.

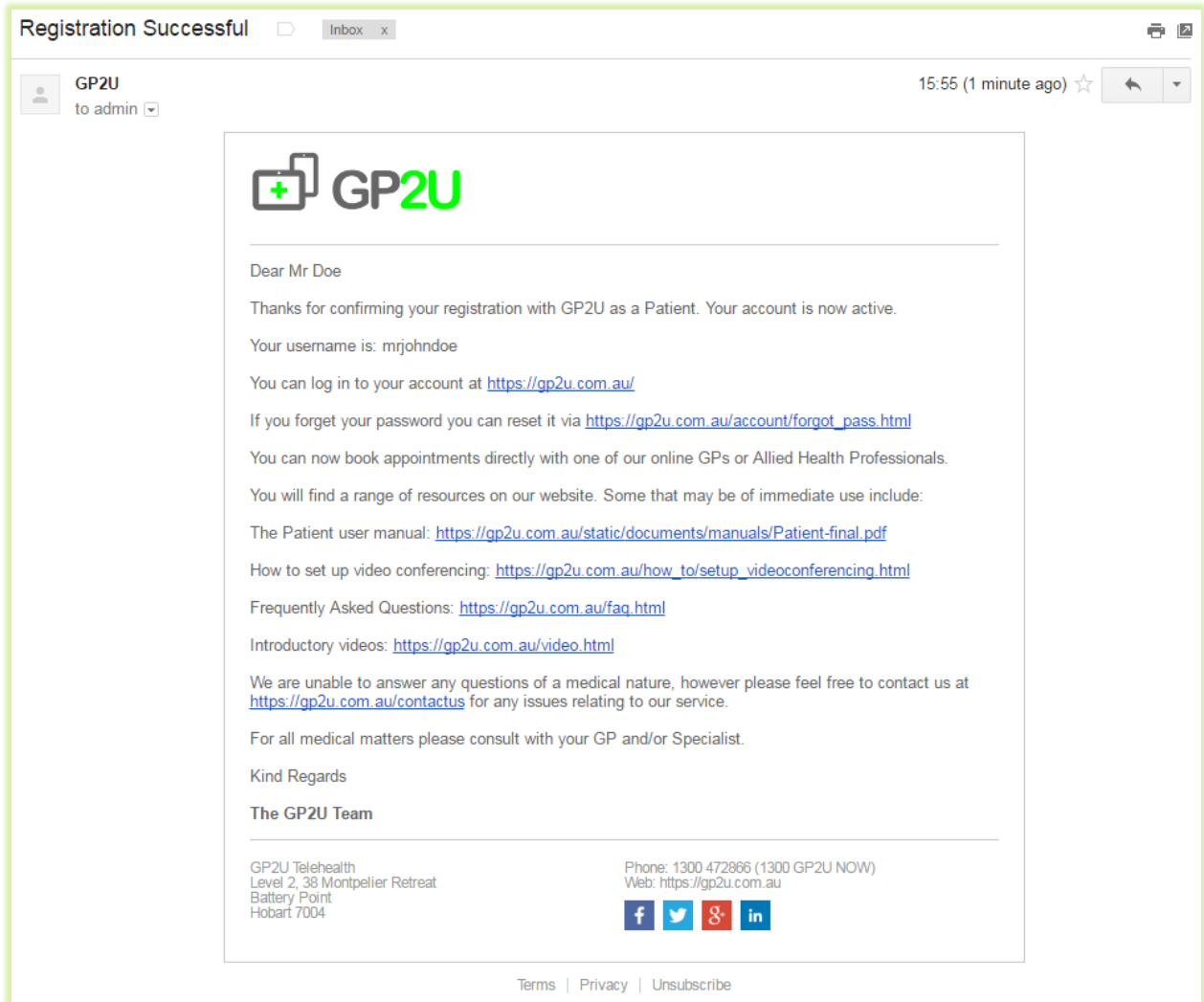


You should see the following:



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:



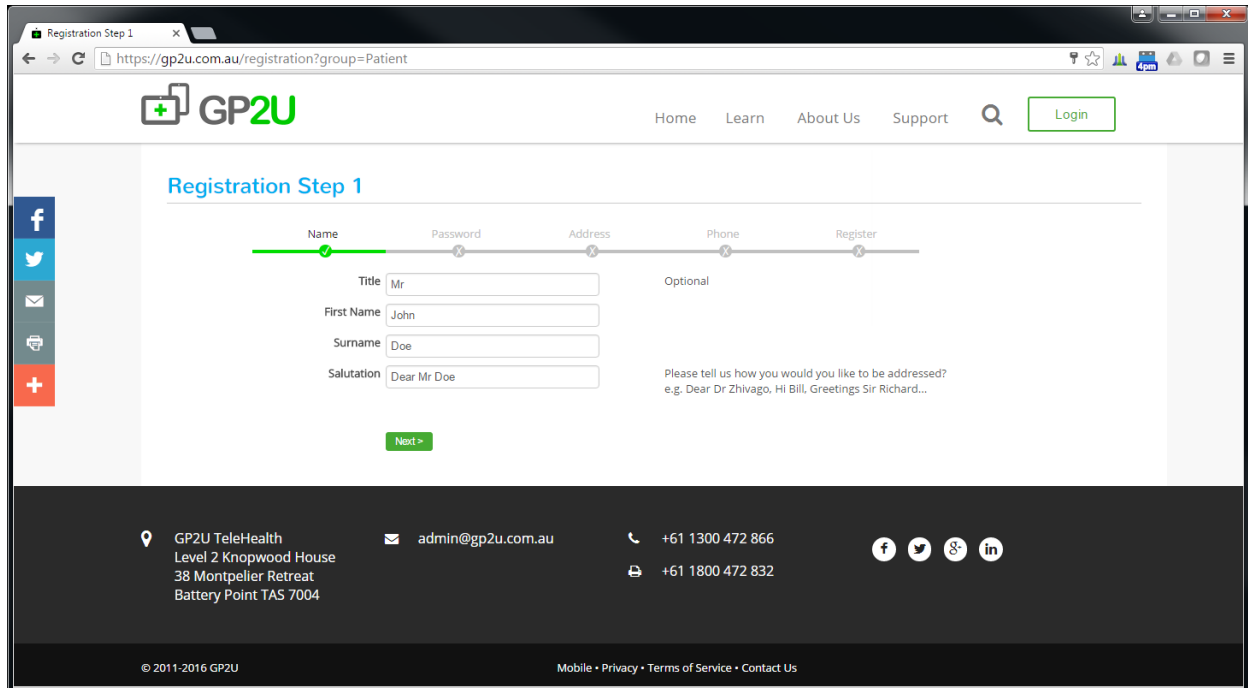
Once you have verified your account, you can login from the home page.



## FULL REGISTRATION (optional)

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

### Registration Step 1: Name

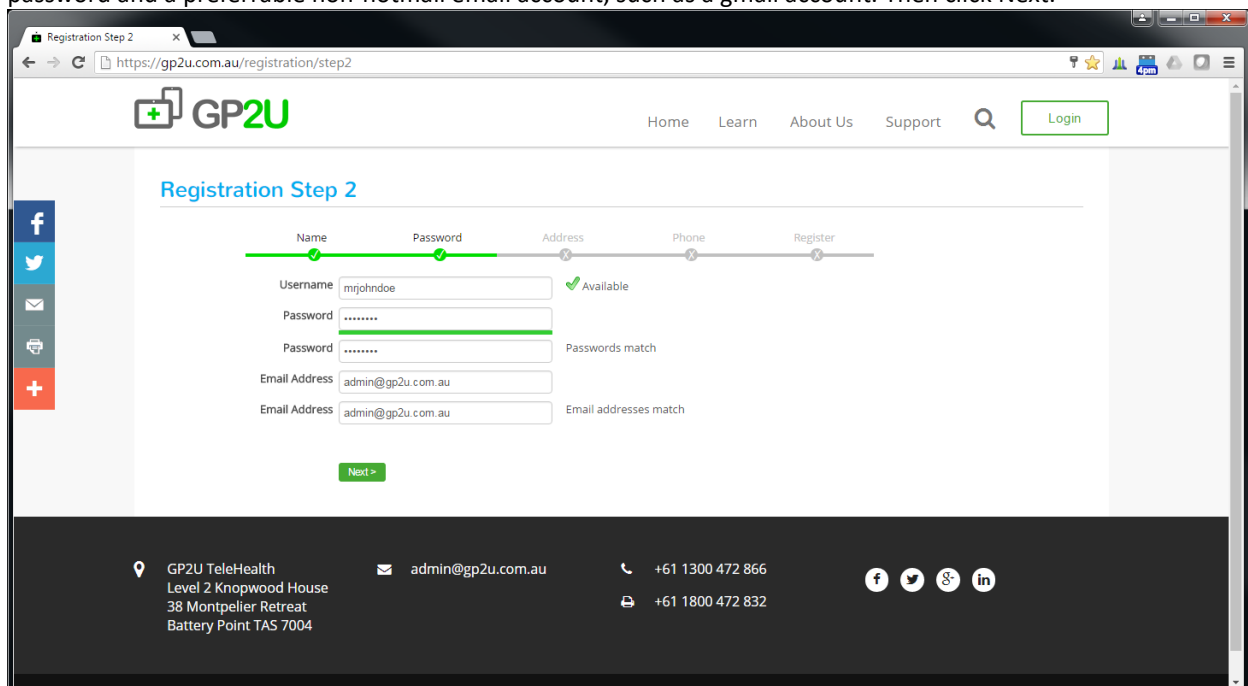


The screenshot shows the GP2U website's registration process at Step 1: Name. The browser address bar shows <https://gp2u.com.au/registration?group=Patient>. The page features the GP2U logo, navigation links (Home, Learn, About Us, Support), and a Login button. A progress bar at the top indicates the current step: Name (completed), Password, Address, Phone, and Register. The form includes fields for Title (Mr), First Name (John), Surname (Doe), and Salutation (Dear Mr Doe). A 'Next >' button is visible below the form. A footer contains contact information for GP2U TeleHealth, including address, email, and phone numbers, along with social media icons.

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

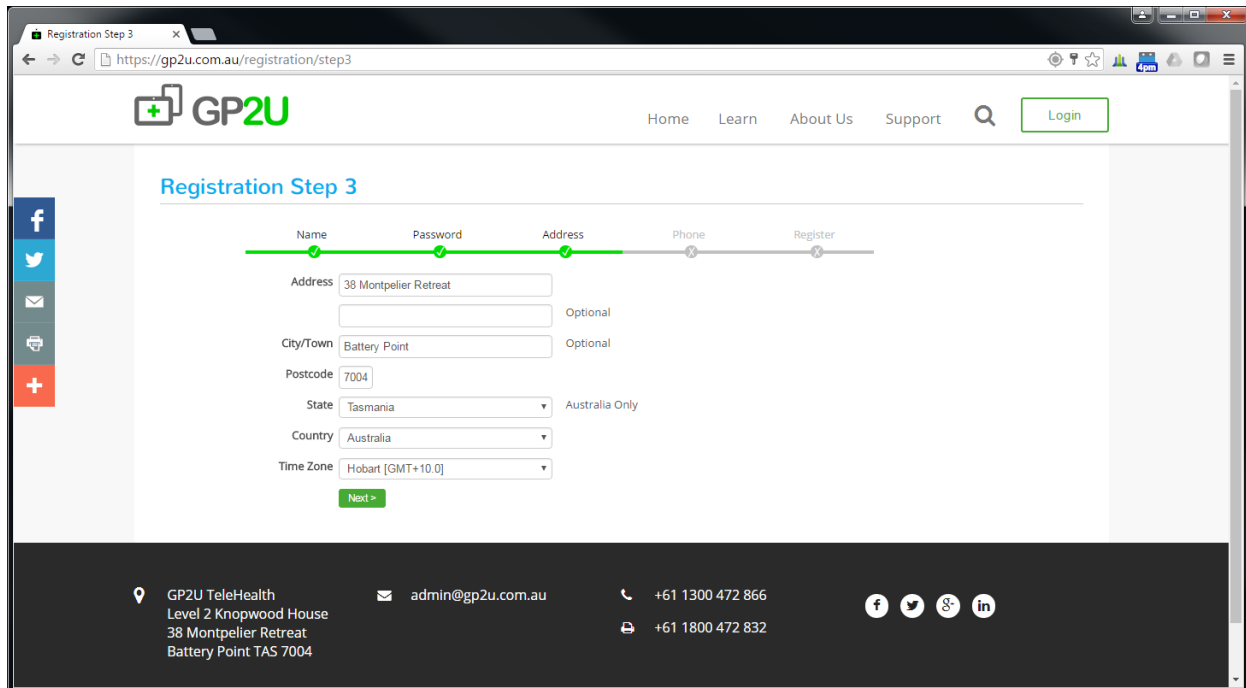
For this step, just fill out a Username you can remember (firstname.lastname for example) and an alphanumeric password and a preferable non-hotmail email account, such as a gmail account. Then click Next.



The screenshot shows the GP2U website's registration process at Step 2: Username and Password. The browser address bar shows <https://gp2u.com.au/registration/step2>. The page features the GP2U logo, navigation links (Home, Learn, About Us, Support), and a Login button. A progress bar at the top indicates the current step: Name (completed), Password (completed), Address, Phone, and Register. The form includes fields for Username (mrjohndoe), Password (masked), Email Address (admin@gp2u.com.au), and a second Email Address field (admin@gp2u.com.au). Validation messages are shown: 'Available' for the username, 'Passwords match' for the password fields, and 'Email addresses match' for the email fields. A 'Next >' button is visible below the form. A footer contains contact information for GP2U TeleHealth, including address, email, and phone numbers, along with social media icons.

## 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:



The screenshot shows the GP2U website's registration process at the 'Address' step. A progress bar at the top indicates that 'Name' and 'Password' are completed, 'Address' is the current step, and 'Phone' and 'Register' are yet to be done. The form fields are as follows:

- Address: 38 Montpelier Retreat
- City/Town: Battery Point
- Postcode: 7004
- State: Tasmania (with a note 'Australia Only')
- Country: Australia
- Time Zone: Hobart [GMT+10.0]

Optional fields for Address, City/Town, and Postcode are also present. A 'Next >' button is located below the form. The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +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](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:

The screenshot shows the GP2U registration website at the URL <https://gp2u.com.au/registration/step4>. The page title is "Registration Step 4". A progress bar at the top indicates the current step: Name (checked), Password (checked), Address (checked), Phone (checked), and Register (unchecked). The main form contains the following fields:

- Phone (Work):  At least one work, home or mobile phone is required.
- Phone (Home):
- Phone (Mobile):
- Skype Name:  Optional

A green "Next >" button is located below the Skype Name field. The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present.

## 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

GP2U

Home Learn About Us Support Login

Registration Step 5

Name Password Address Phone Register

Date of Birth Any format: dd/mm/yyyy, 1st Jan 80, etc

Gender Please Specify

Medicare Card Number

Individual's Ref Number

DVA Number DVA Patients only

I do not have a Medicare or DVA card

I have read and agree to the [Terms of Service](#) and [Privacy Policy](#).

Automatically confirm my registration. My email is admin@gp2u.com.au

Register Me!

GP2U TeleHealth  
Level 2 Knopwood House

admin@gp2u.com.au +61 1300 472 866

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

Registration Step 5

GP2U

Home Learn About Us Support Login

Registration Step 5

Name Password Address Phone Register

Date of Birth 12/12/1984

Gender Male

Medicare Card Number

Individual's Ref Number

DVA Number DVA Patients only

I do not have a Medicare or DVA card

I have read and agree to the [Terms of Service](#) and [Privacy Policy](#).

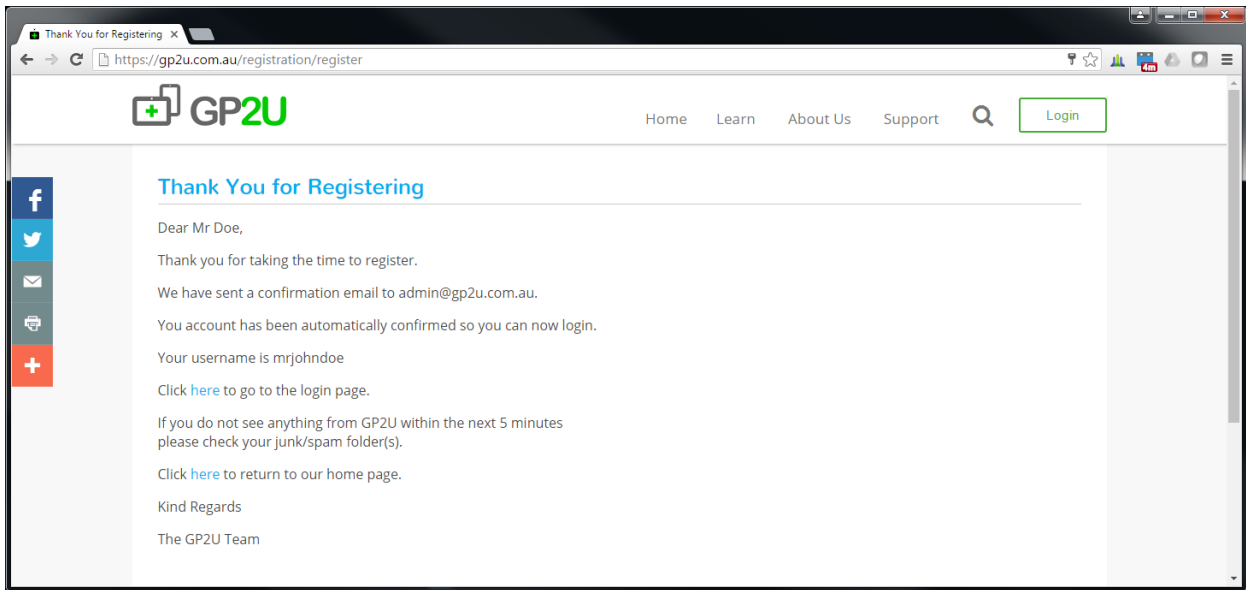
Automatically confirm my registration. My email is admin@gp2u.com.au

Register Me!

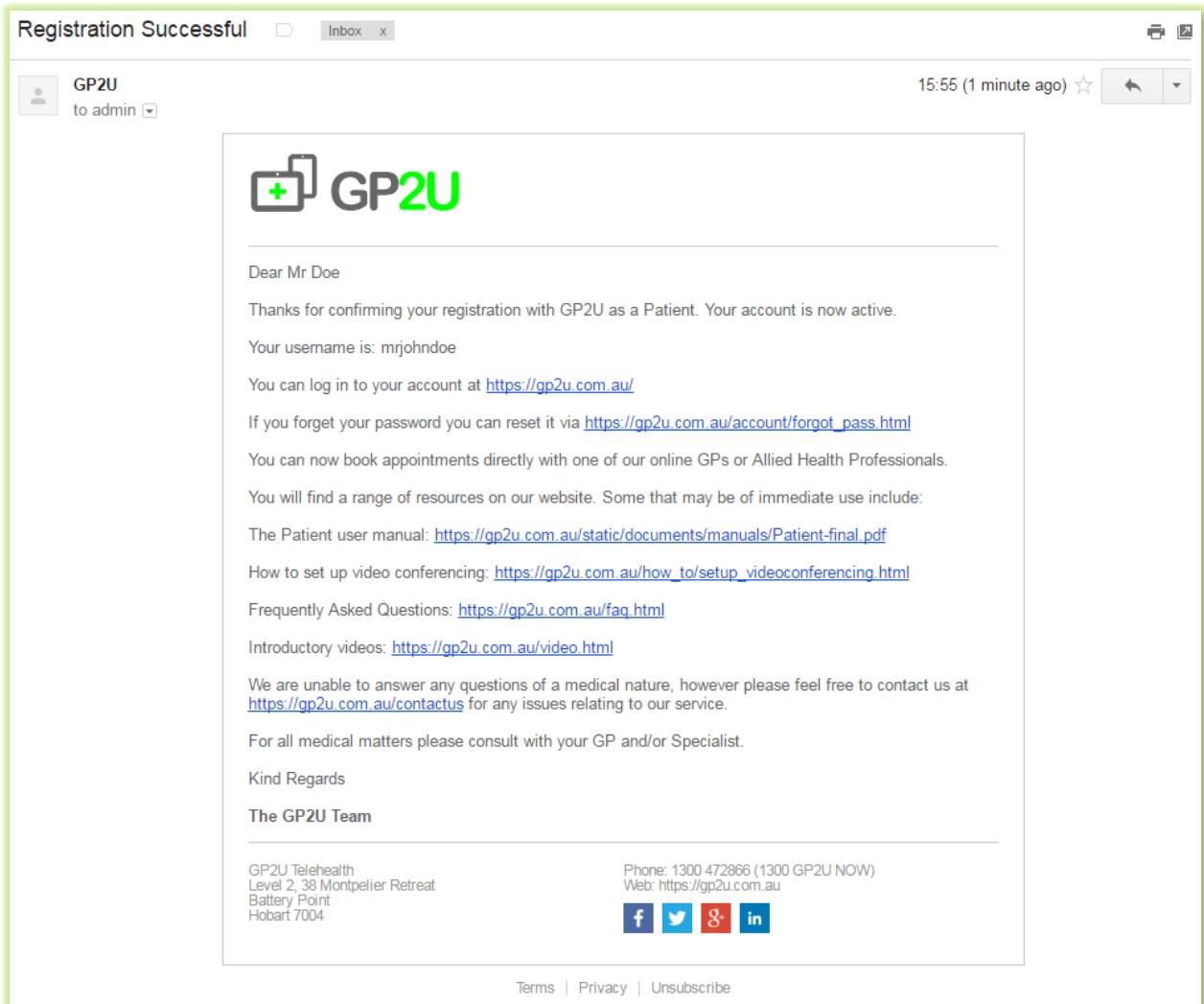
GP2U TeleHealth  
Level 2 Knopwood House

admin@gp2u.com.au +61 1300 472 866

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:



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](https://gp2u.com.au) on Google Chrome.

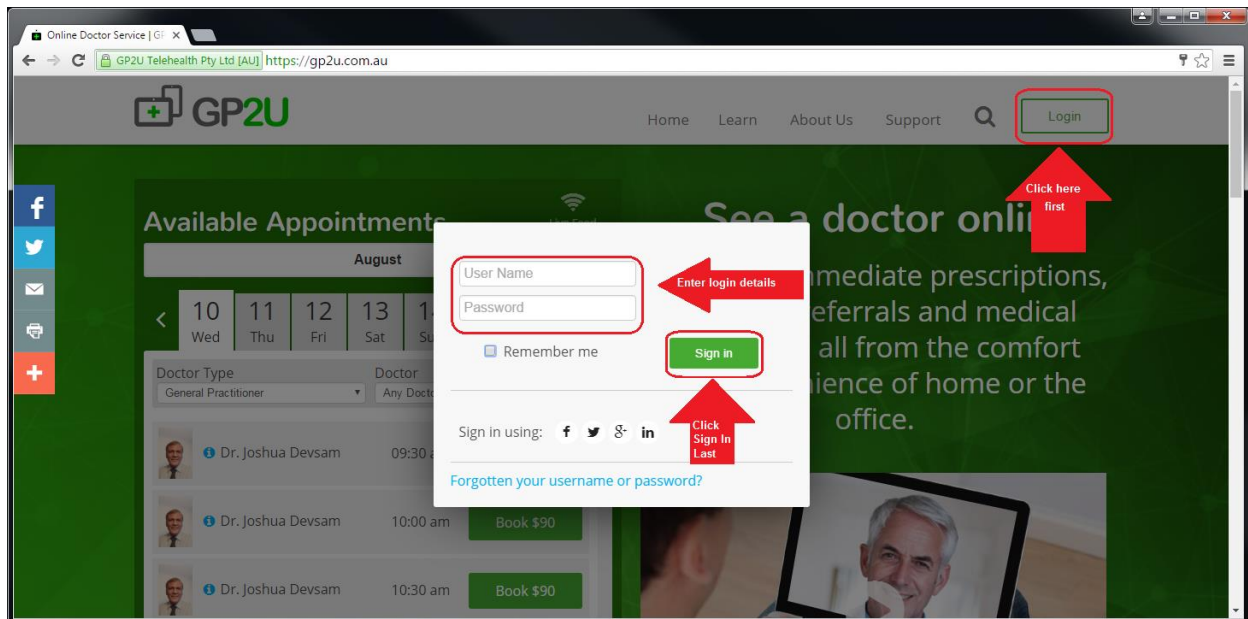
## LOGGING IN (The first time)

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

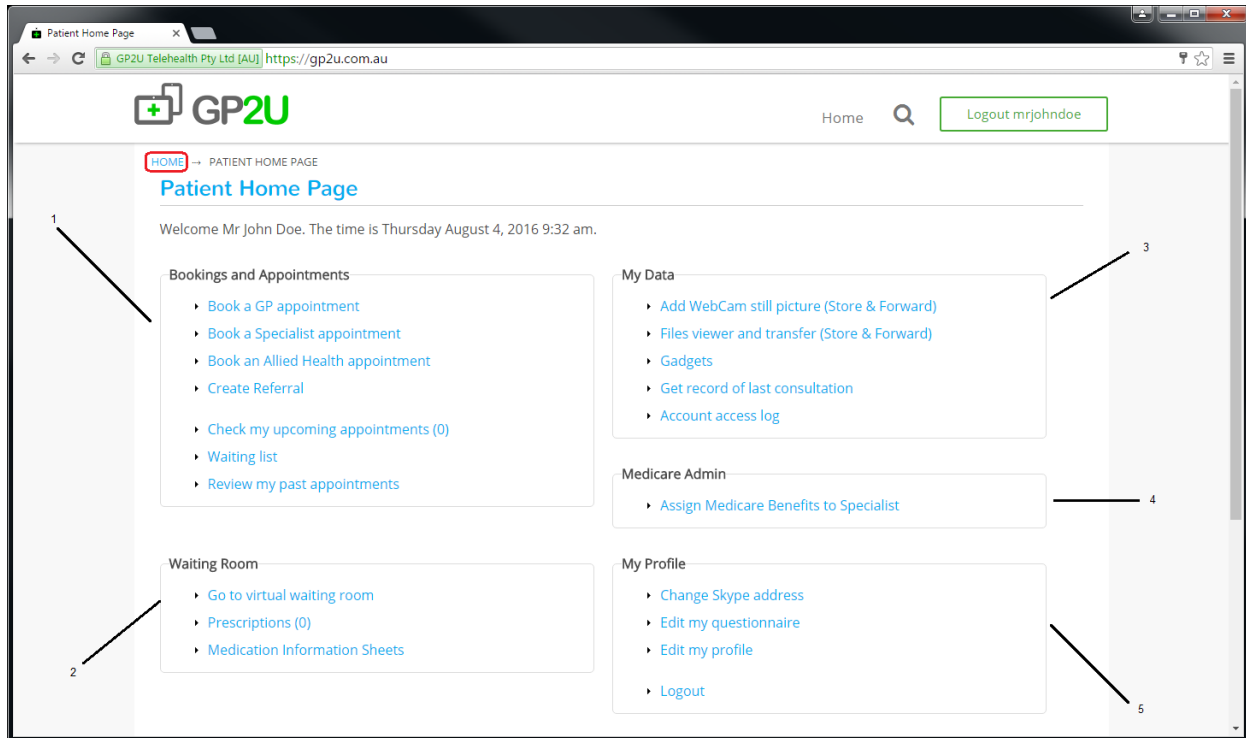
Then click on the “Login” button in the upper right area.

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



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.

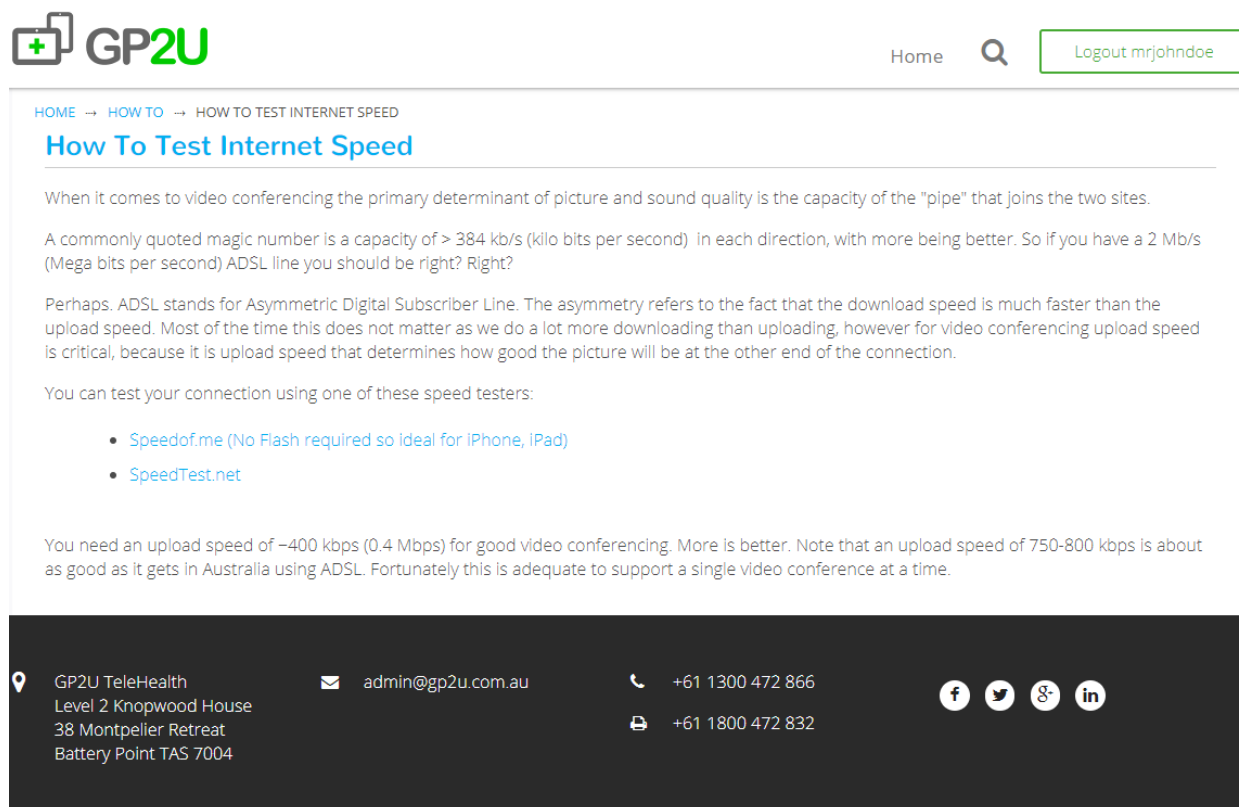


# INITIAL SETUP

## 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](https://gp2u.com.au/how_to/test_my_internet_speed.html)



The screenshot shows the GP2U website interface. At the top left is the GP2U logo. To the right are navigation links for 'Home', a search icon, and a 'Logout mrjohndoe' button. The main content area has a breadcrumb trail: 'HOME → HOW TO → HOW TO TEST INTERNET SPEED'. The title is 'How To Test Internet Speed'. The text explains that video conferencing quality depends on internet capacity, with a 'magic number' of > 384 kb/s. It notes that ADSL lines are often asymmetric, with faster download than upload speeds. It lists two speed testers: Speedof.me and SpeedTest.net. It concludes that an upload speed of ~400 kbps (0.4 Mbps) is needed for good video conferencing. The footer contains contact information for GP2U TeleHealth, including address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832), along with social media icons for Facebook, Twitter, Google+, and LinkedIn.

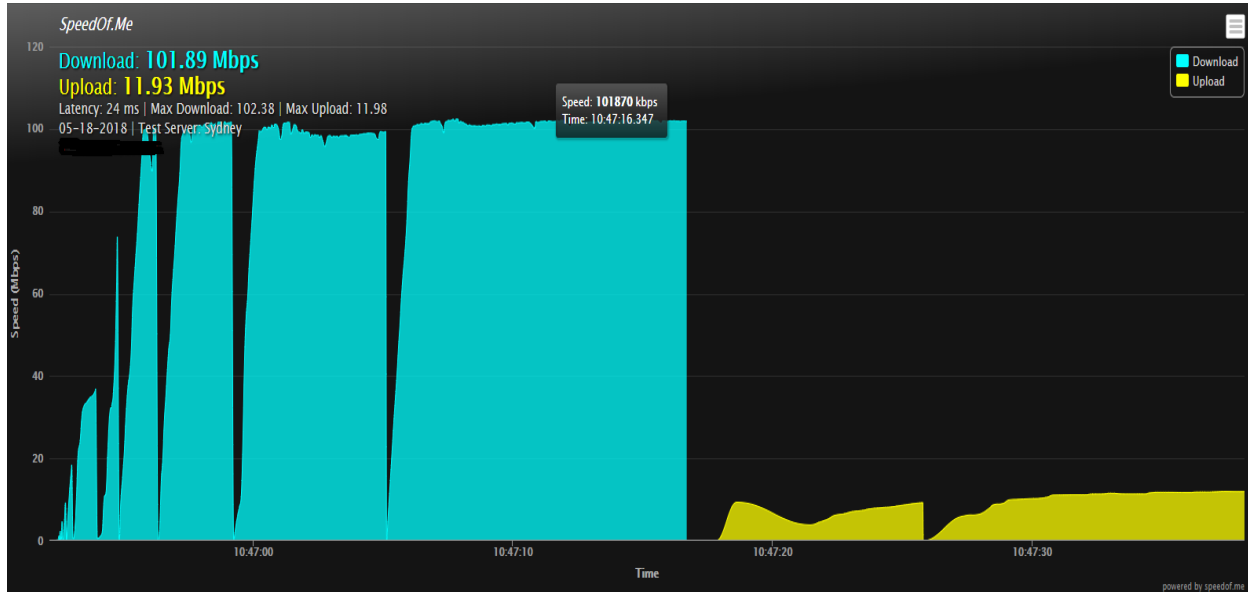
When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilo bits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Mega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

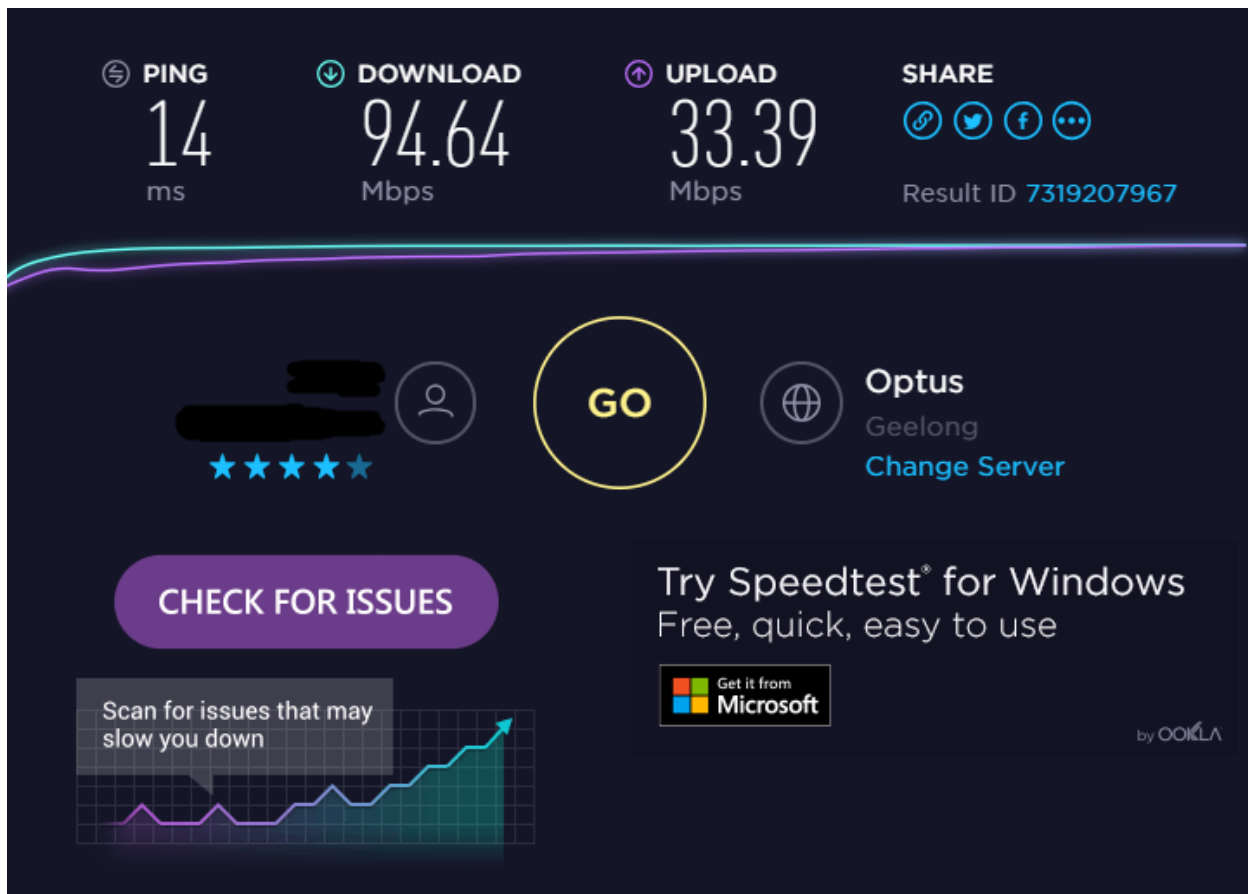
You need an upload speed of greater than 400 kbps (0.4 Mbps) for good video conferencing. More is better.

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
- Net books do not work well.

## 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

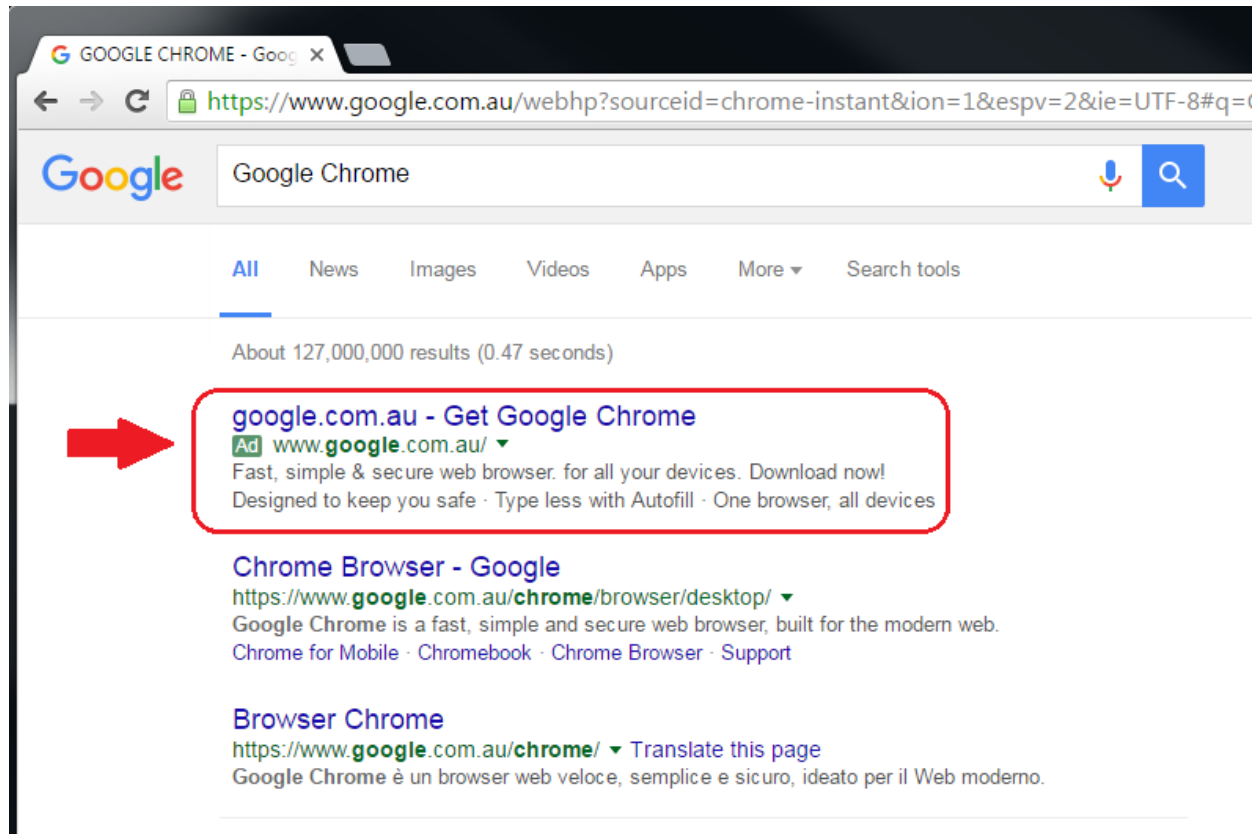
We use both Skype and WebRTC for video conferencing. If you know how to use Skype feel free to use that.

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:

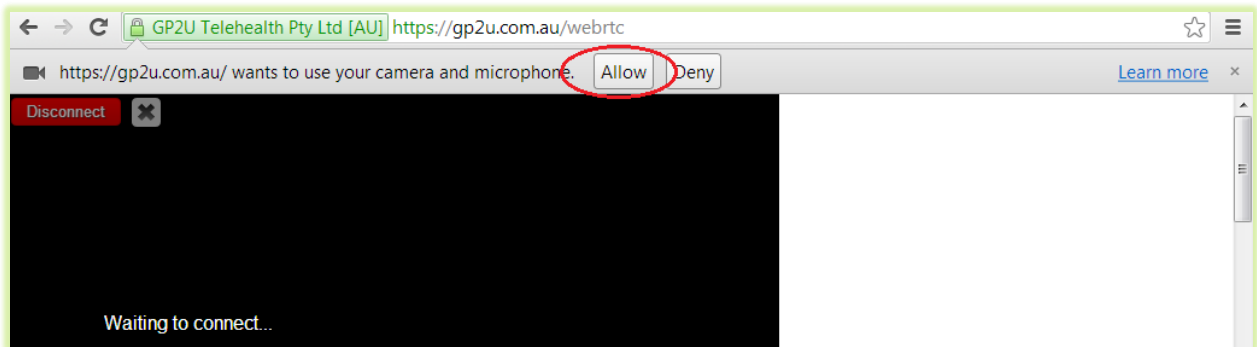


Just follow the prompts and Chrome will be installed in no time.

## 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:



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.

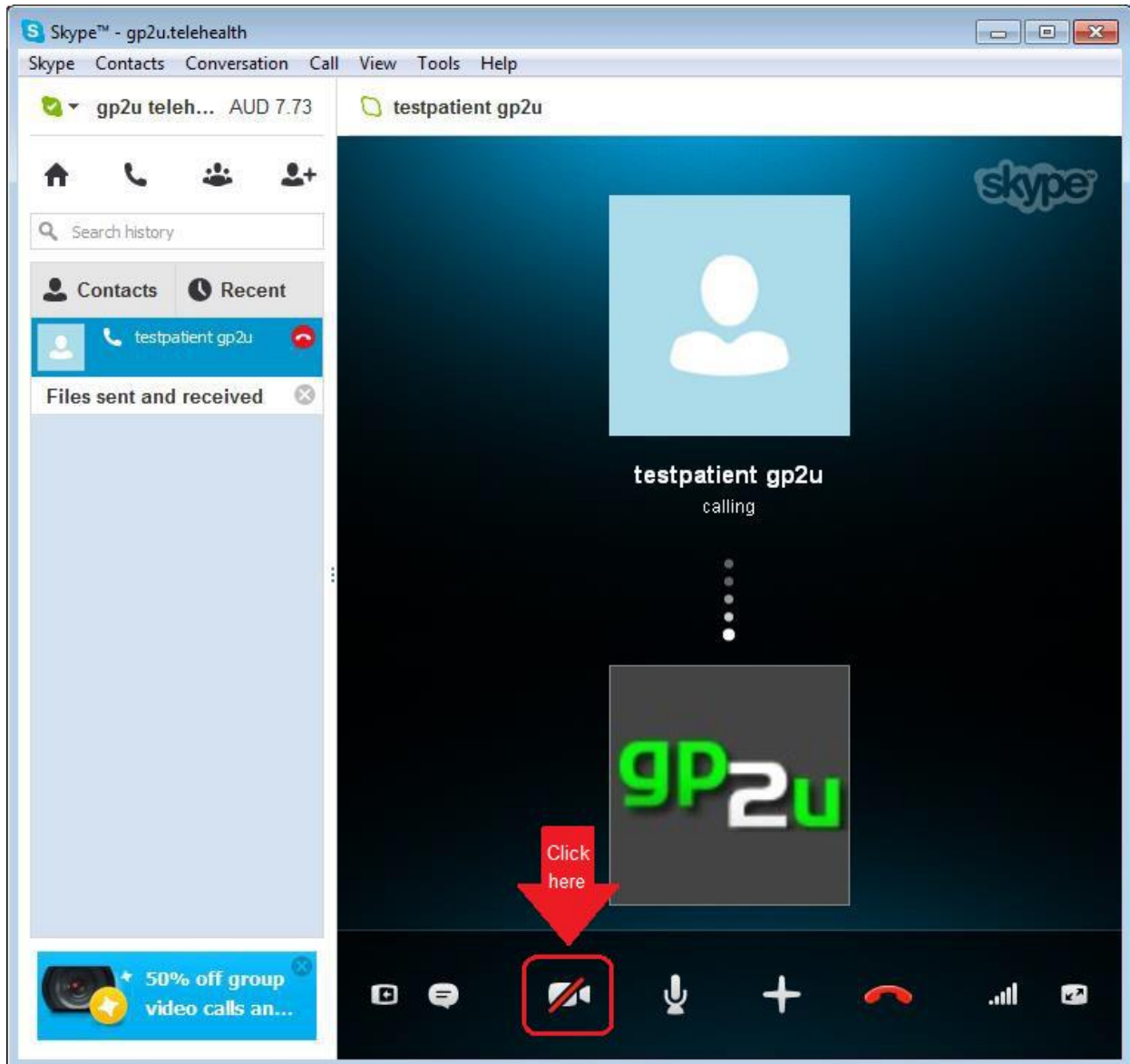
That’s all there is to it. If you can see yourself you’re good to go.

## SKYPE TROUBLESHOOTING

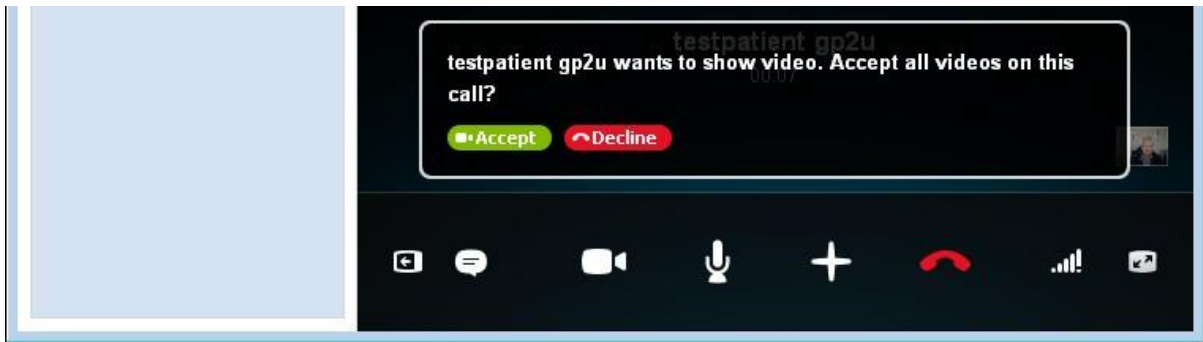
You can find out more about how to download and install Skype here:

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

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

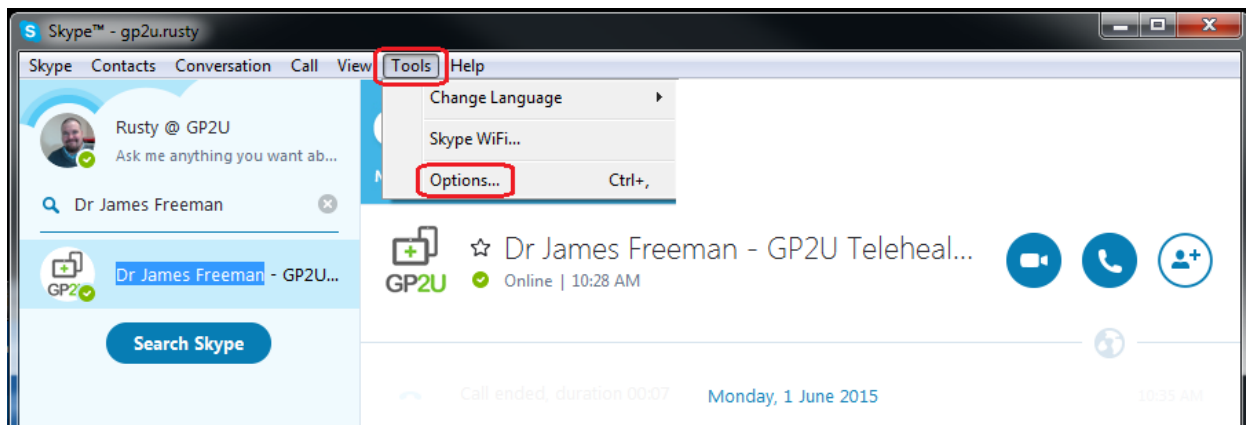


You need to click on the camera to switch it on.

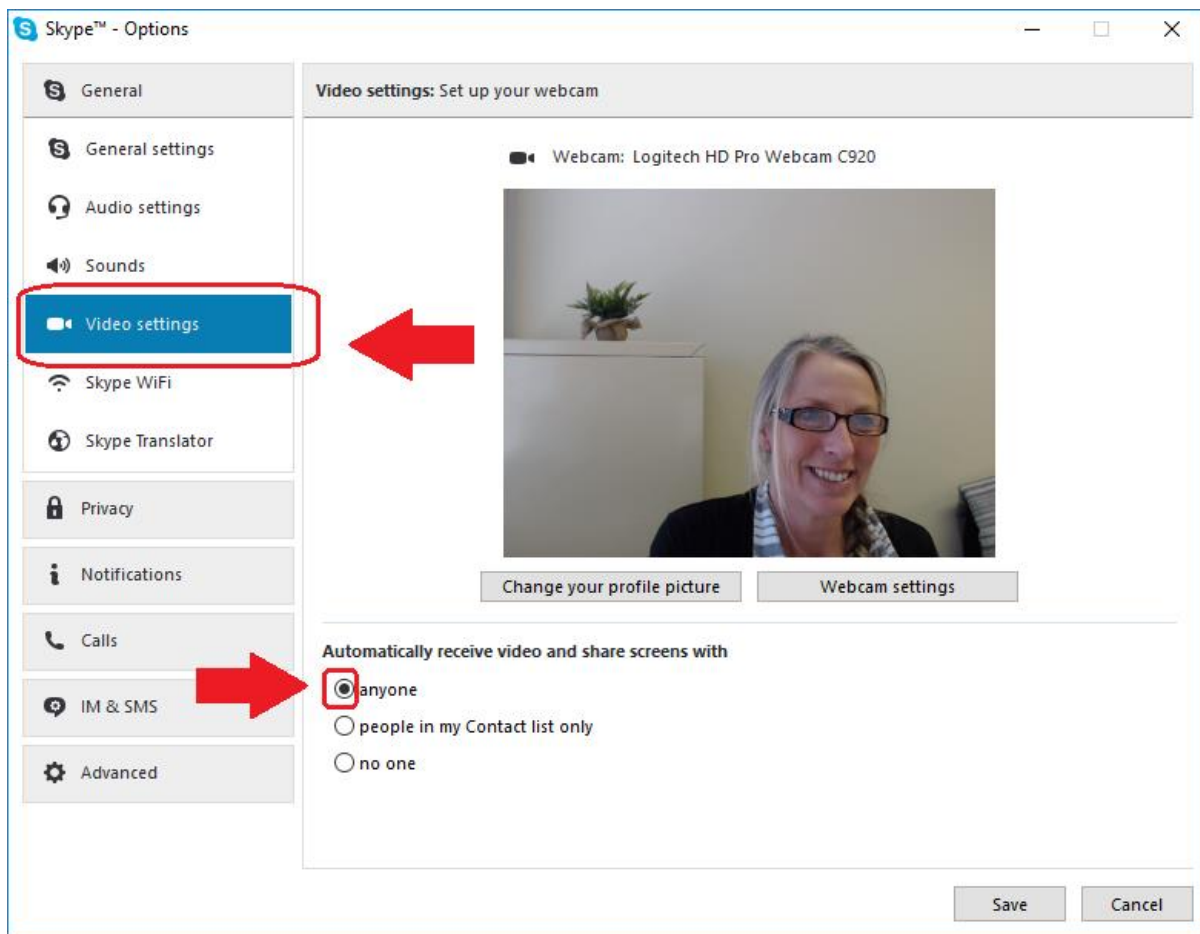


If you get a message like this, the answer is "Accept"

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

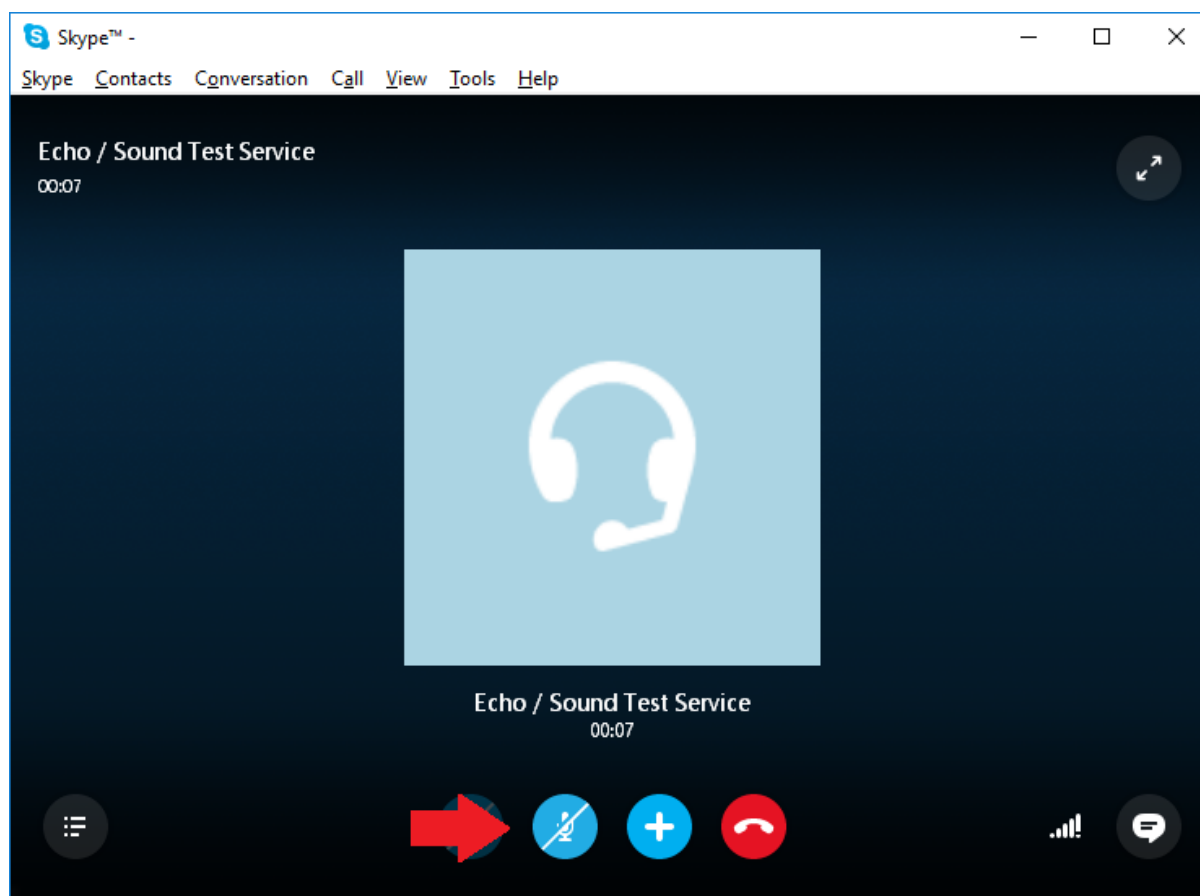


Then select “Video Settings”, click on the radio button next to “anyone” as shown and click “Save”. Now you won’t get asked if you want to accept videos again.

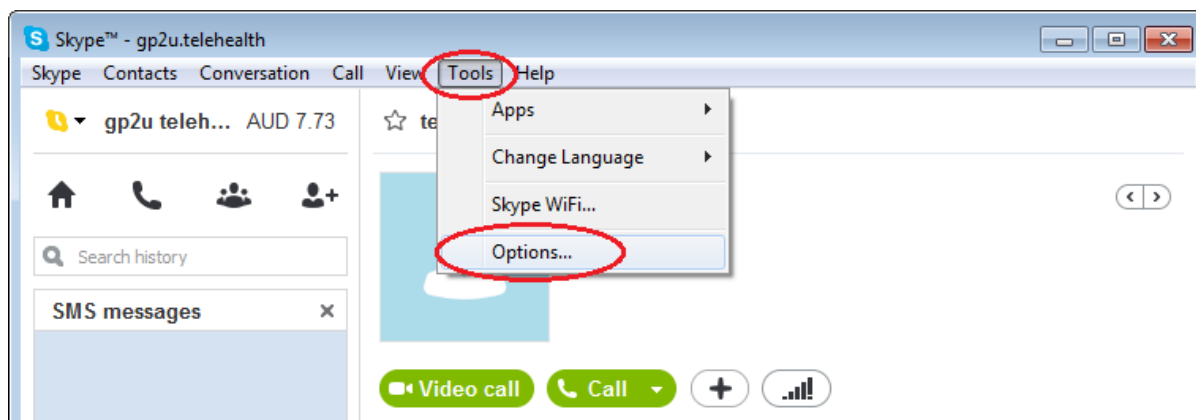




Please note that you have the ability to mute your microphone. This is not the default but if you can't be heard it's a likely culprit.

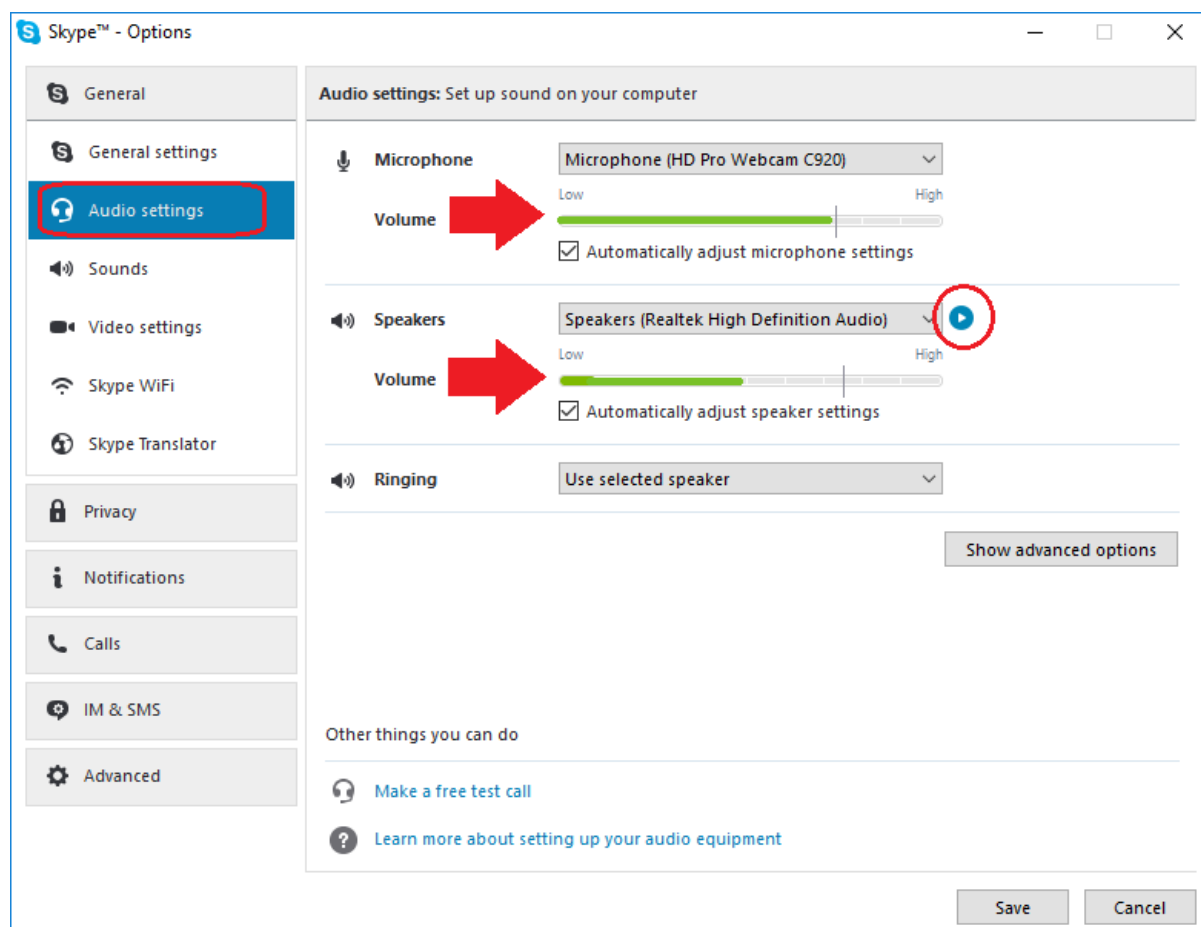


You can test your camera microphone and speakers by selecting Tools | Options from the main Skype menu.



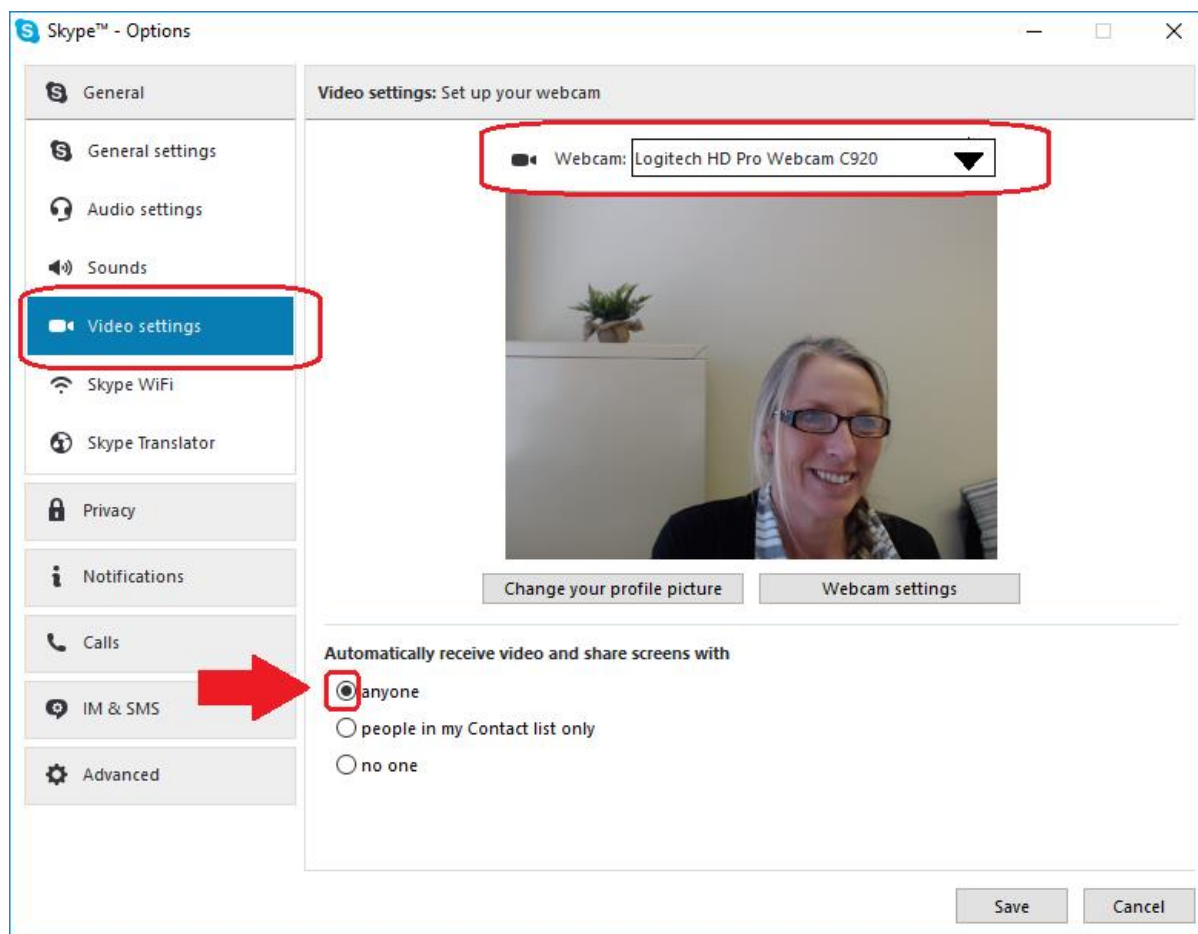
Click on the “Audio settings”. When you speak you should see the volume bar move in the microphone section. If not, click on the drop down list and select the correct device.

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.

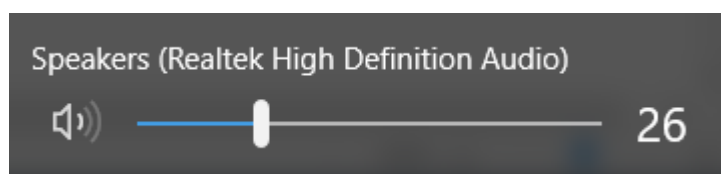
Here is what it looks like muted:



Click on the speaker to unmute it:

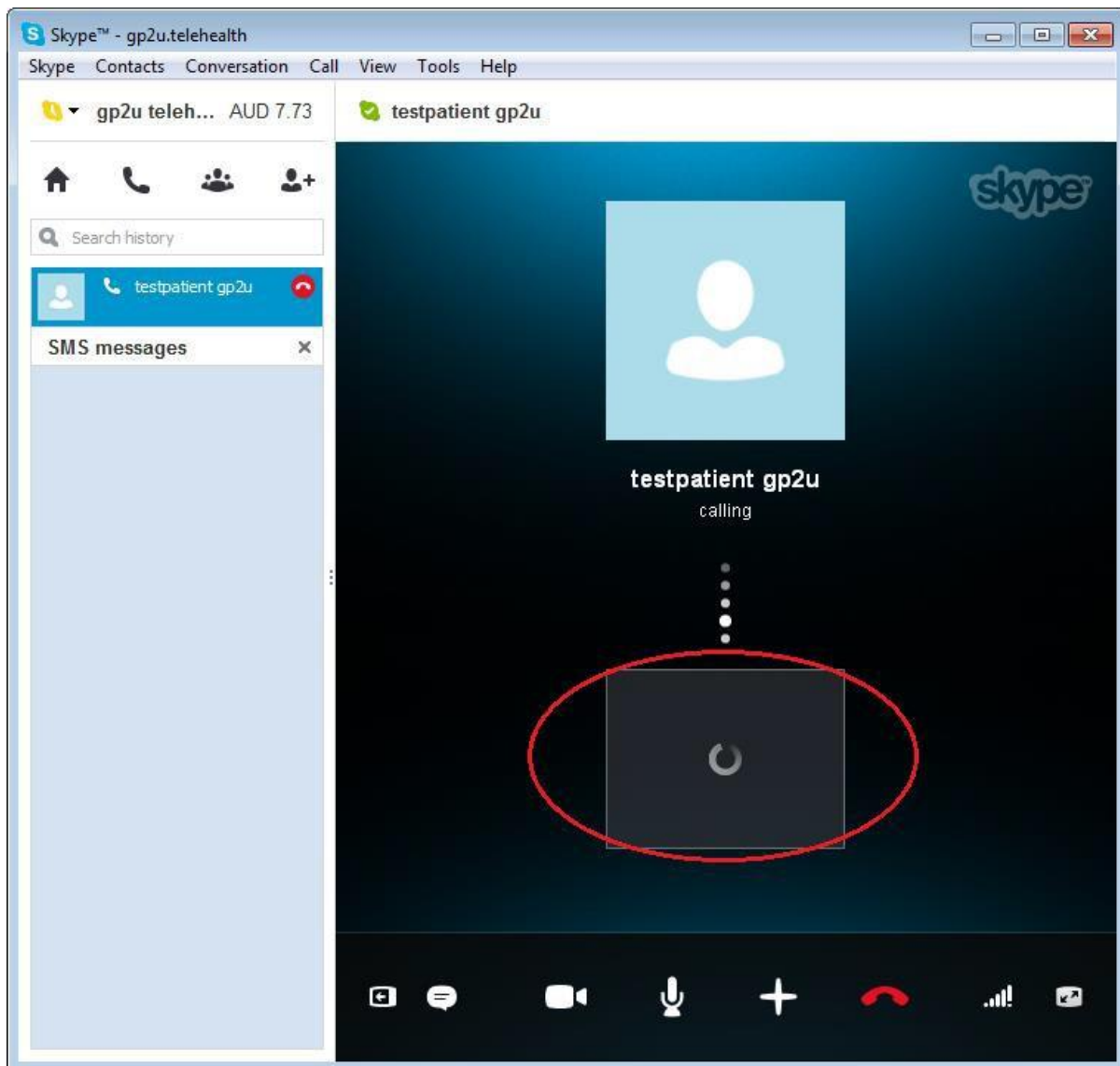


Drag the slider to the top to turn up the volume

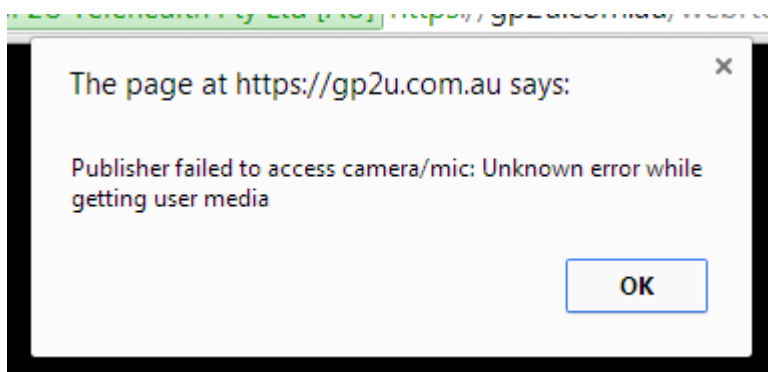


Finally, you **should note that only one piece of software can be in control of your camera at a time.** If you have say WebRTC or Facetime open and using the camera, then Skype cannot access it and vice versa.

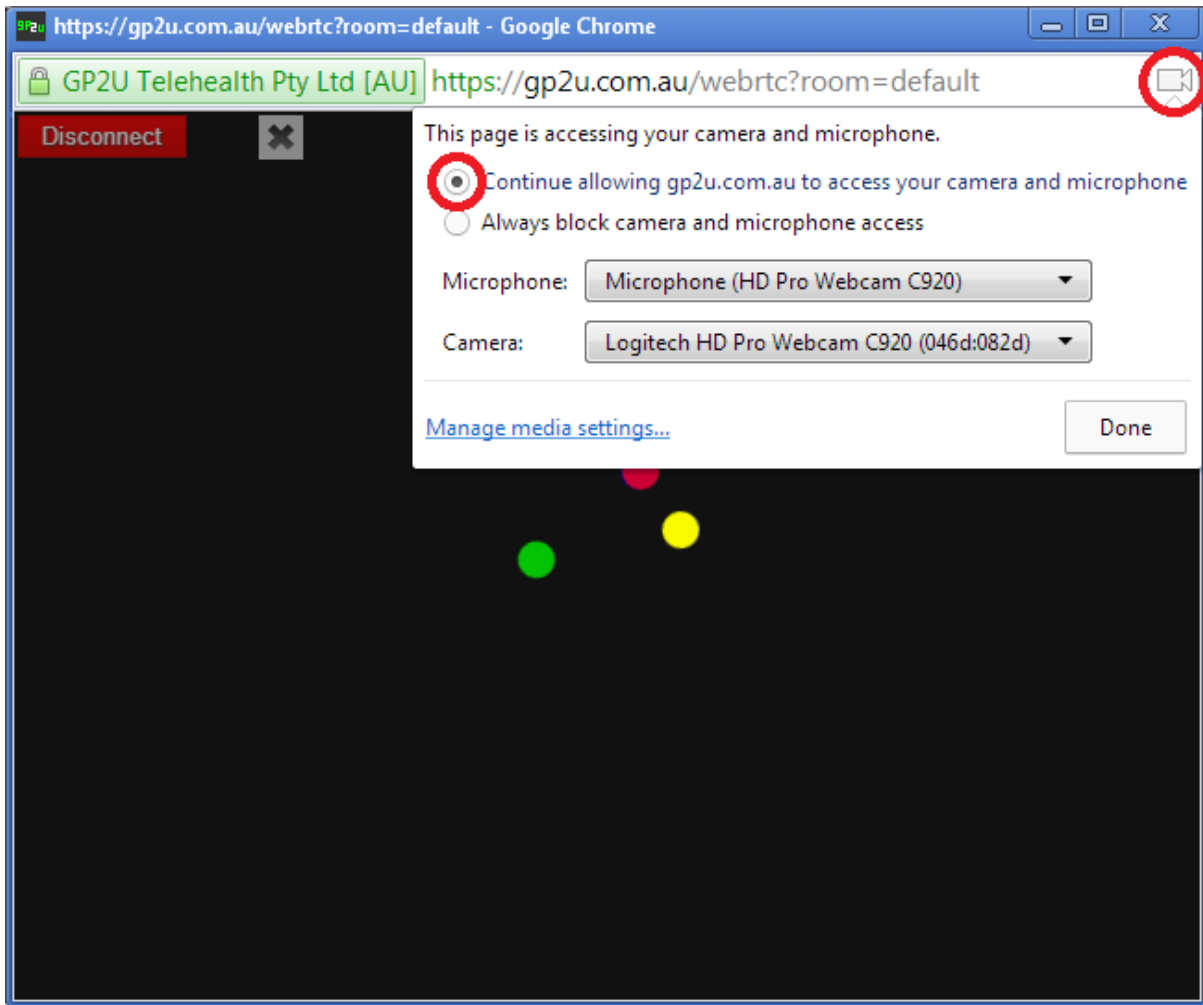
Here is what Skype looks like when it cannot get hold of your camera:



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

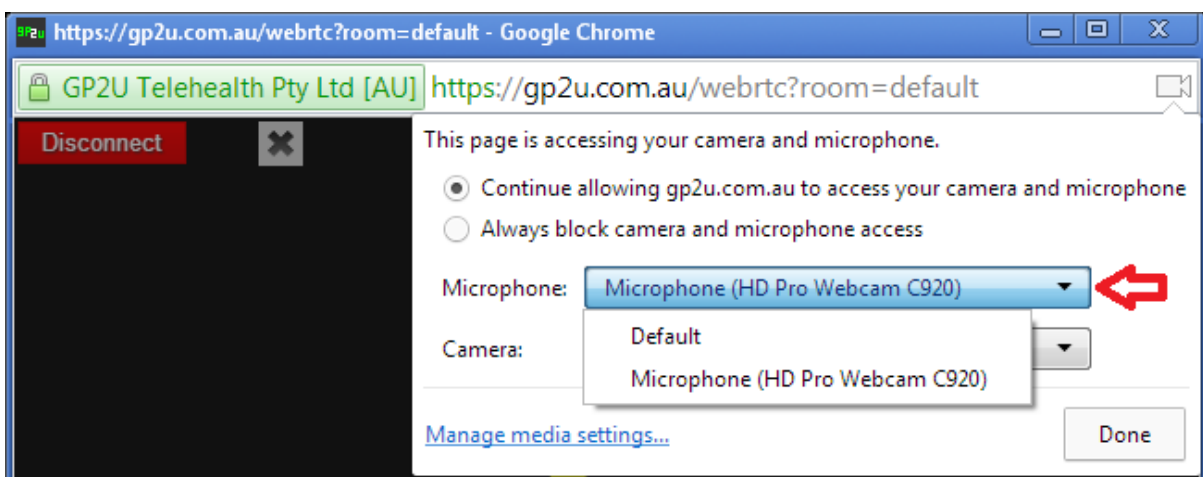


WebRTC also provides a handy link to your camera and microphone from the browser window. Simply click the camera icon top right near the X:



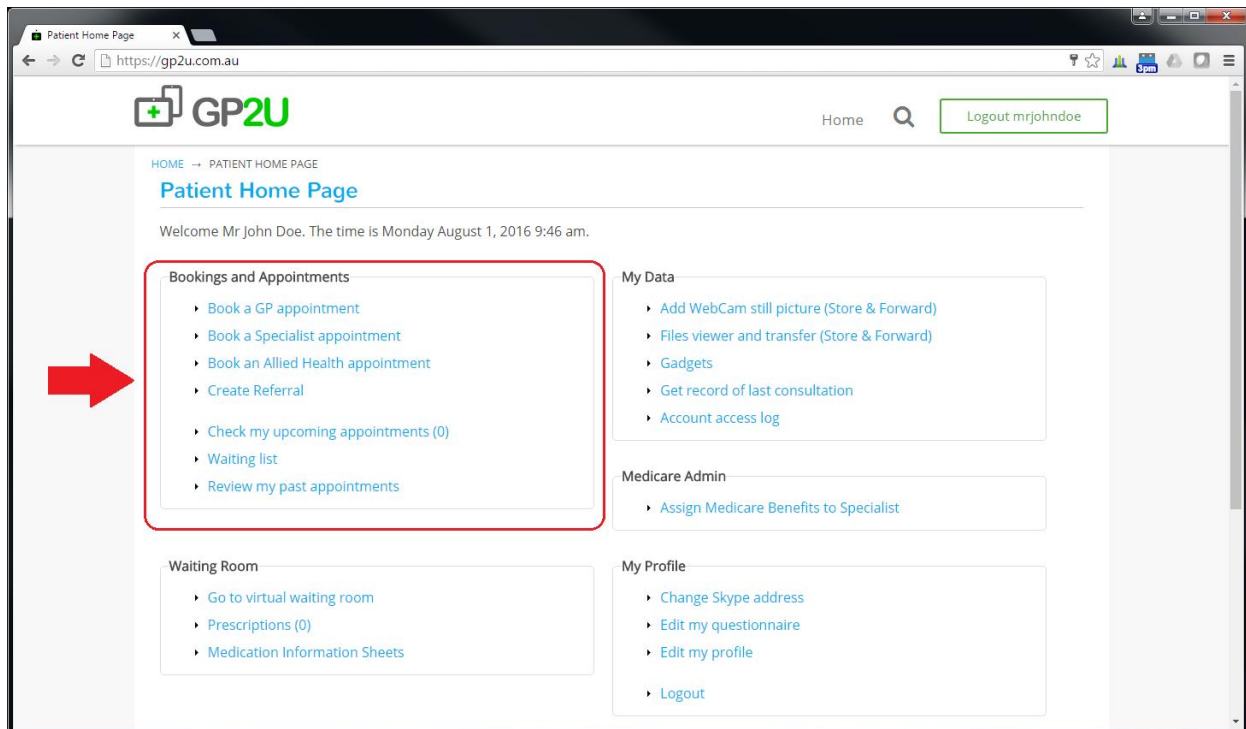
Make sure camera/microphone access is allowed.

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



## 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”:



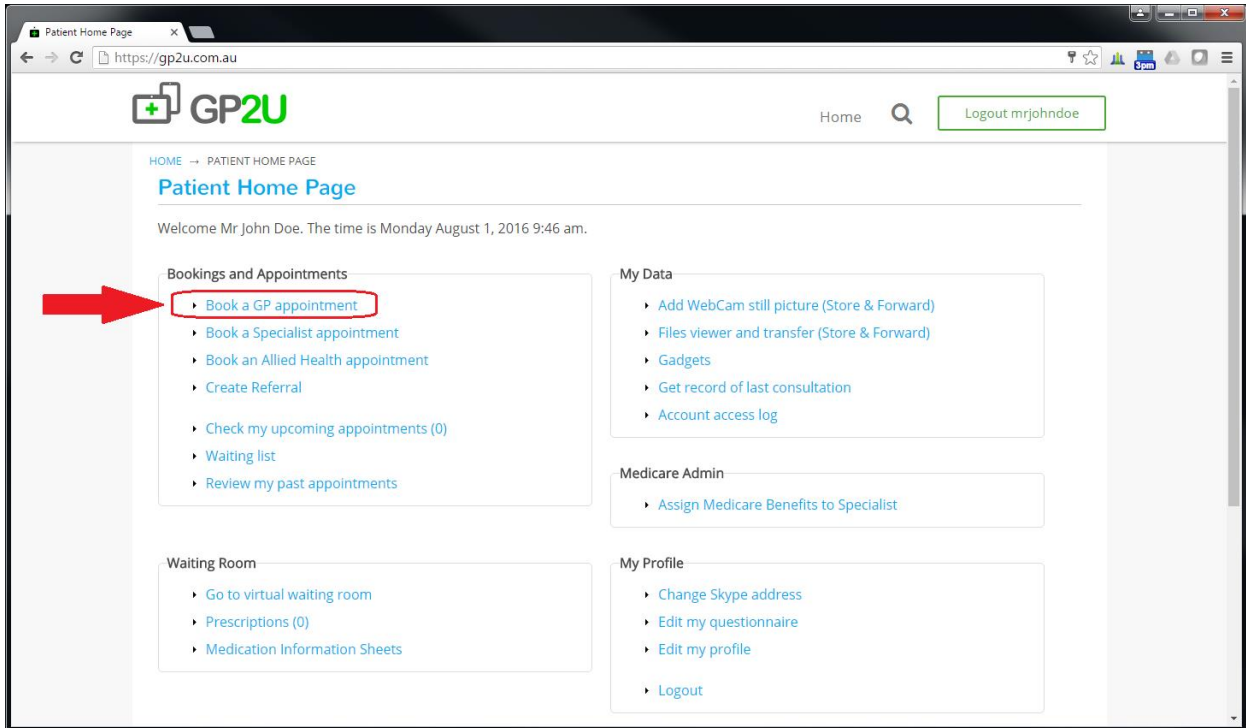
## BOOKINGS AND APPOINTMENTS

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

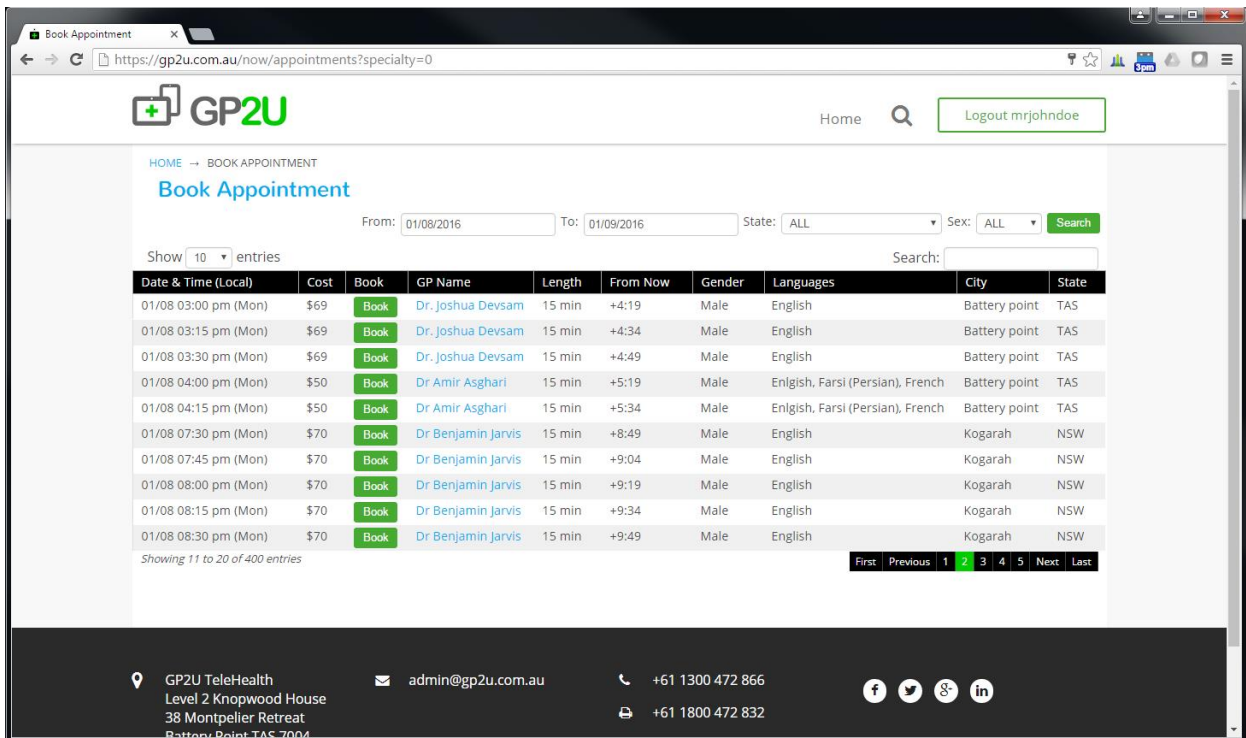
Please note you can only directly book Specialist appointments if you have an existing referral in the system. Please call our Administration team on 1300 472 866 to update your files with the Referral.

# 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":



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




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 by 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.

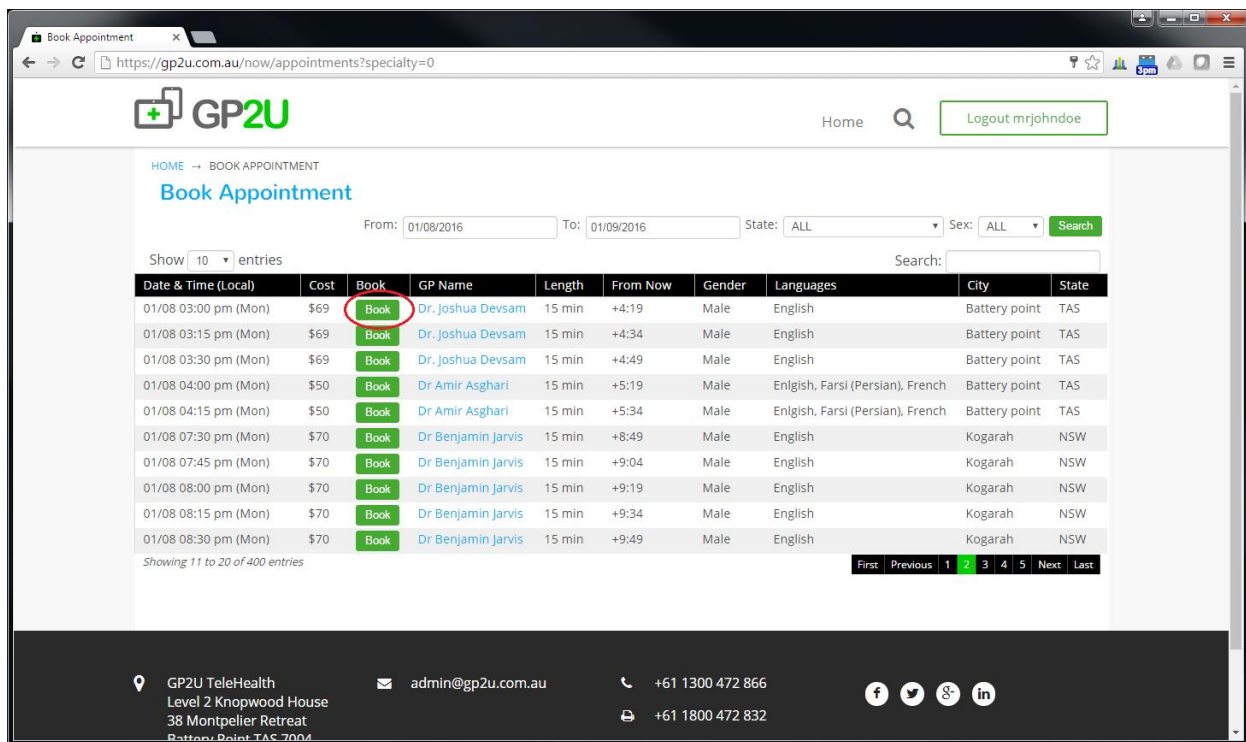
Andrew worked for many years in the North West suburbs of Melbourne seeing family groups and also in the CBD of Melbourne.

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.

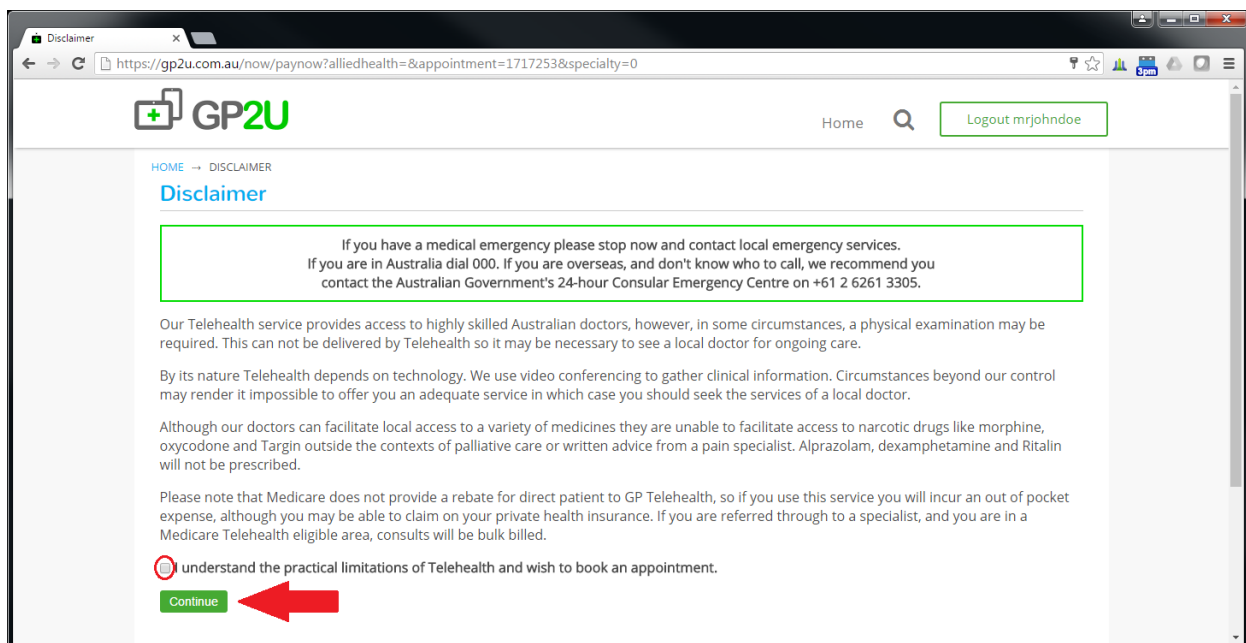


To book an appointment, choose a time and doctor that best suites you, then click the Book button for the one you want:

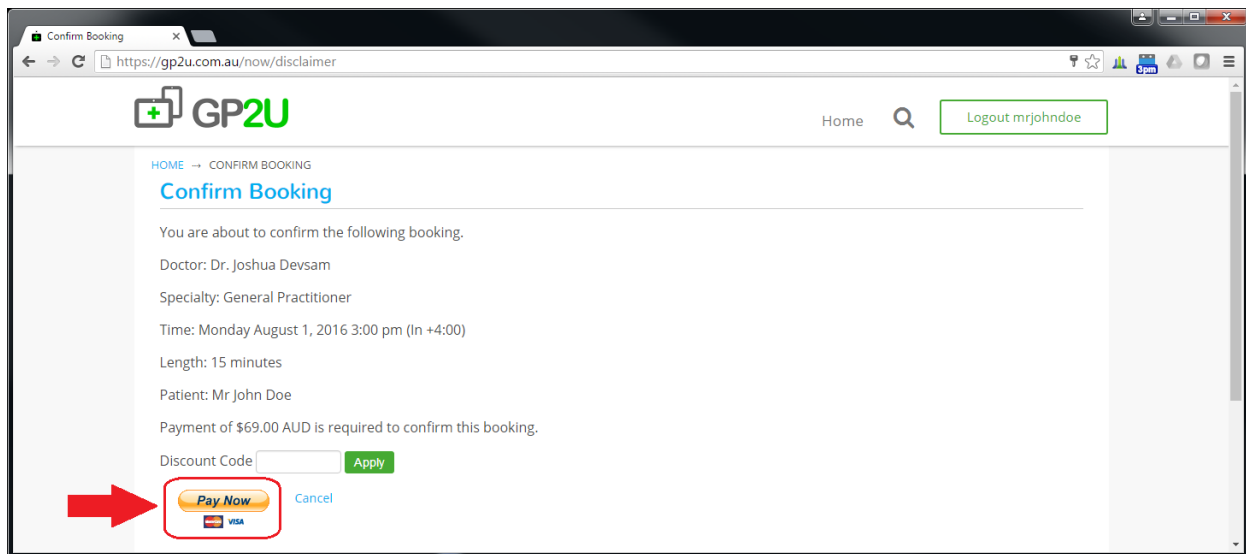


Keep in mind that GP appointments need to be paid for in advance, and Medicare will not offer any rebate for the GP appointments. Here is the beginning of the payment process.

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:



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:



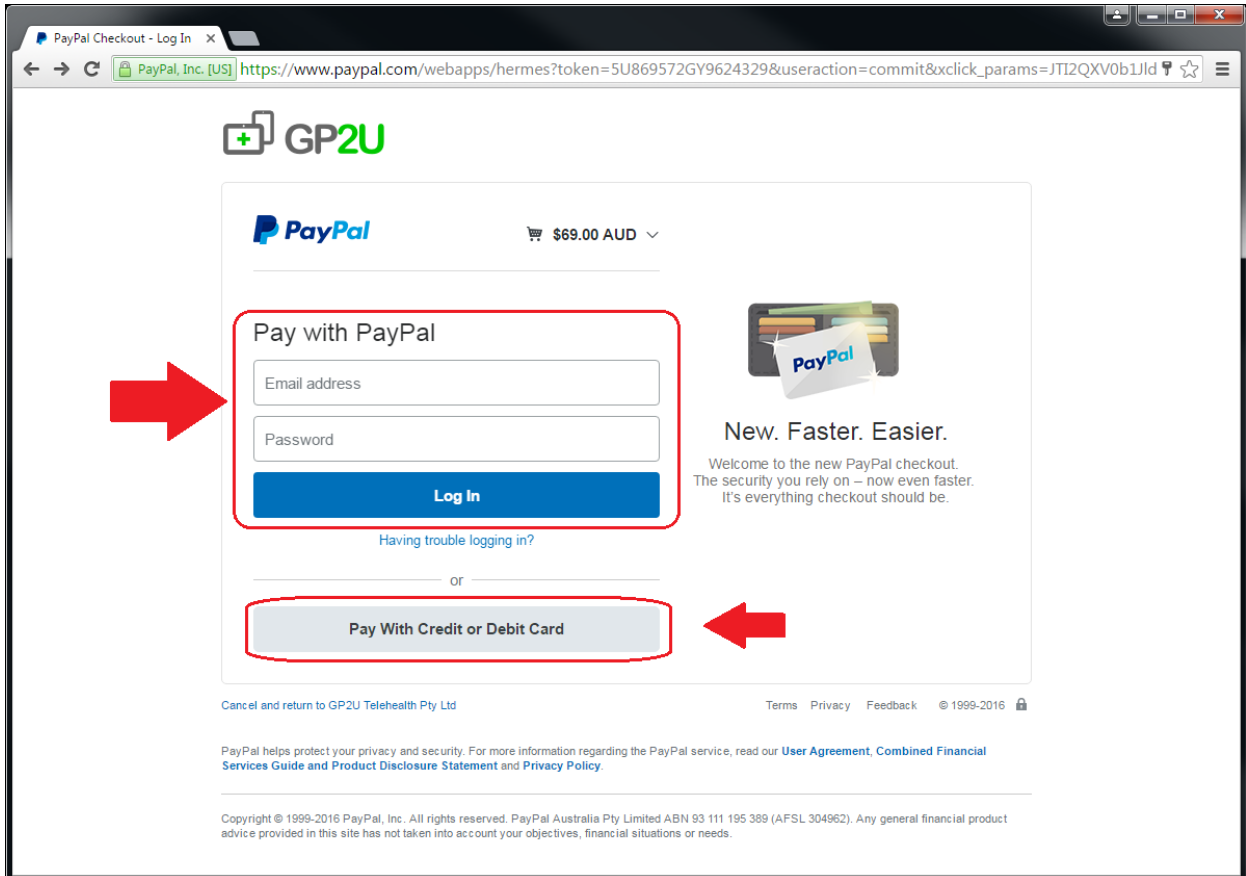
The PayPal page has two options:

- 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**

**PayPal** \$69.00 AUD

### PayPal Guest Checkout

We don't share your financial details with the merchant.

Australia

VISA

Card number

Expires CW

Doe, John

**Billing address**

38 Montpelier Retreat

Address line 2

Battery Point

State/Territory

7004

**Contact Details**

**PayPal is the safer, easier way to pay**

No matter where you shop, we keep your financial information more secure.

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 benefits of PayPal

Creating a PayPal account is optional, but you'll enjoy PayPal's Buyer Protection on all eligible purchases, plus faster checkout every time you shop.

Create a PayPal account? (It only takes a moment.)

Yes. I'd like to create a PayPal account.

Password

Confirm password

No, thanks

**Pay Now**

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:

### GP2U Telehealth Pty Ltd

#### Your order summary

Descriptions	Amount
Medical Appointment Booking Fee Item number:7s3-3PsY4xGW1obkxw... Item price: \$49.00 Quantity:1	██████████
<b>Item total</b>	██████████
<b>Total \$</b>	██████████ AUD

#### Review your information

**Pay Now**

---

**Payment methods** [Change](#)

**VISA** Credit/Debit Card : Visa XXXX-XXXX-XXXX-██████████ \$██████████ 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 [policies](#) to learn more about your payment source rights and remedies.

---

**Contact information**  
████████████████████

**Pay Now**

And you should see something very similar to the following:

### GP2U Telehealth Pty Ltd

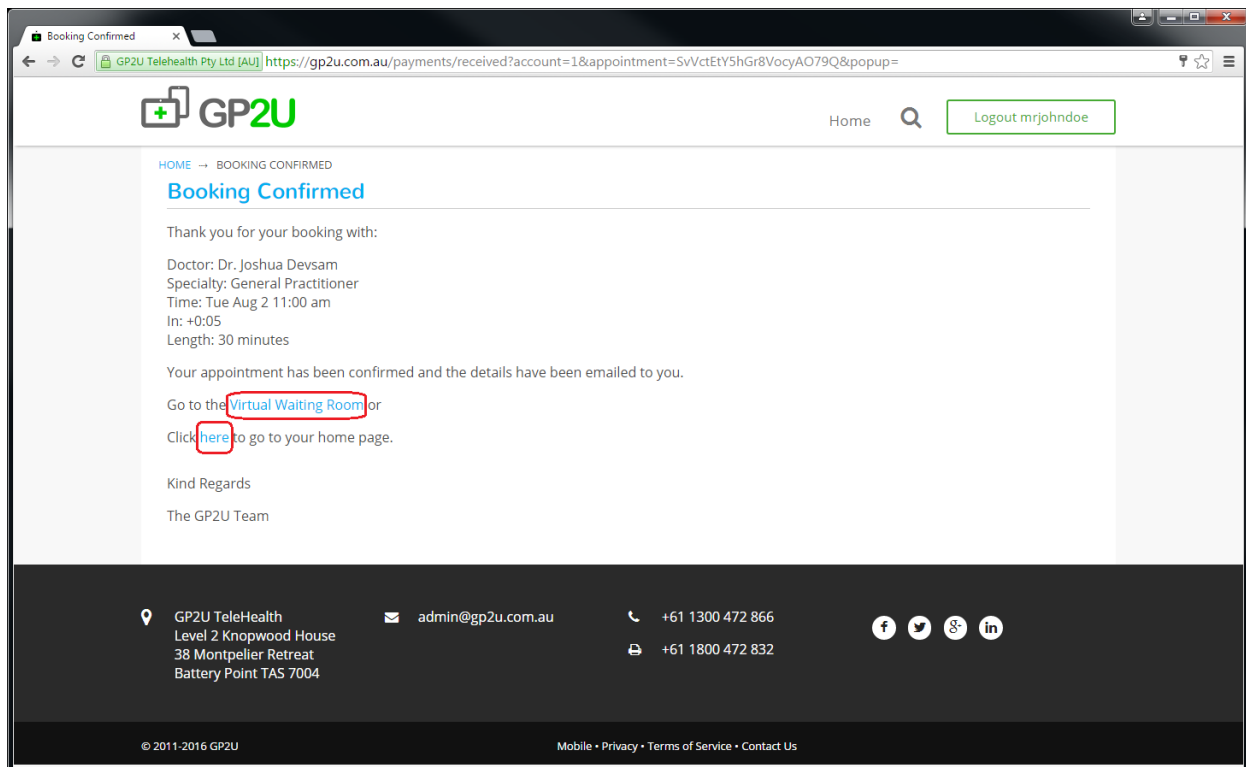
#### Thanks for your order

Your payment of \$49.00 AUD is complete.

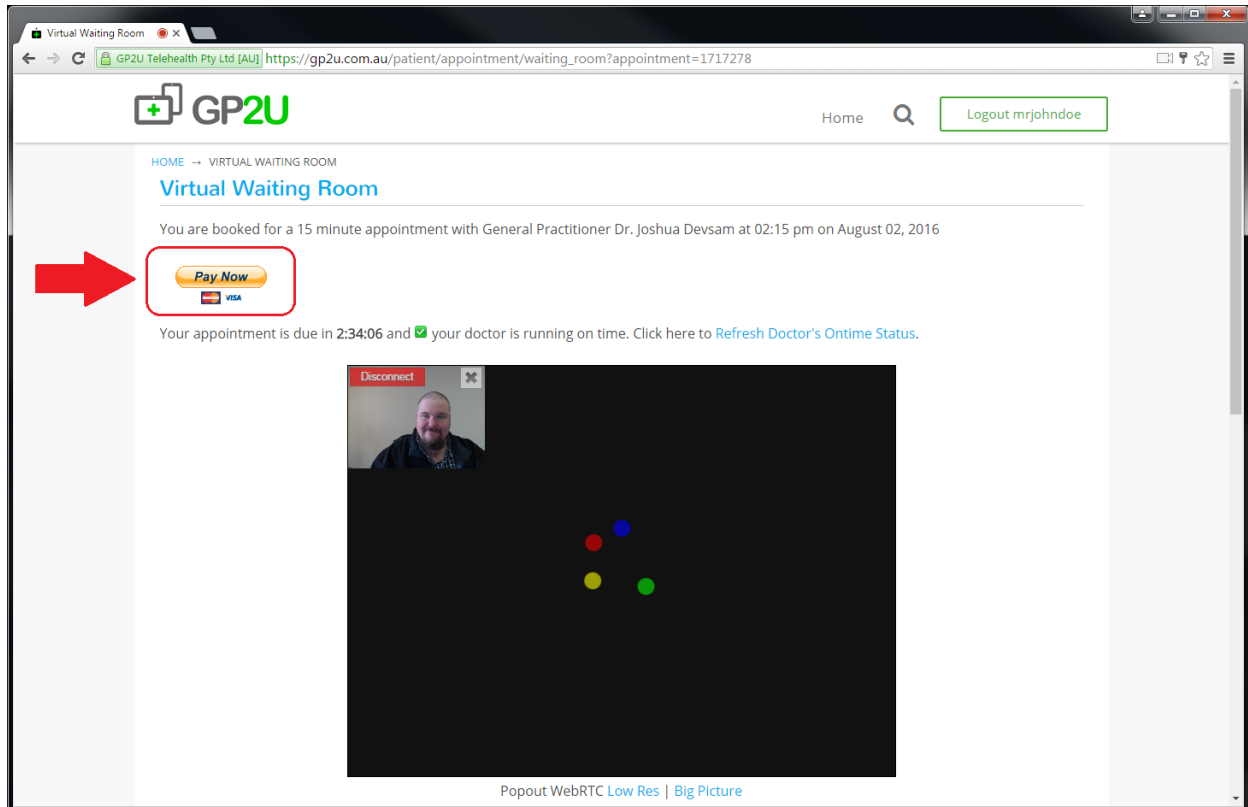
You're now going back to GP2U Telehealth Pty Ltd.

If you are not redirected within 10 seconds, [click here](#).

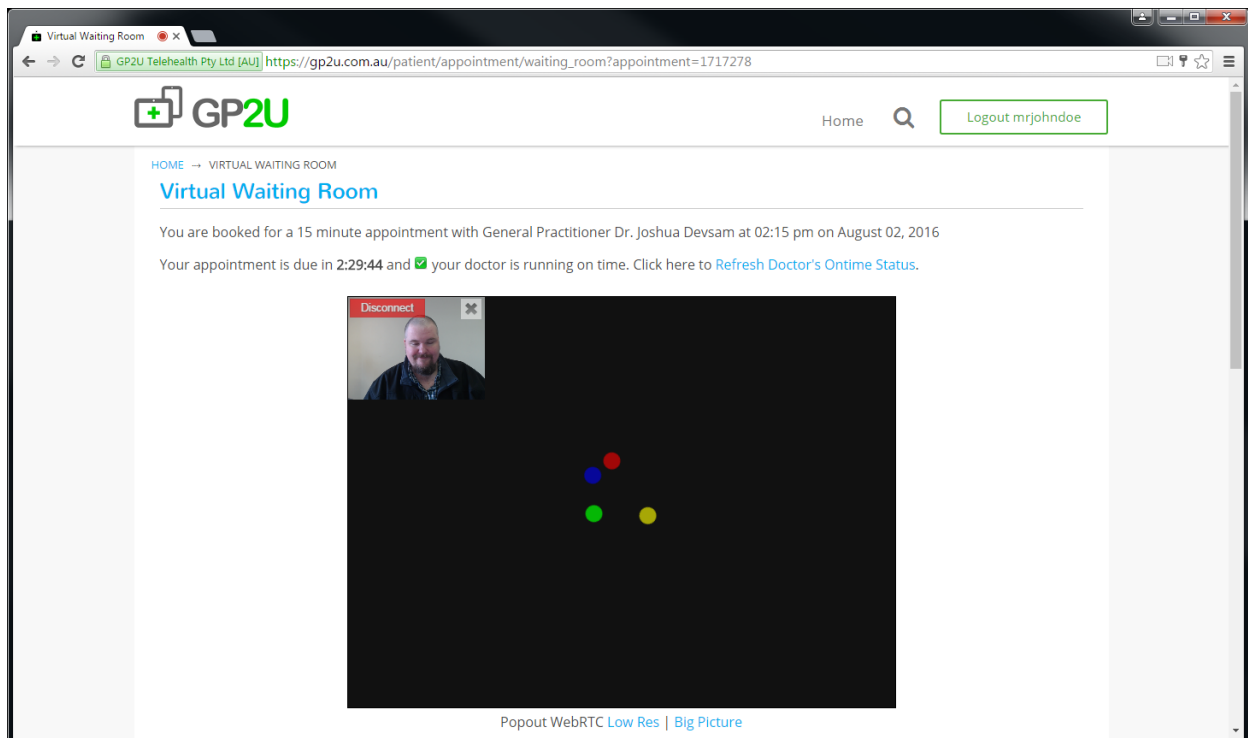
This redirects to the GP2U site where you have the option of going straight to the virtual waiting room:



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:

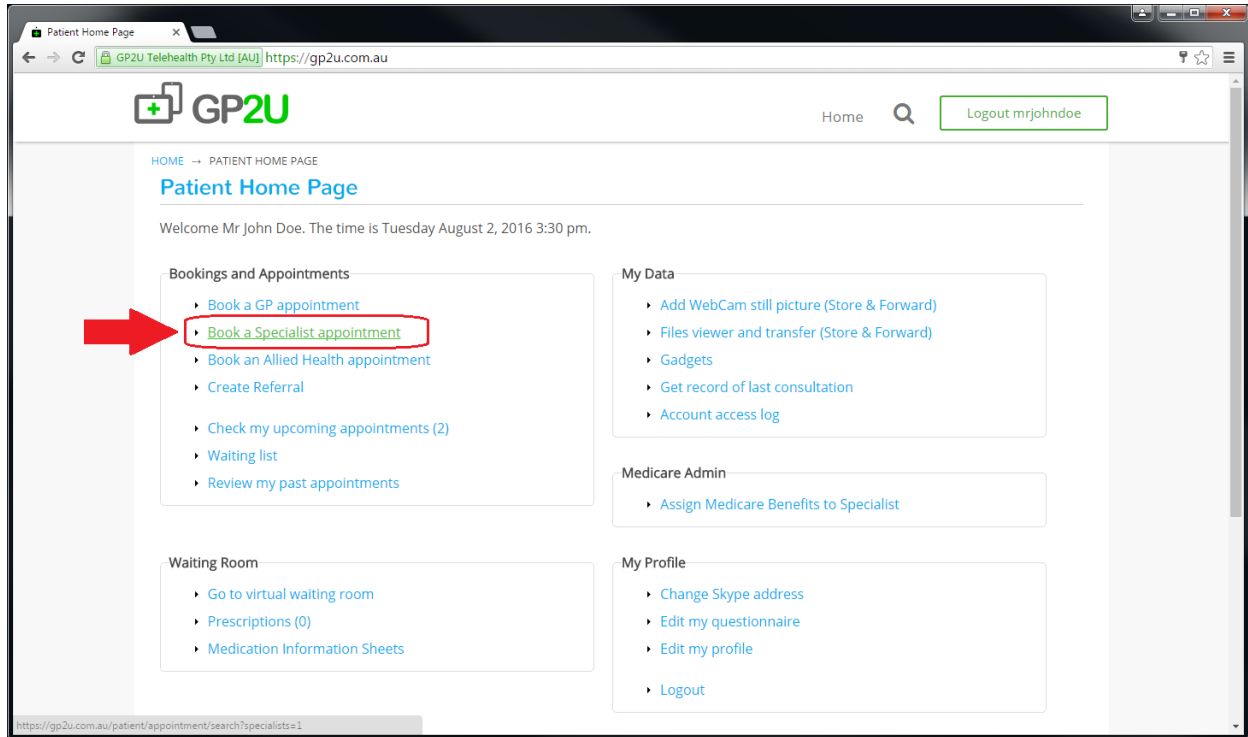


The doctor appears on the screen where the “Waiting to connect...” text is.

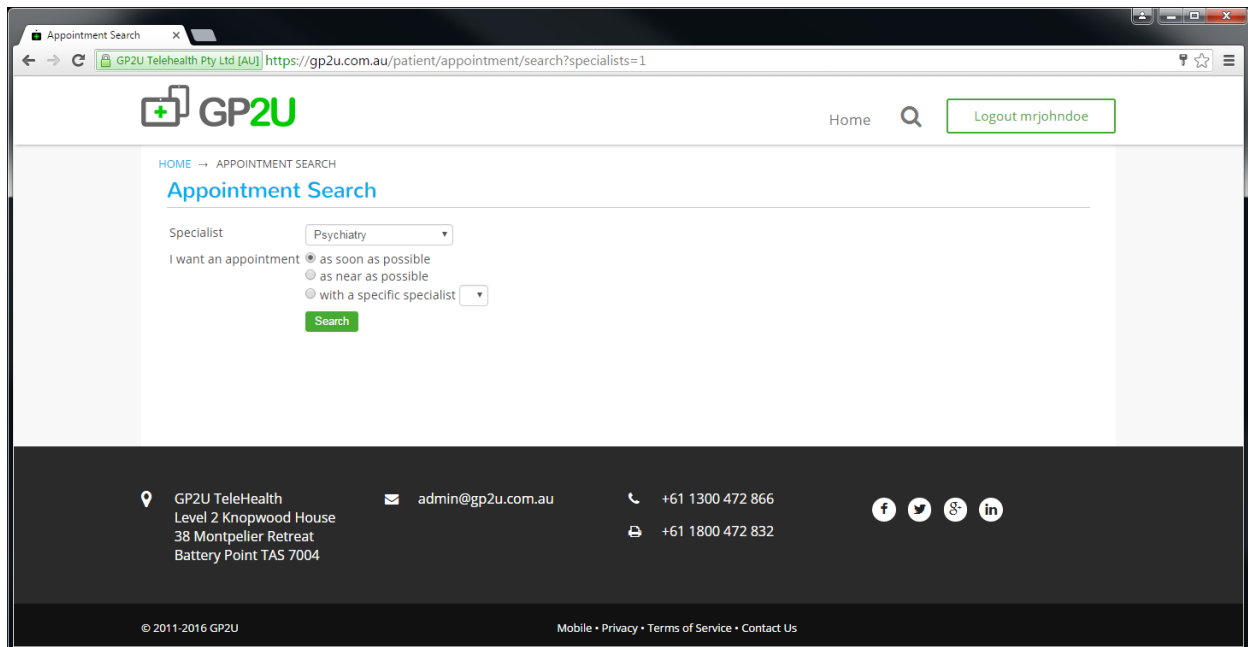


## BOOK A SPECIALIST APPOINTMENT

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":

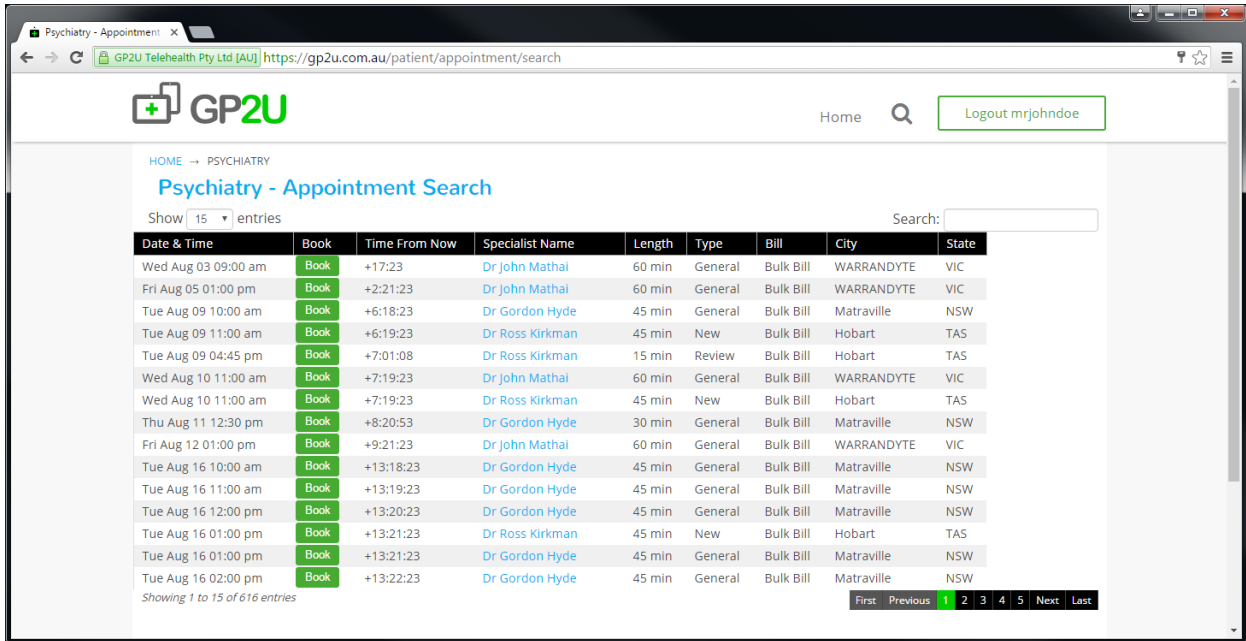


Then select a Specialist type. For this example we will use Psychiatry, then click the search button:

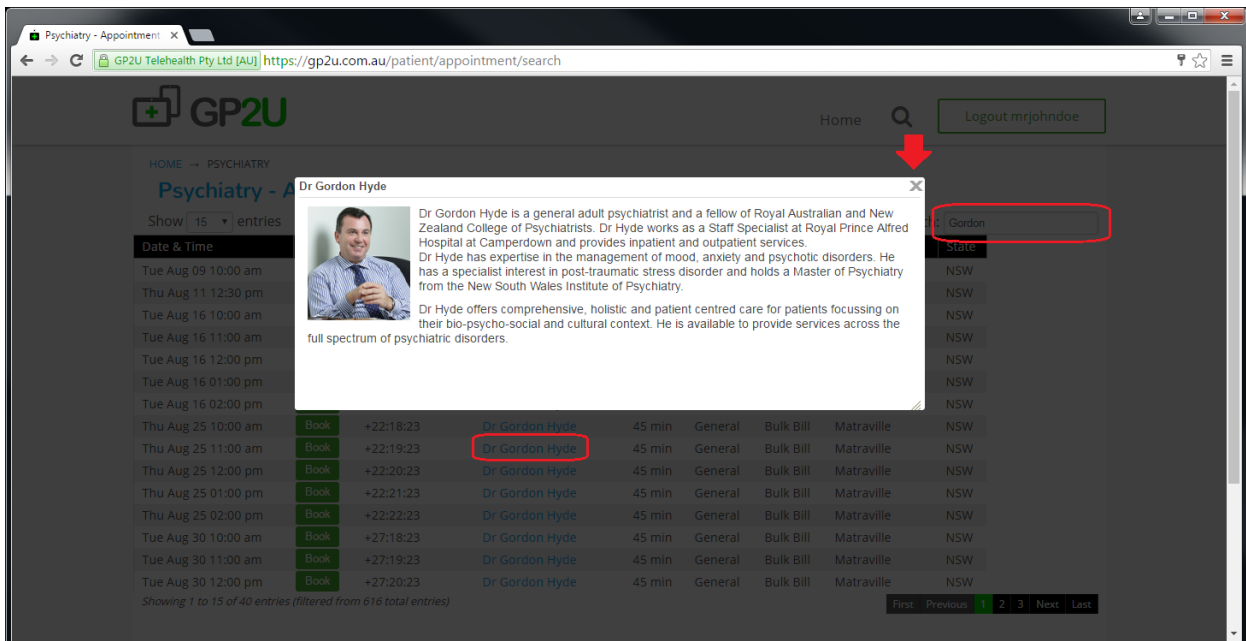


**\*WARNING\*** This may take a bit of time to load from the database, as we have hundreds of available bookings.

This is what should come up on your screen:

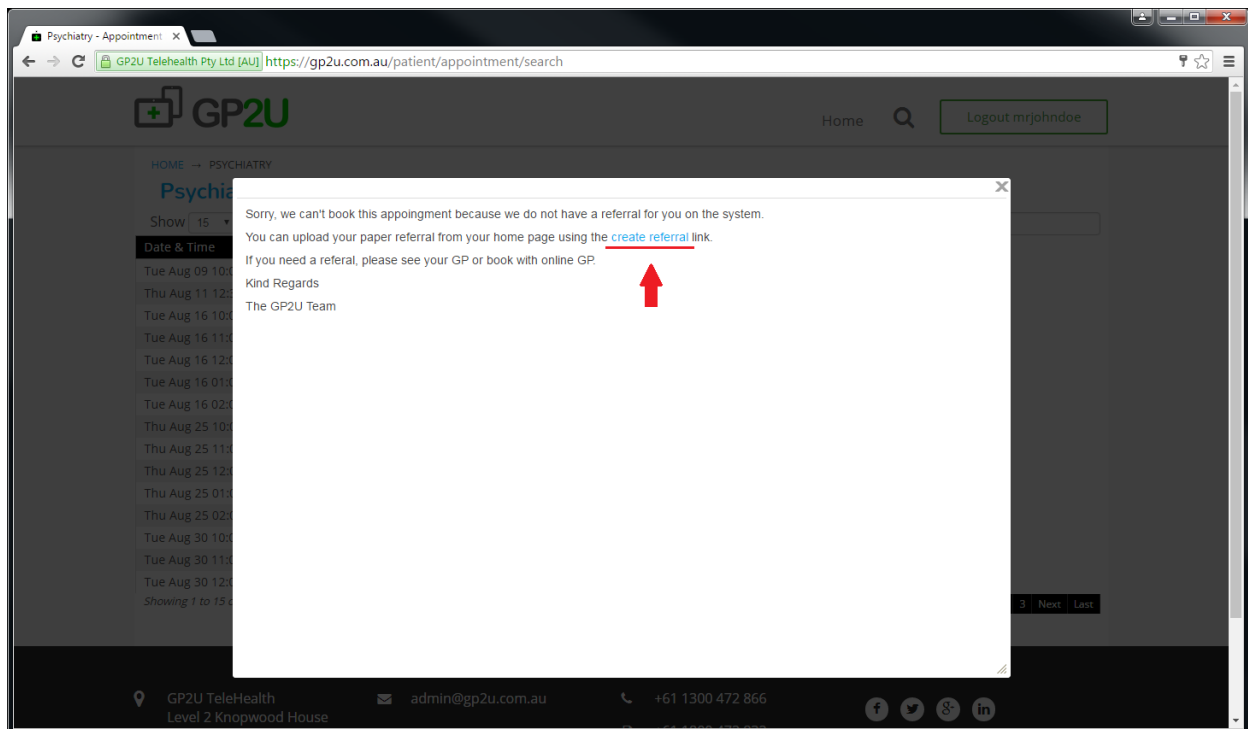


You can either type in a few letters of the Specialist name in the Search Bar to find a Specific Specialist or look at the available dates and make a selection that best suites you. Each of our Psychiatrists has a small bio about themselves so feel free to find one that speaks to you. In this example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



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.

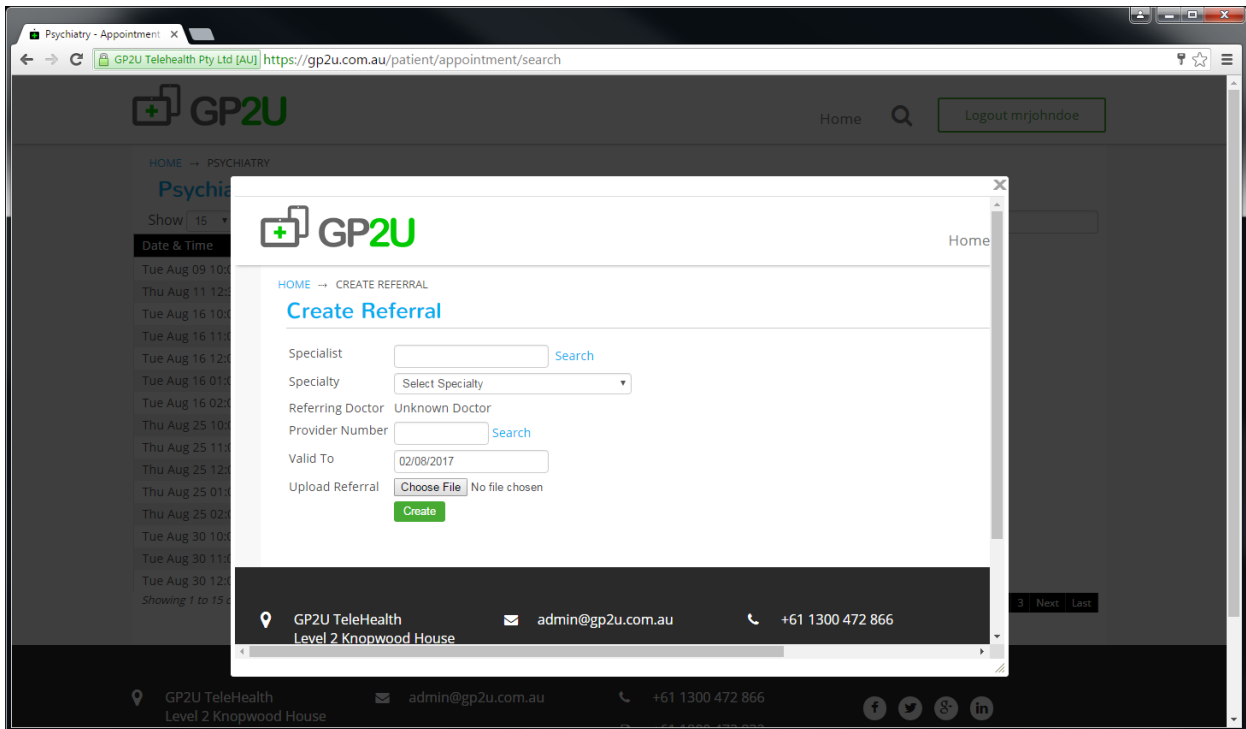
Once you have made a decision you can click on “Book.” But as you can see from this example, you do not have a referral yet:



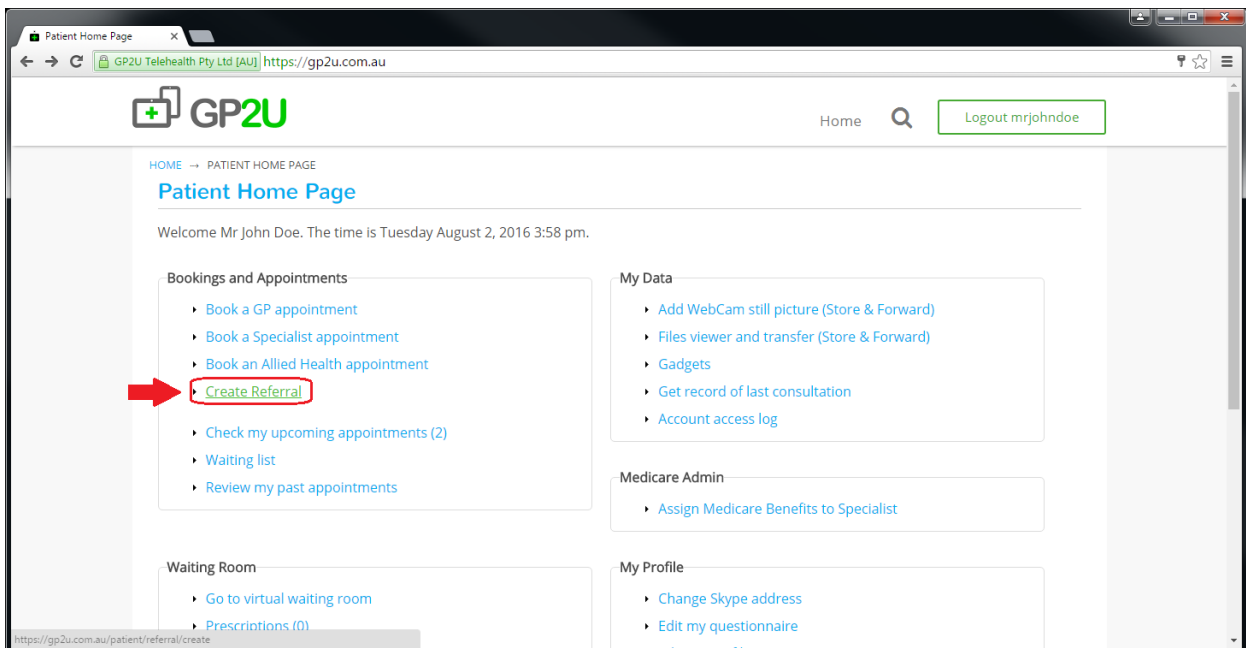
So in order to book a Specialist Appointment, you need a referral from a GP or Specialist. So let's see about creating a referral to see a Specialist.

## CREATING A REFERRAL

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



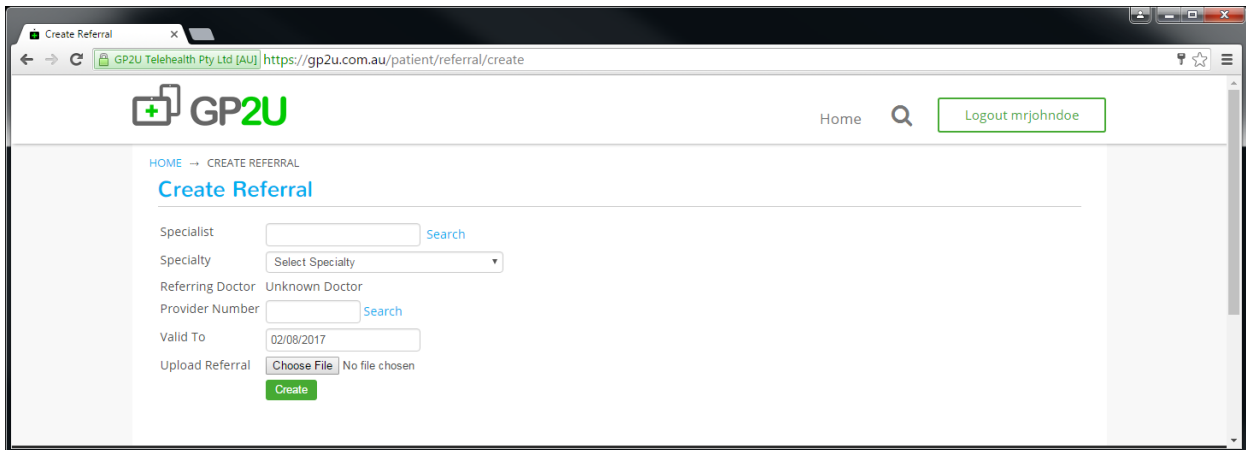
Or from the home page click on “Create Referral”



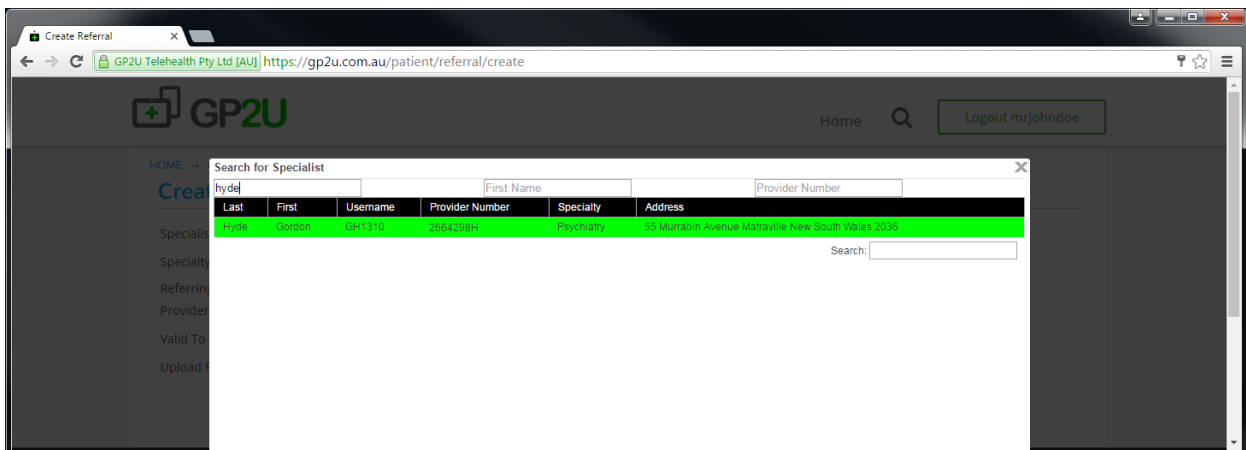
Please note in addition to a valid referral, you MUST have a valid Medicare Card and be in an RA2-RA5 zone for our Specialists to Bulk Bill you. You can check to see if you are eligible here:

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

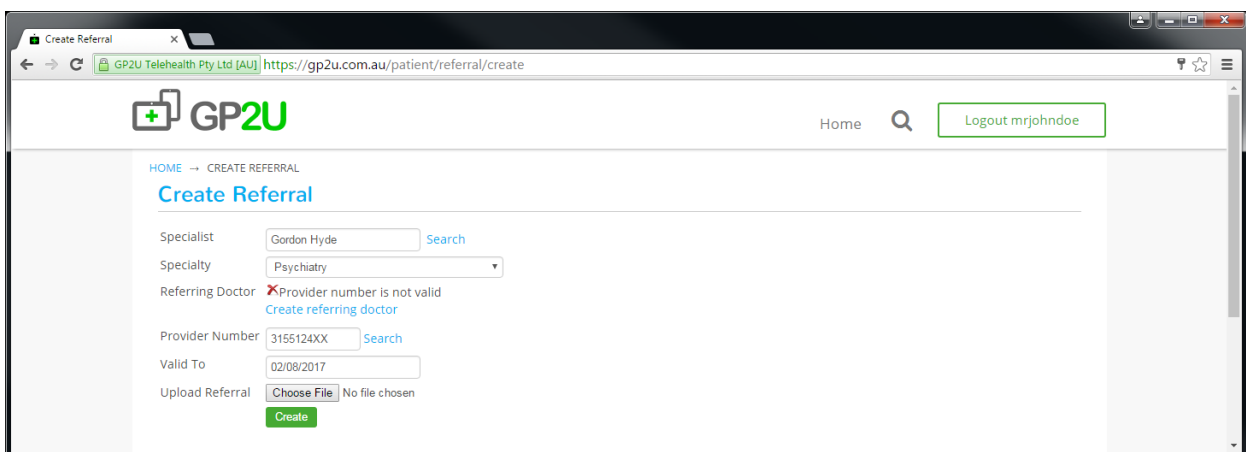
From here you will need to create some details for our records.



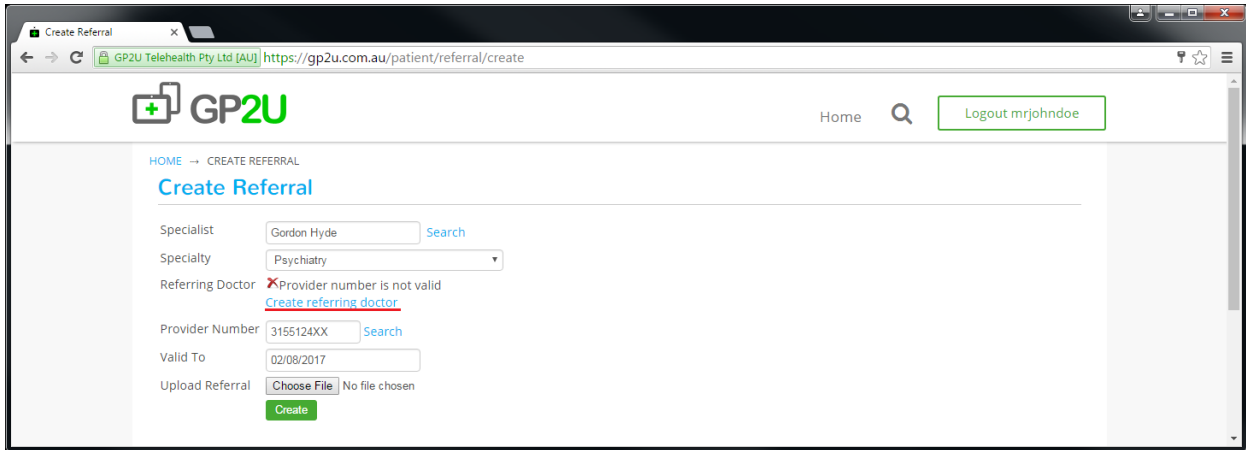
We will need the Specialist name (which you can search for by clicking on search or anywhere in the Specialist field, this should automatically select “Psychiatry” as the Specialty:



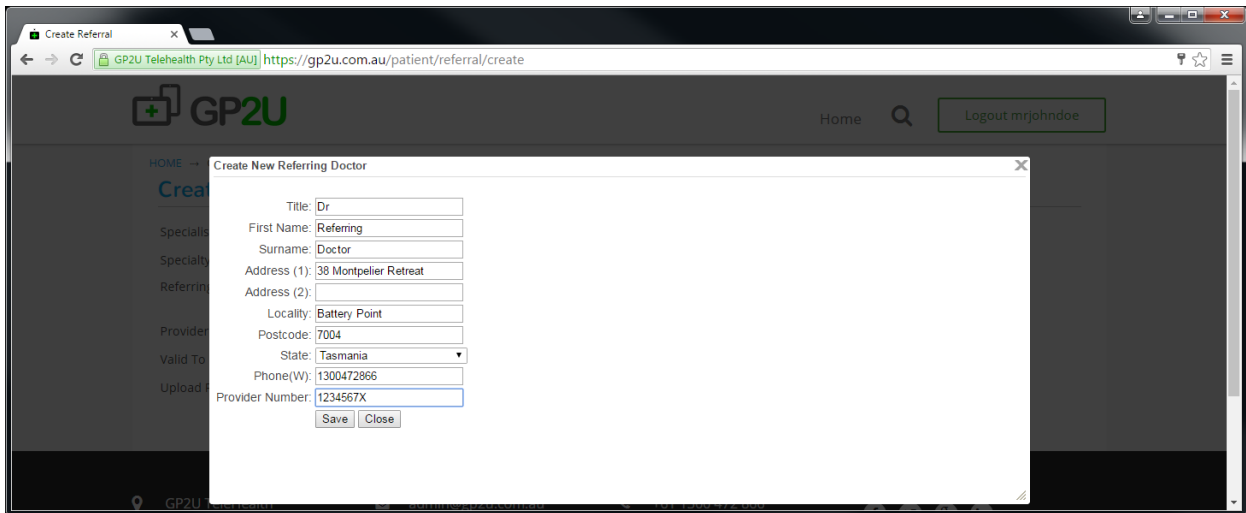
From here, you will need to enter in a Provider Number of the Referring Doctor:



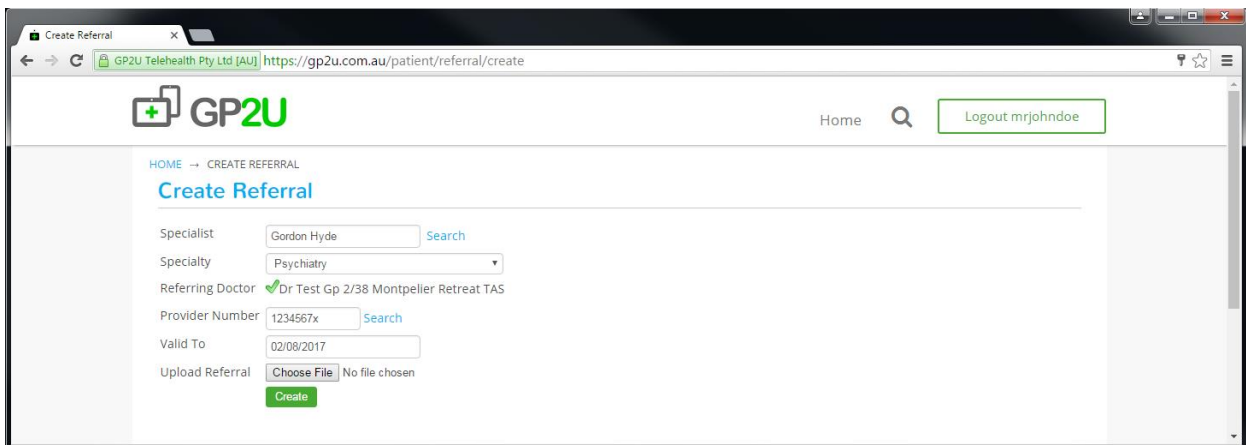
If the doctor is not on our system, click on “Create referring doctor”



Then enter the details about the referring doctor:

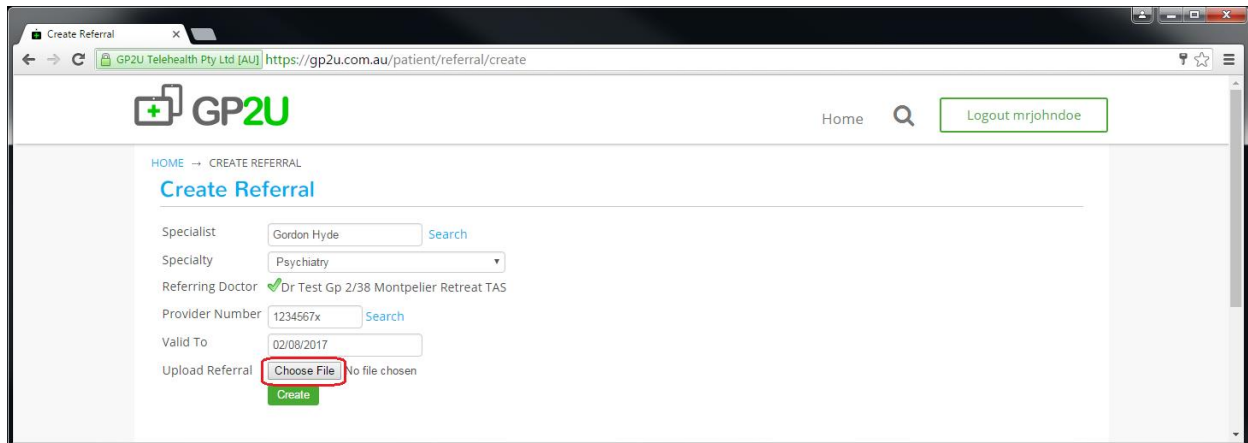


That should create the referring doctor on our system:

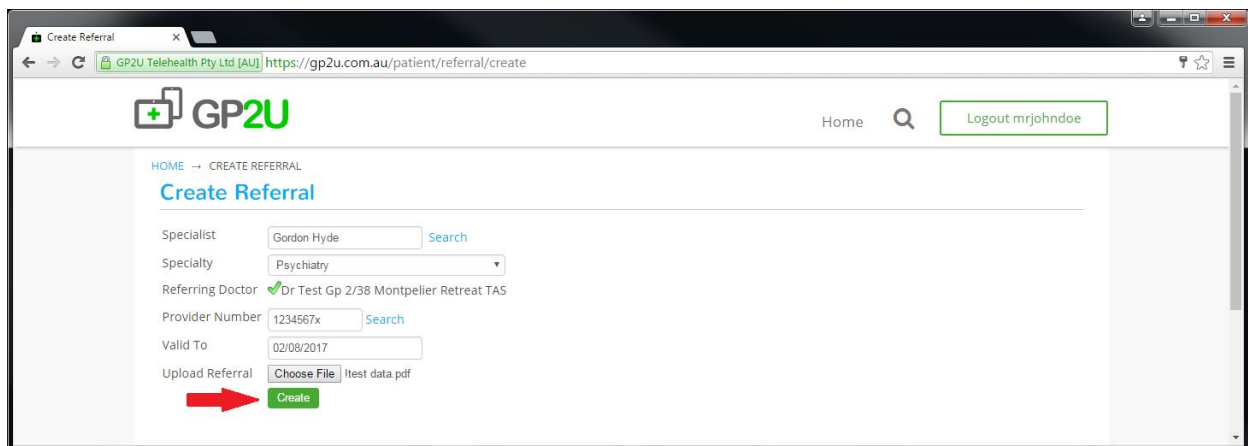


Once the referring doctor is created, then you need to upload the referra.

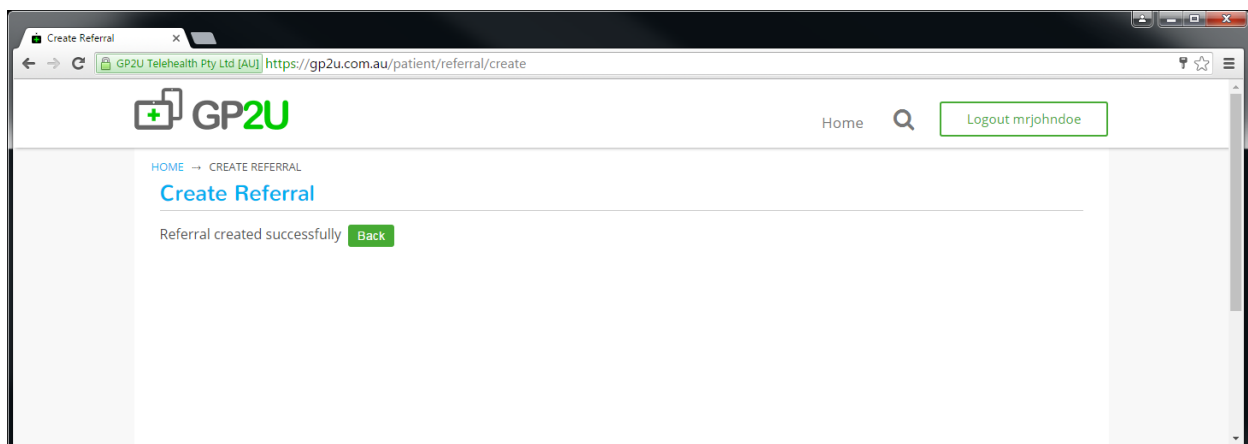
Simply click on “Choose File” to locate your referral:



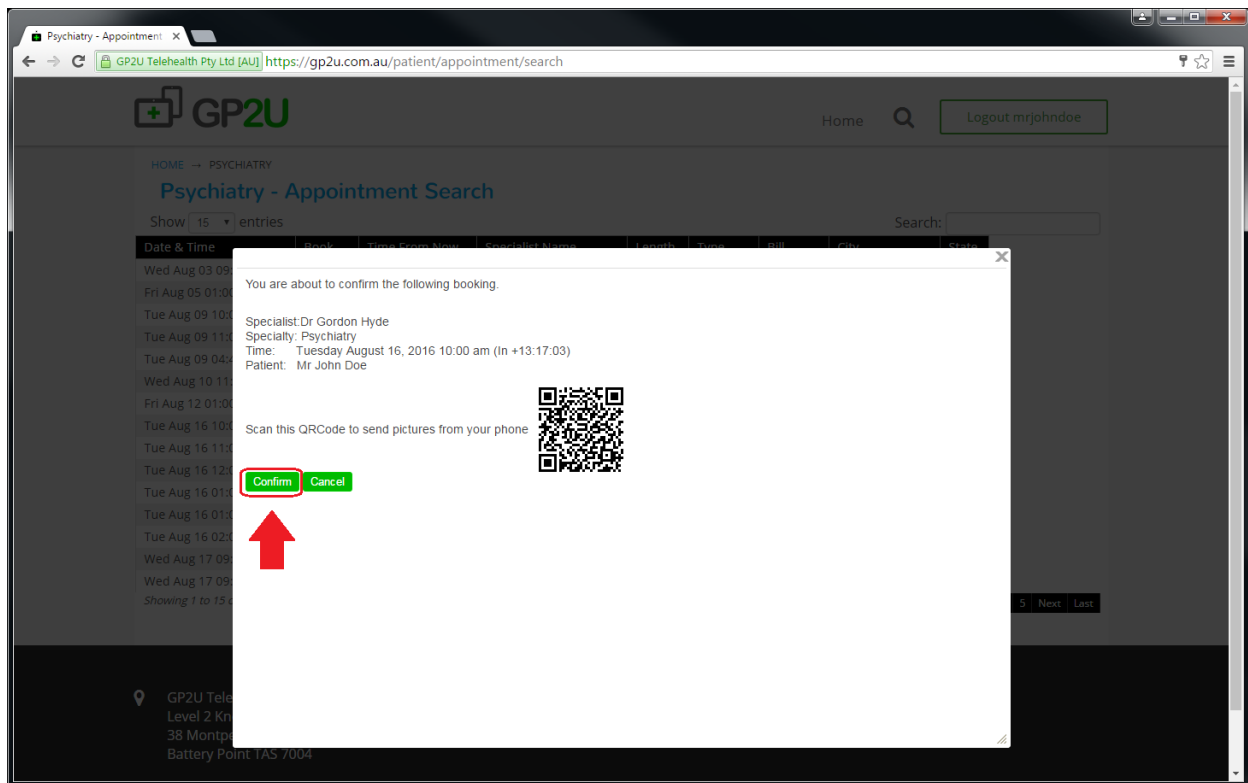
And navigate to where the referral is stored. Please note, our system prefers word documents, jpgs, or PDFs. Once it is loaded, just click on the “Create” and it should be loaded. If the file is missing, you may need to reattach it again before you can continue.



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



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:

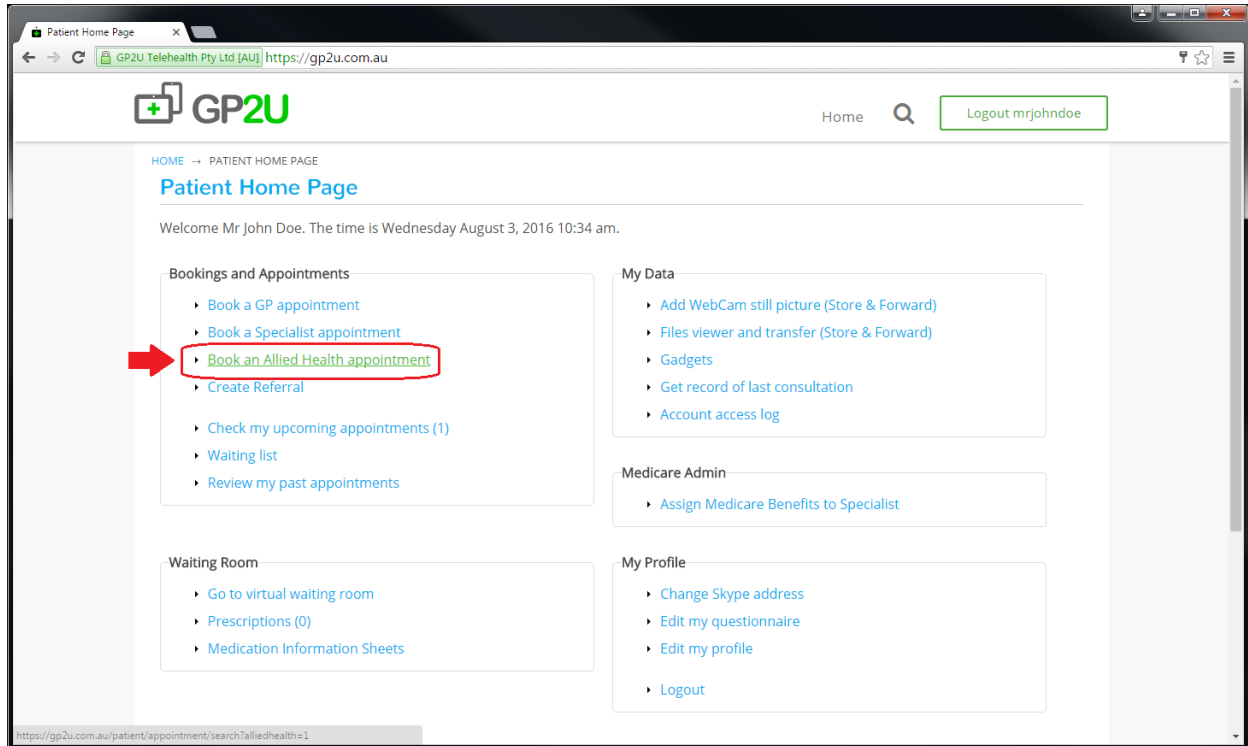


And you are done!

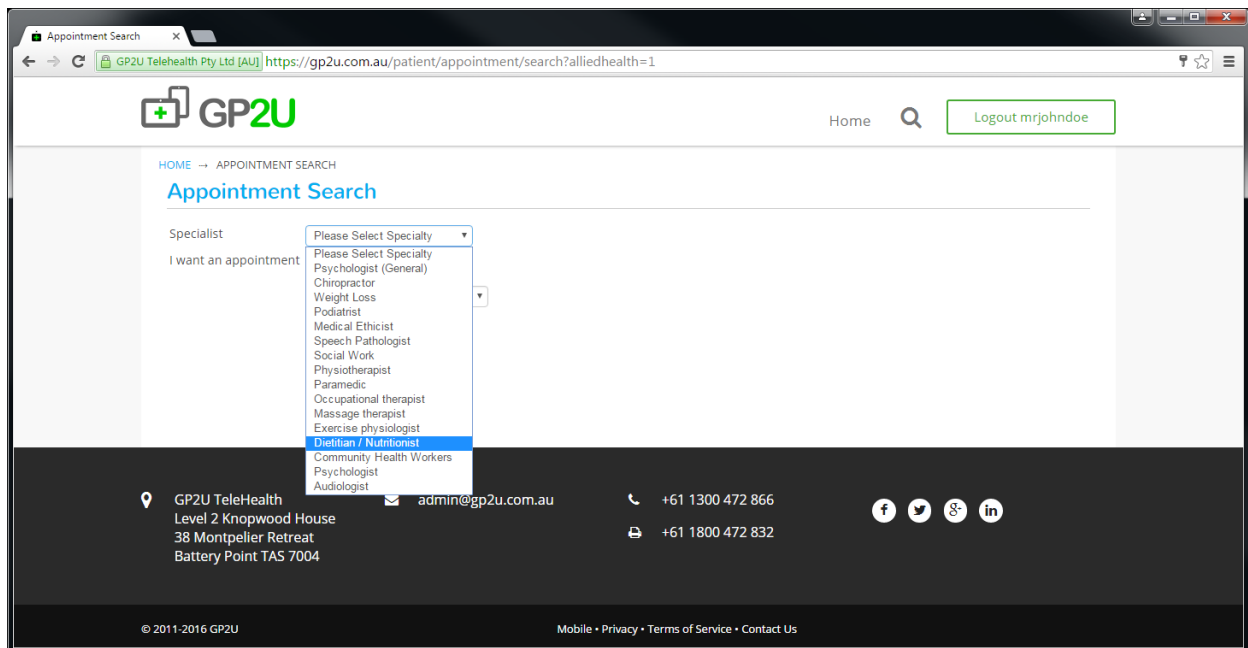


## BOOKING AN ALLIED HEALTH APPOINTMENT

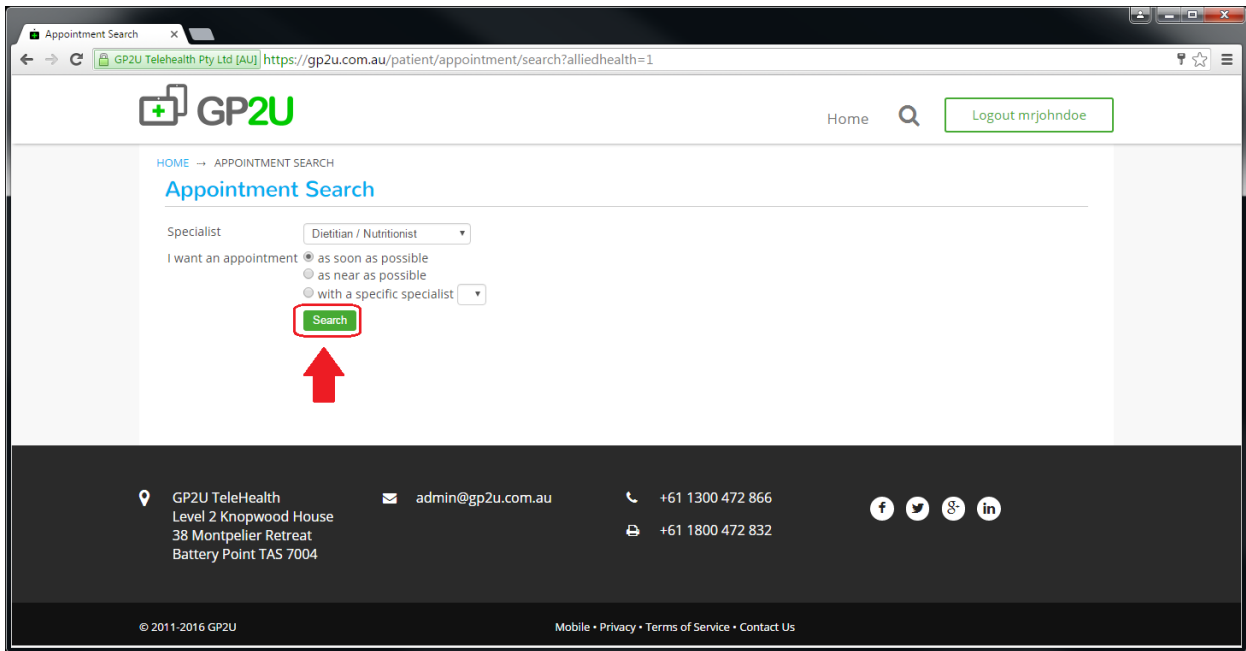
For an Allied Health booking, it is the same steps you used to make a GP booking. And just like the GP booking, you will need to pay for Allied Health appointments or apply a product code if you have one (the only exception to this is Psychology appointments if you have a current Mental Health Care Plan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



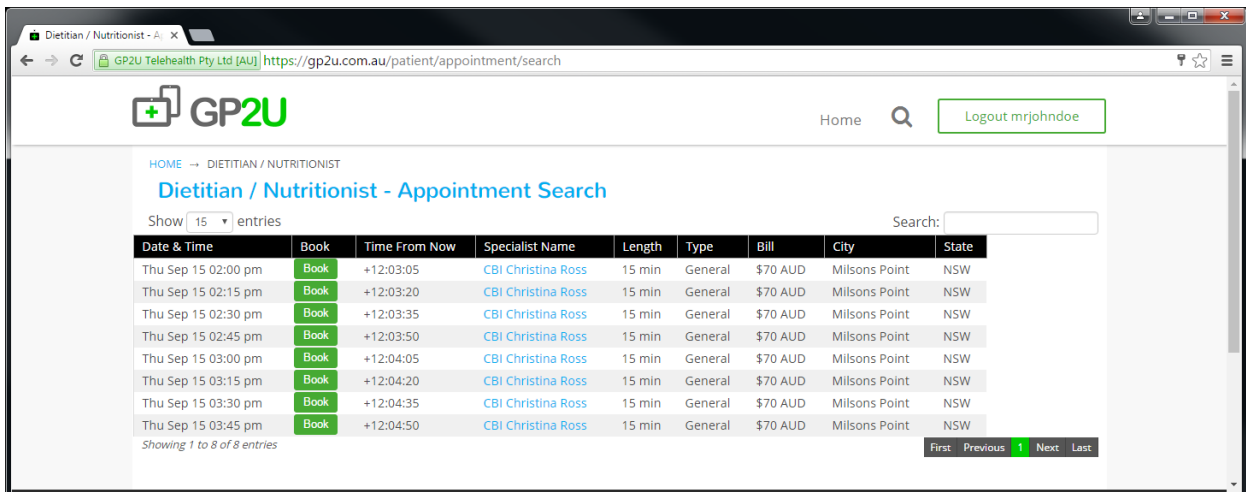
For this example, let's select the Dietitian/Nutritionist for the Specialist field:



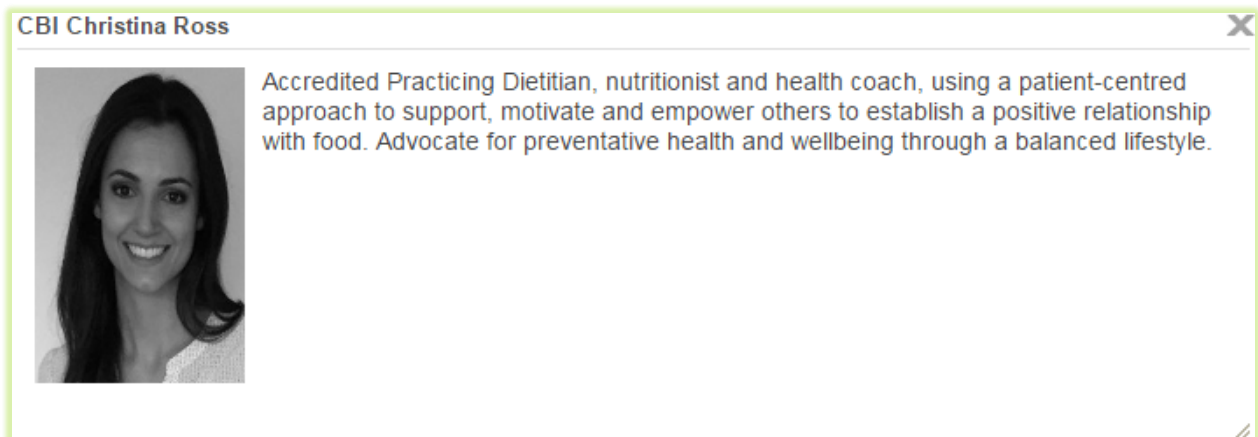
Once you have the Dietitian/Nutritionist selected, just make sure the “I want an appointment” section is, you have selected the “as soon as possible” button, then click search:



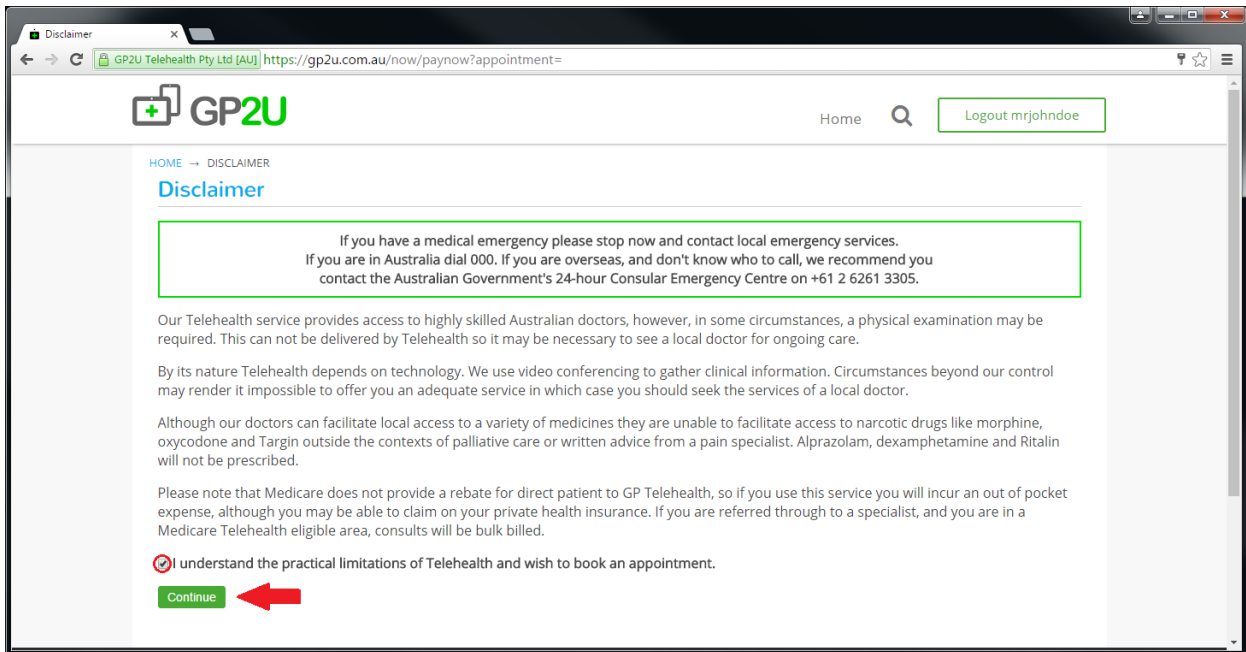
As is the case with the GP’s you should see a selection of Allied Health Professionals and their available times:



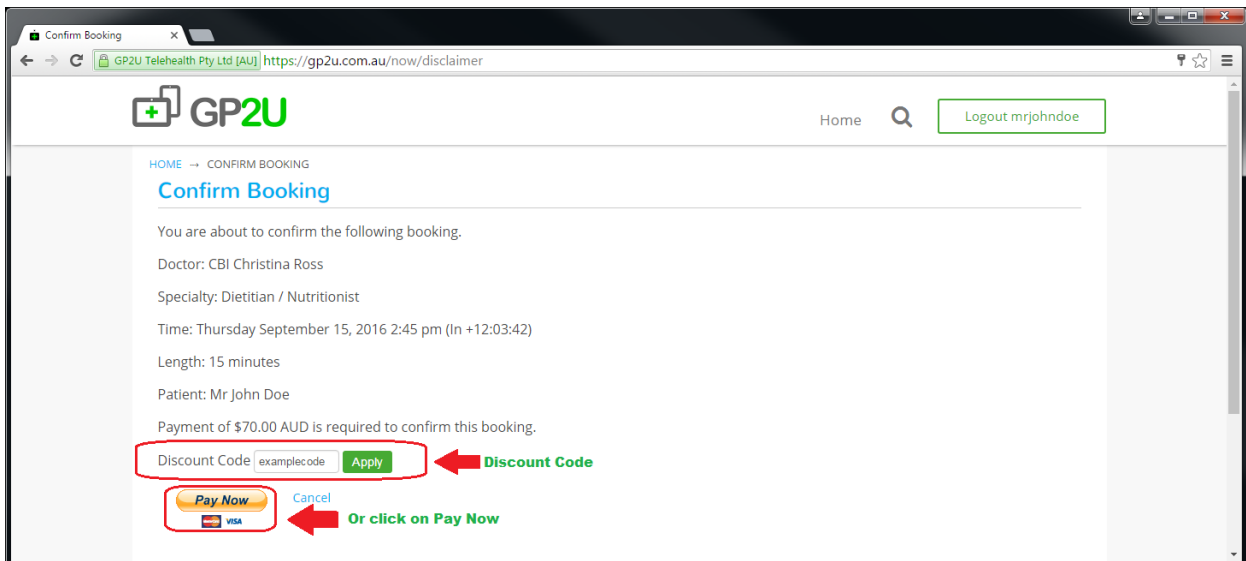
If you click on “Christina Ross” then a small bio will pop up for her:



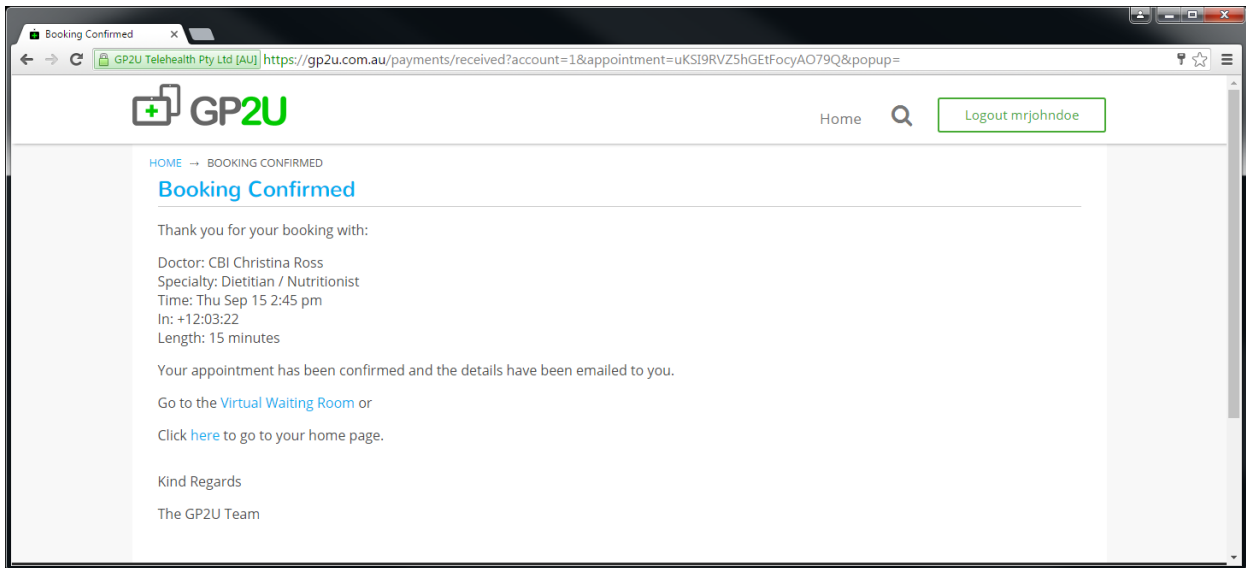
Once you have had a look at the Dietitian, and found a suitable time, just click on any of the “Book” buttons and read the “Disclaimer” page and click the tick box where it says “I understand the practical limitations of Telehealth and wish to book an appointment.” Then click on the “Continue” button:



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:



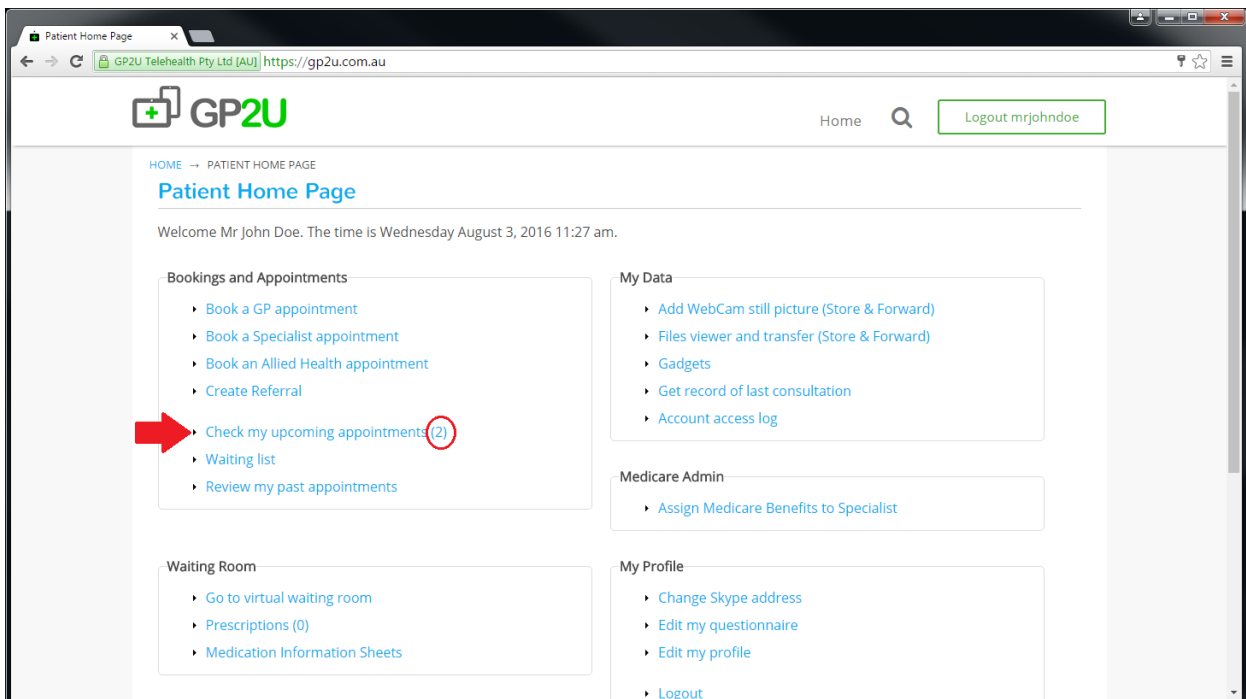
Once you have made payment or used a discount appointment code, then you will see the “Booking Confirmed” screen:



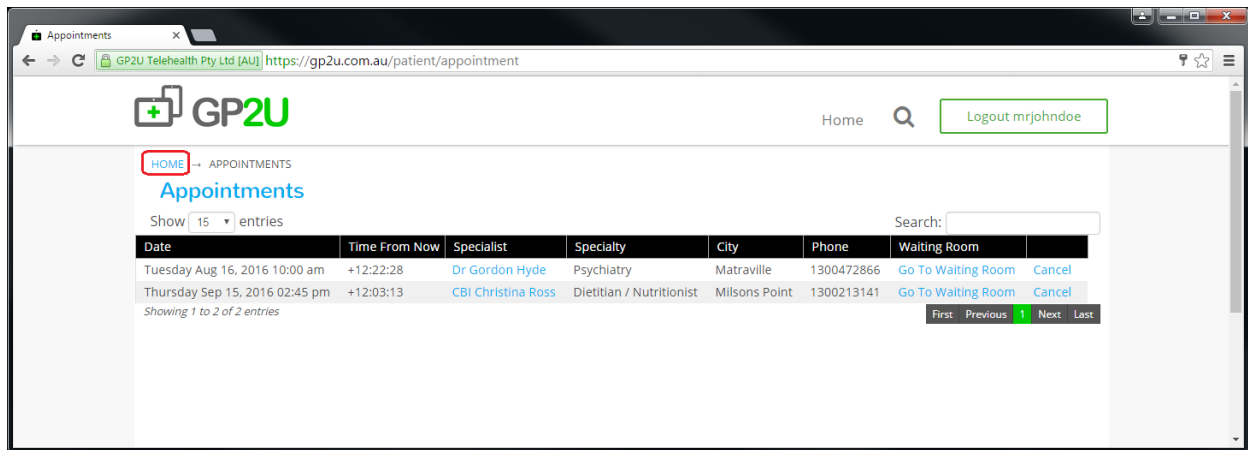
From here, you can either click on the “Virtual Waiting Room” link to head to the waiting room and wait for the Allied Health Professional to join you in there, or click on the “here” link to go to your home page.

## 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:



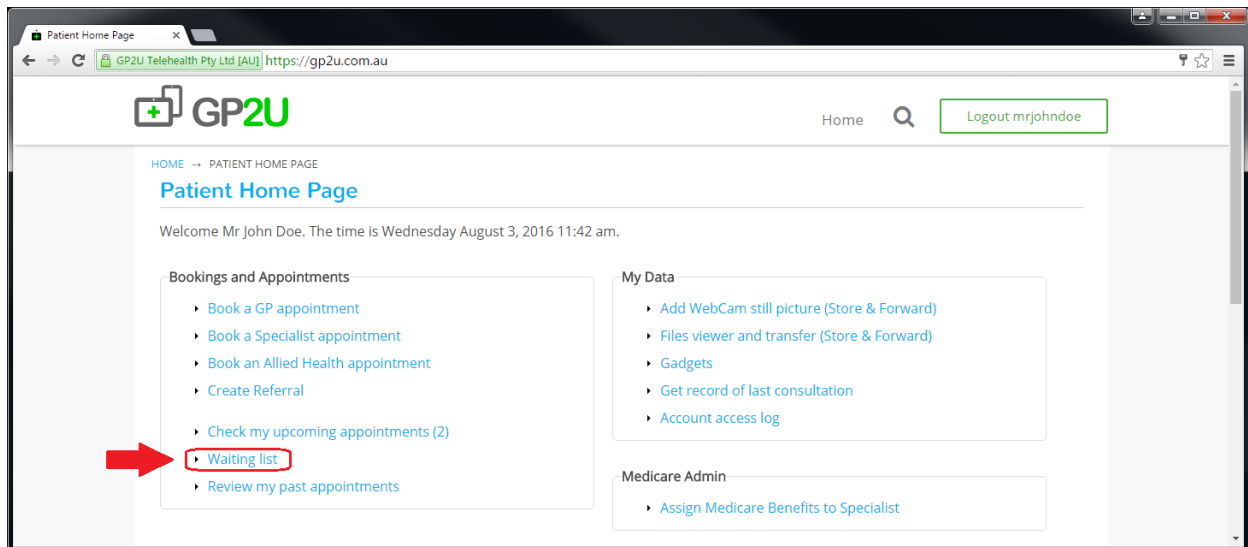
And this will show you all of your upcoming appointments that you have as well as the times in your local time zone that you registered with us originally:



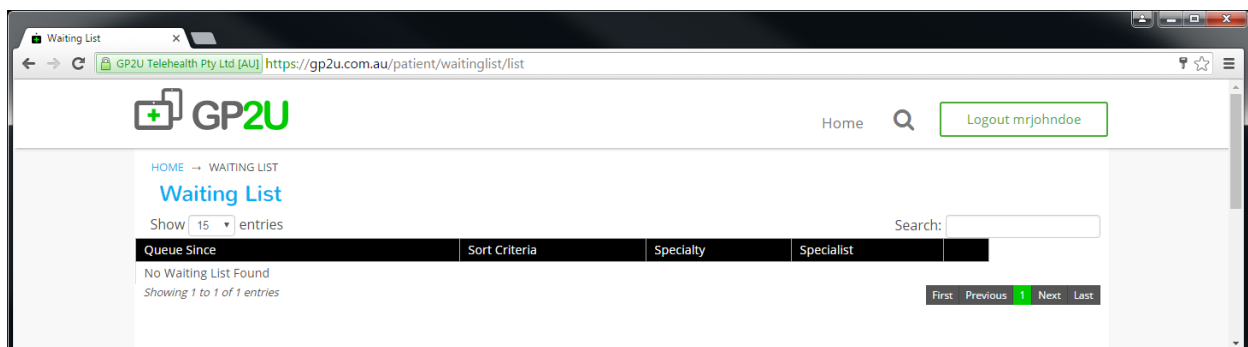
When you are done, just click on the “HOME” link and that will take you to the Patient Home Page.

## WAITING LIST

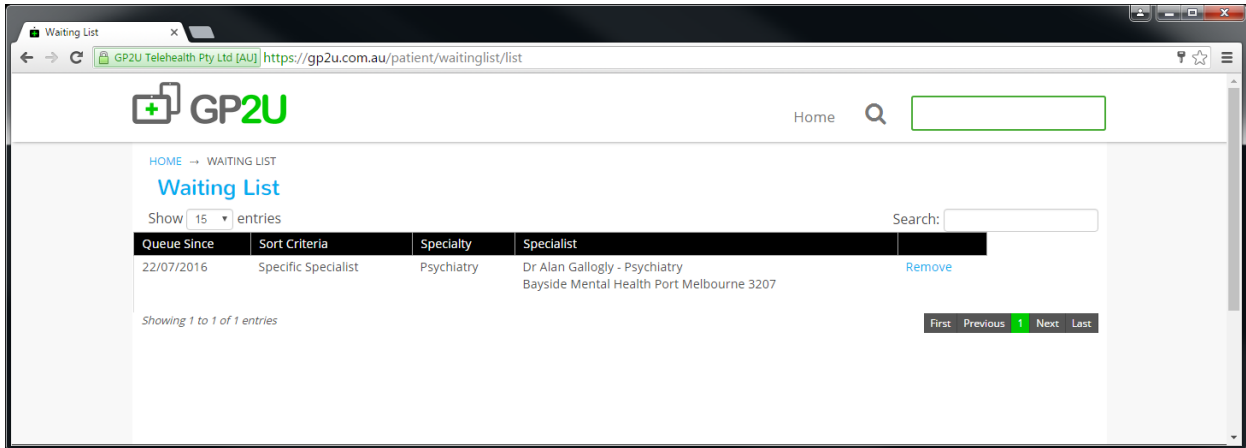
This link allows you to check you waiting list status. This is primarily used if you want to book with a specific Specialist, GP, or Allied Health Professional, but they do not have any times up. Currently, the only way to be put on a waiting list is to get a Medical Practice or a Practice Manager to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



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



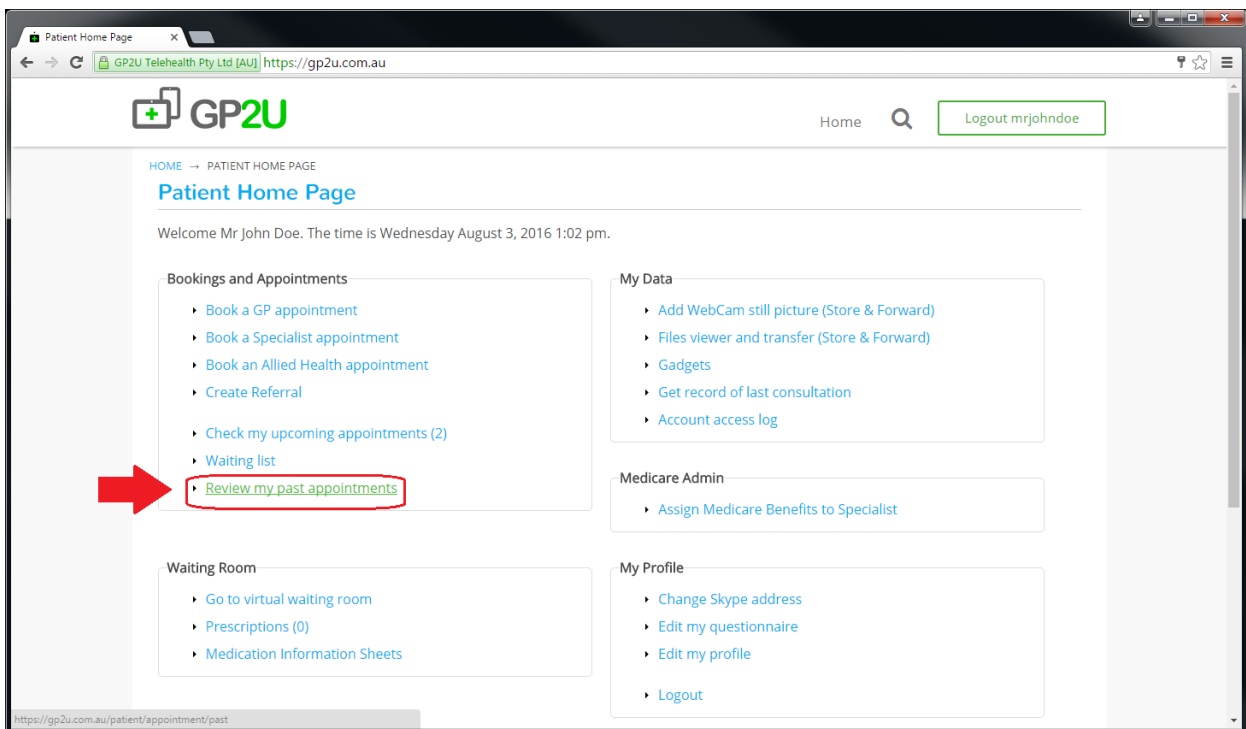
This is what a waiting list would look like if you were put on one for a psychiatrist:



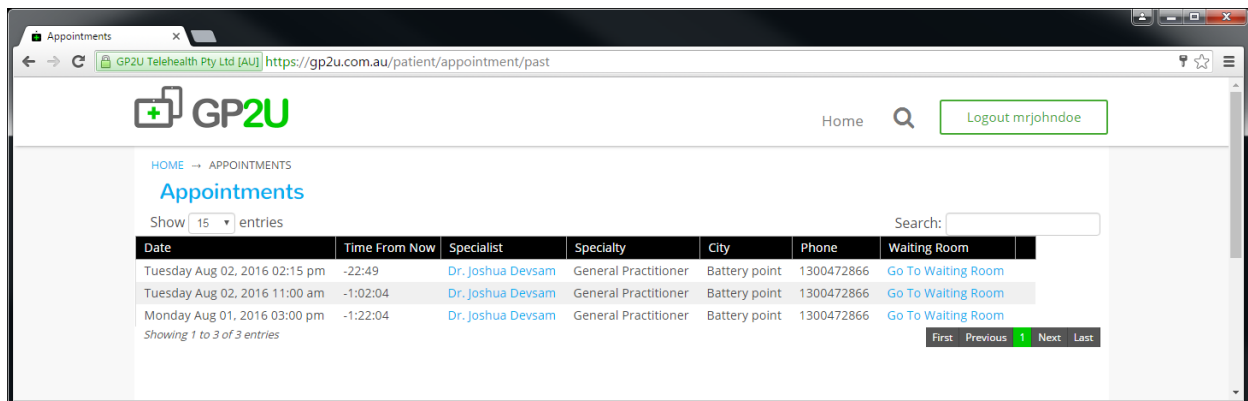
Our Specialists are pretty good about getting back to their patients, so just ring us at 1300 472 866 if you are on a waiting list and we will speak to the Specialist on your behalf and try to get you booked in with them.

## REVIEW PAST APPOINTMENTS

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



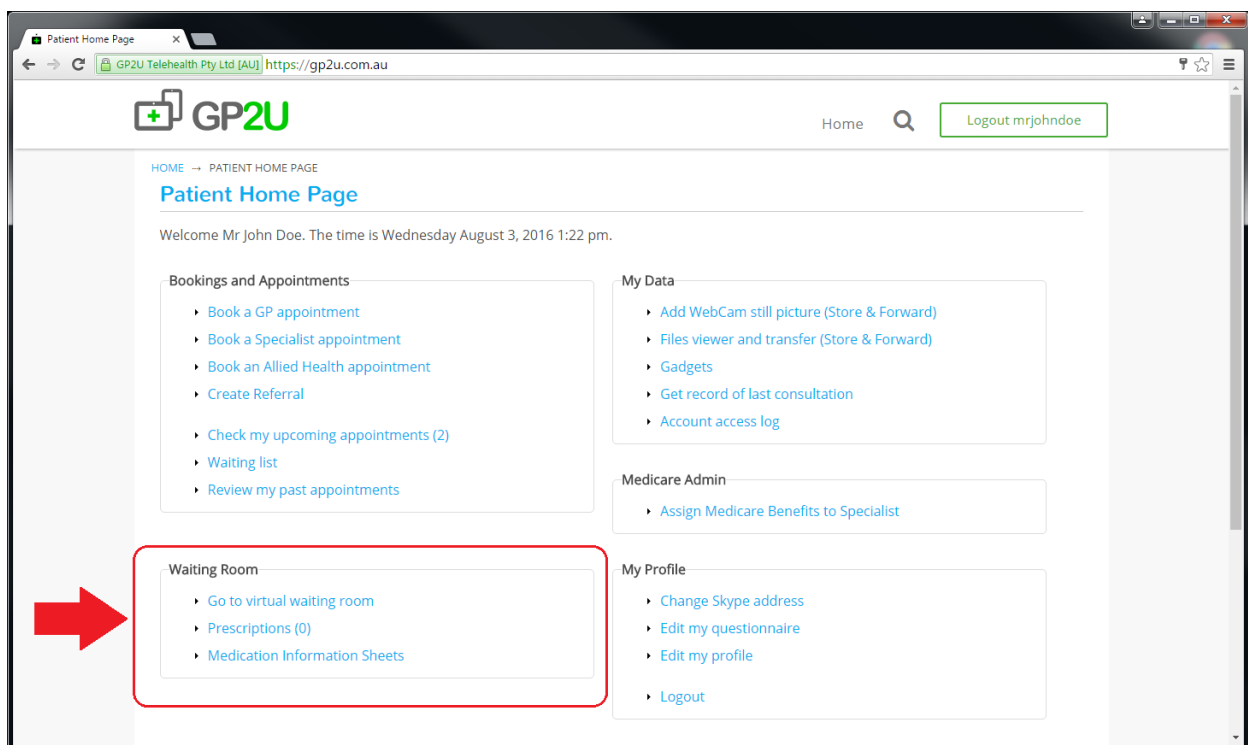
This is what our current patient has had in the past:



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

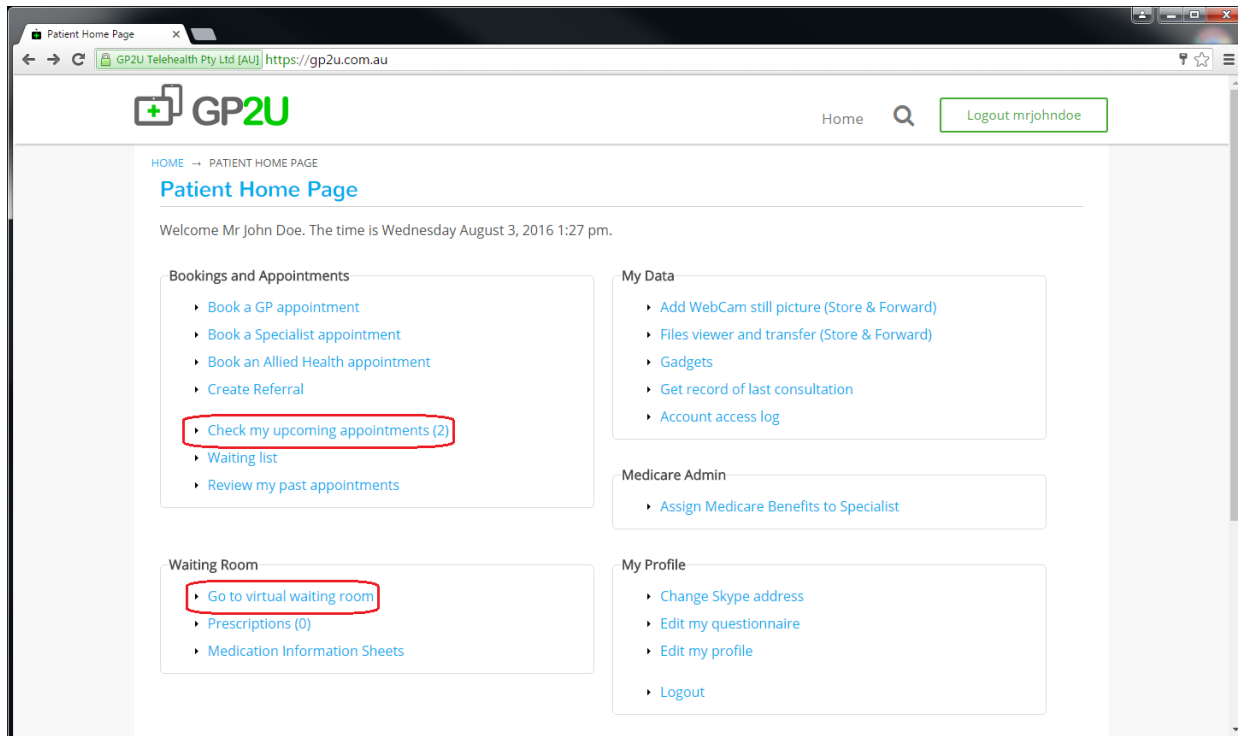
## WAITING ROOM

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

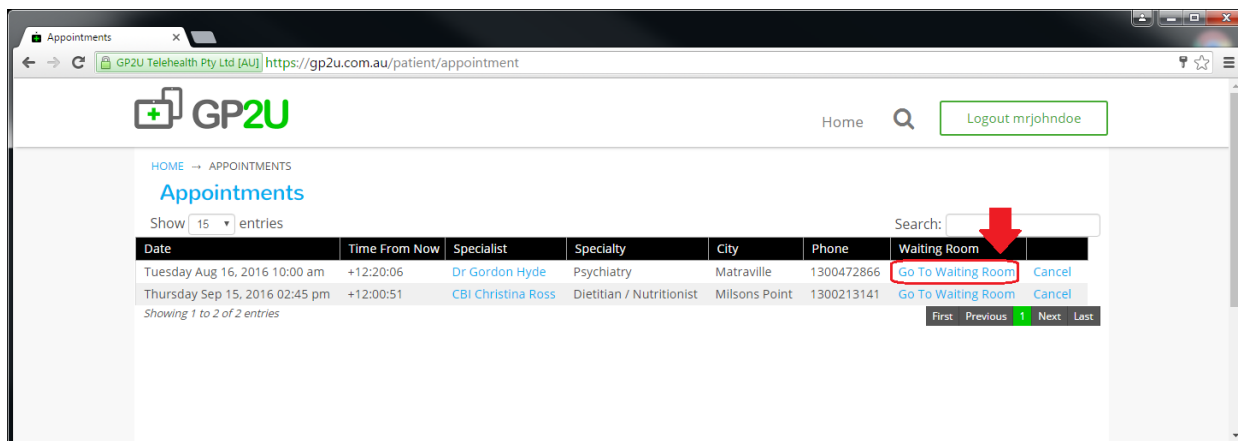


## GO TO VIRTUAL WAITING ROOM

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.



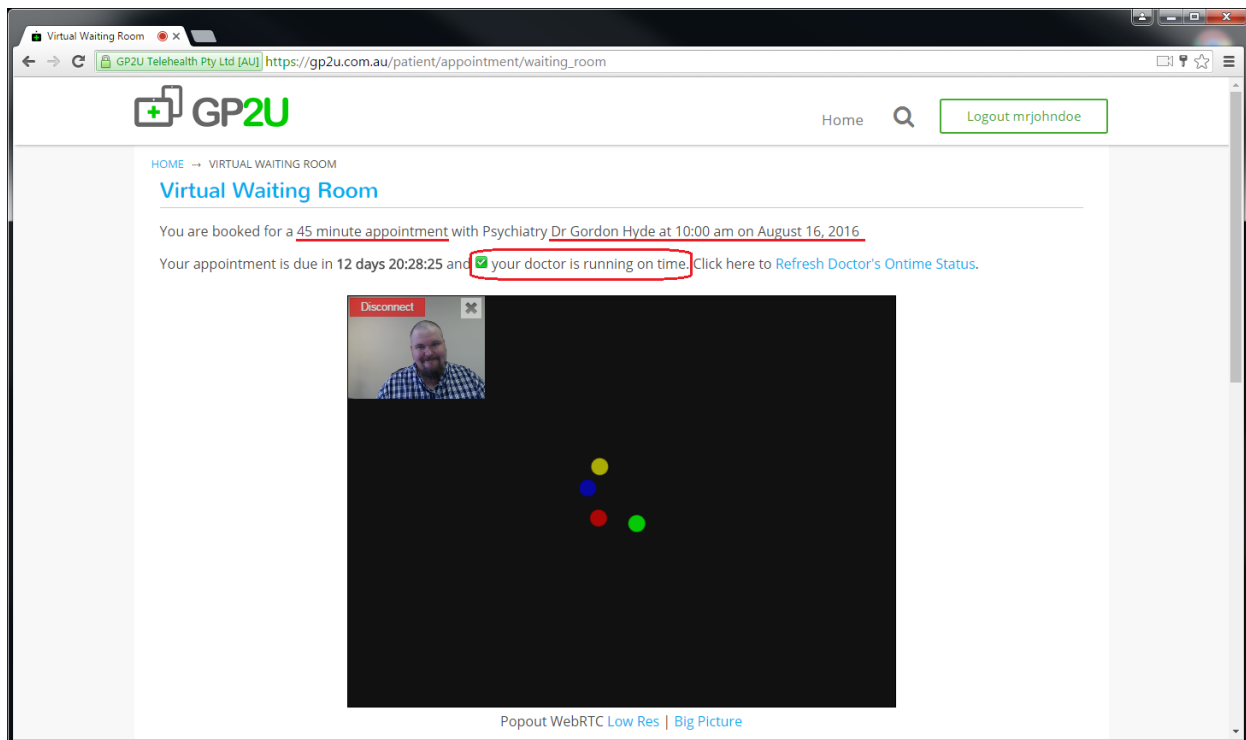
If you click on the “Check my upcoming appointments” link it will take you to your appointments page, but you can click on “Go To Waiting Room” from this page.



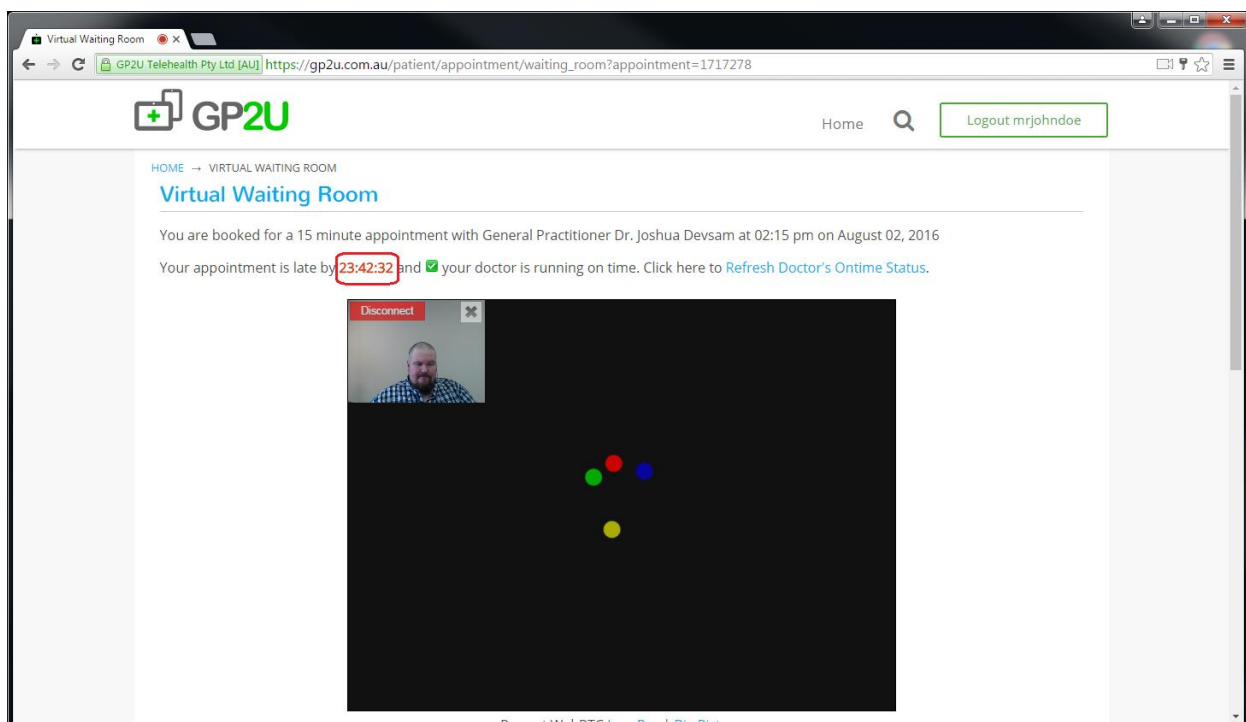
Or you can click on the “Go to virtual waiting room” from the Home Page



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:

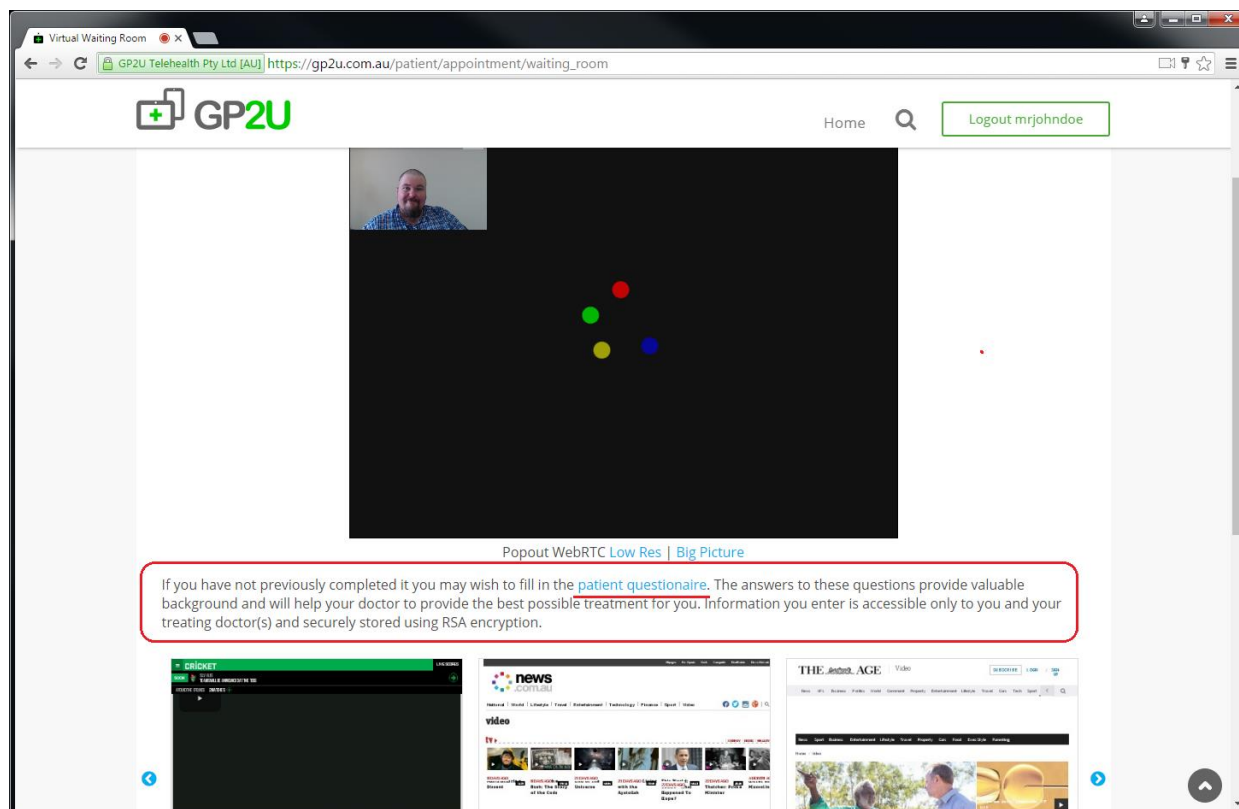


If you were to go to a previous waiting room, then the numeric text will be in red and the doctor may not be there:



Also one more thing...

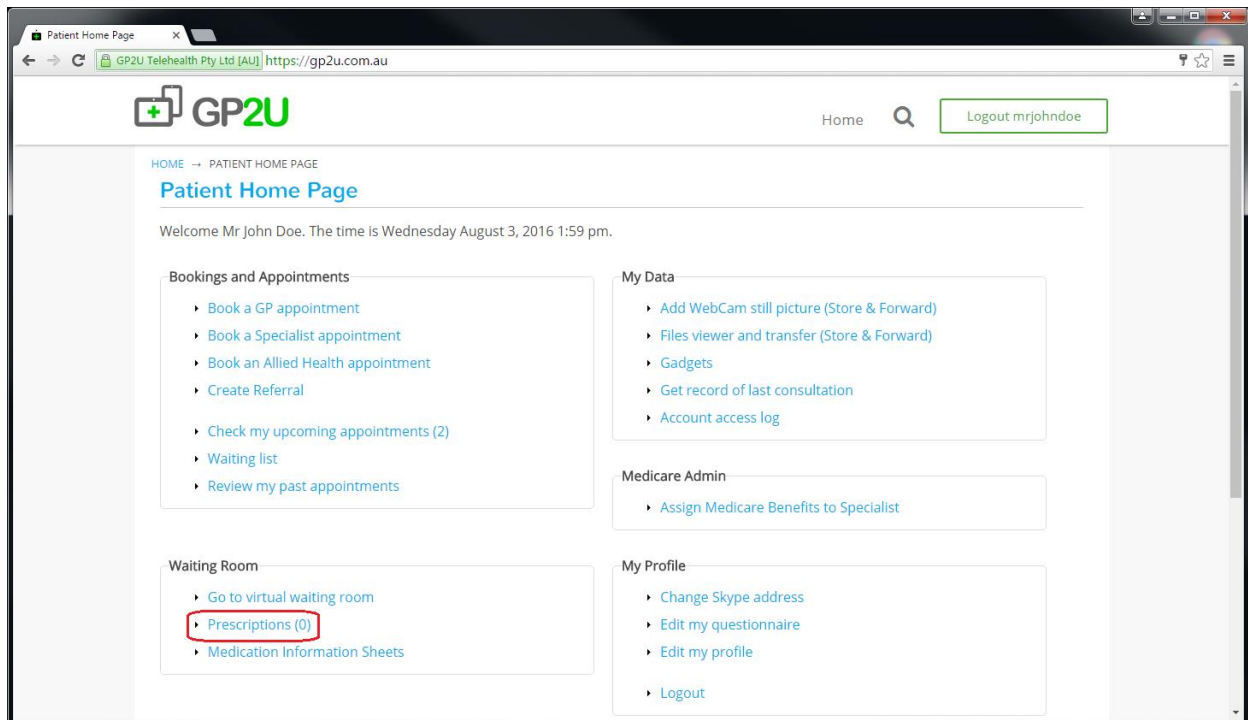
If you scroll down a bit on the Waiting Room Page, you will see a link to the “patient questionnaire”. If you are waiting a while, it would be ideal if for you to click on it and fill out some information for our doctors, so they can have some back ground history about your health:



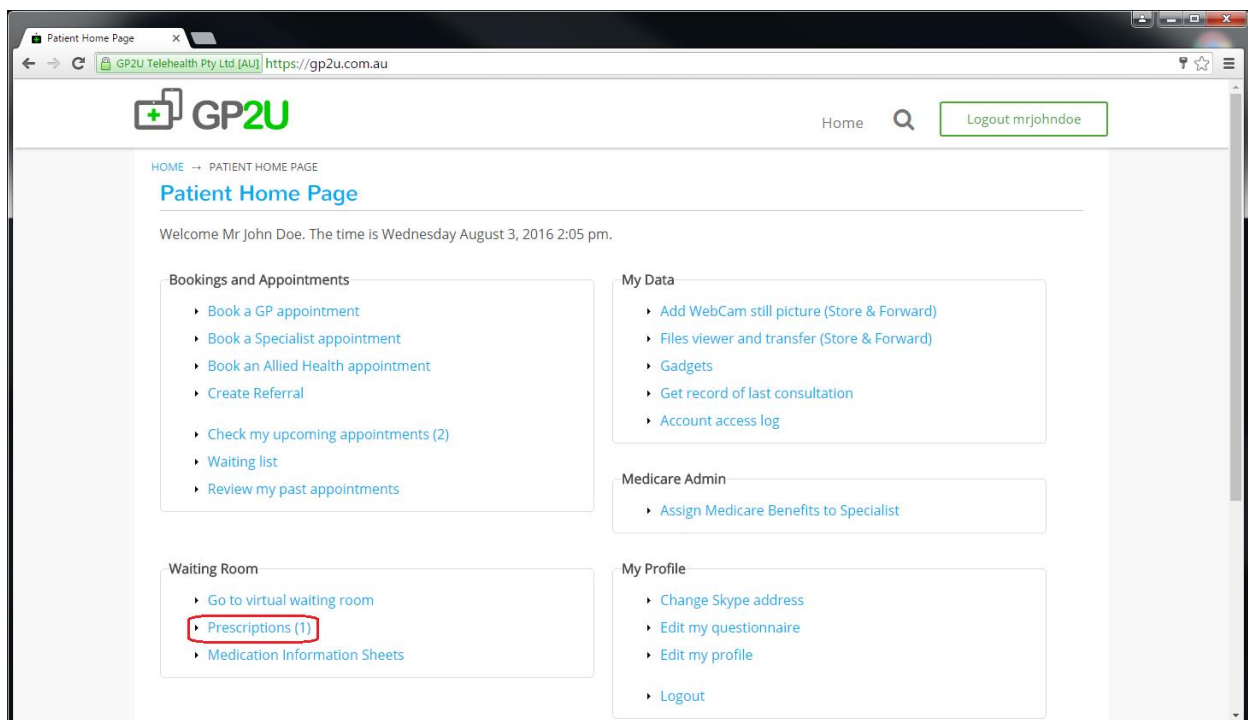
Also keep in mind, that when you start to work on the Questionnaire, you may not always finish. The Doctor has a habit of popping in just as you are filling out some important information. But we will show you how to go back to it and edit your Patient Questionnaire towards the end of this User Manual.

## PRESCRIPTIONS

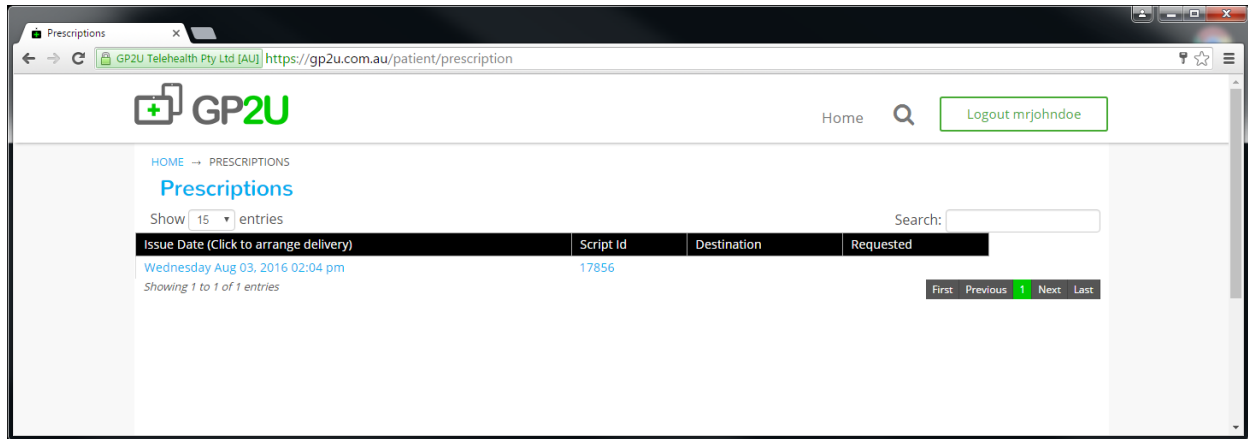
Once you have had your consult, and the doctor has prescribed you some medication, you should be able to see from the Home Page, if you have any scripts waiting for you. In this example, we see that there are 0 Prescriptions waiting to be dispensed:



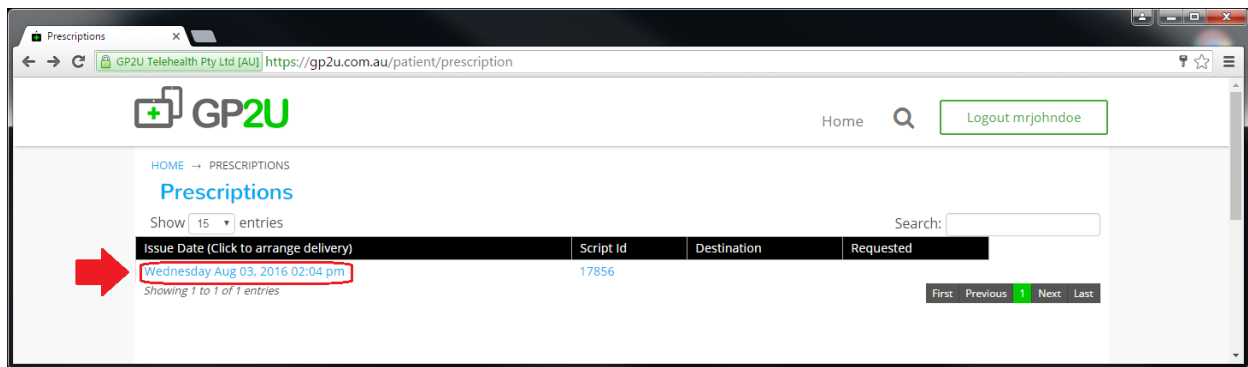
In this example, our Test Doctor has written a prescription for Mr John Doe:



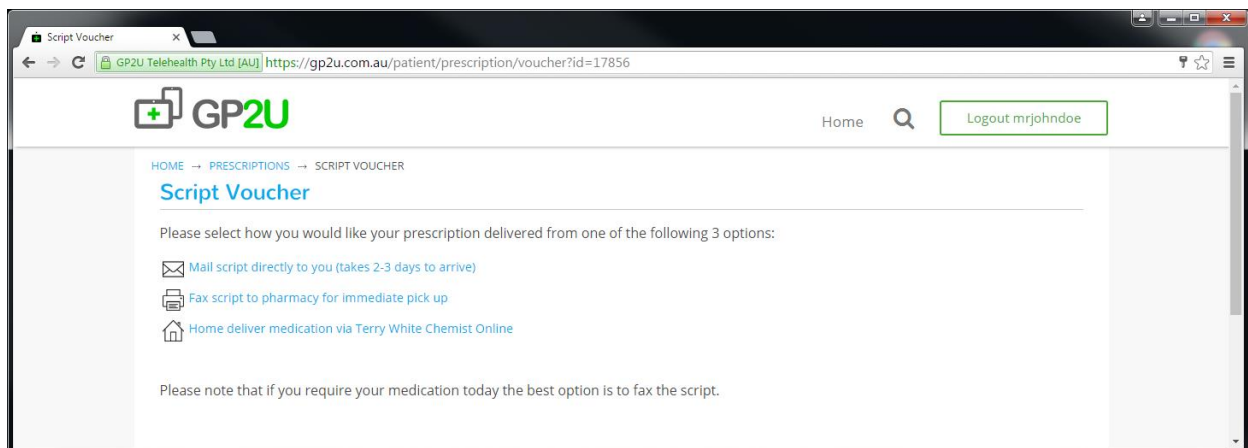
If we click on the “Prescriptions (1)” link, then that will take us to the Prescriptions page:



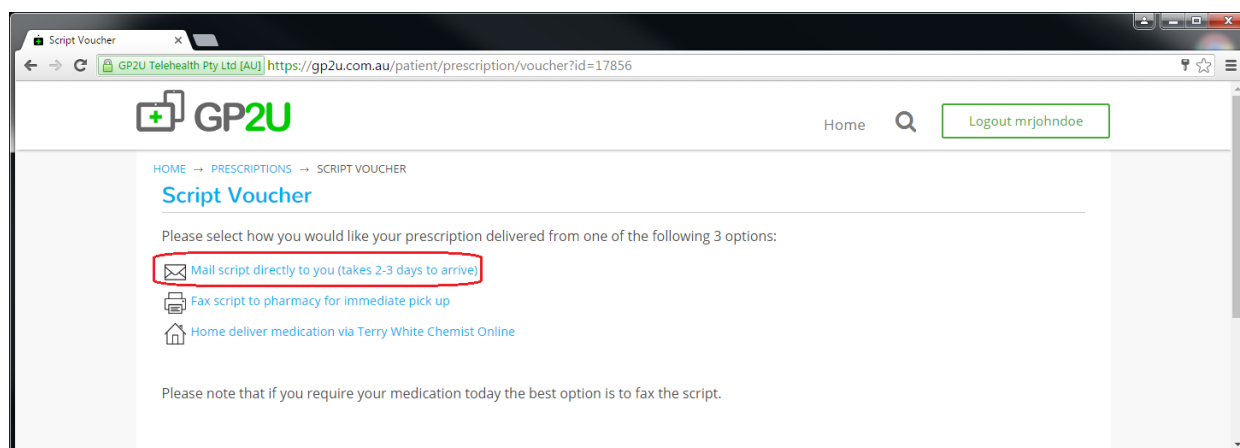
To get your script ready, click on the date it was issued (The text will be blue)



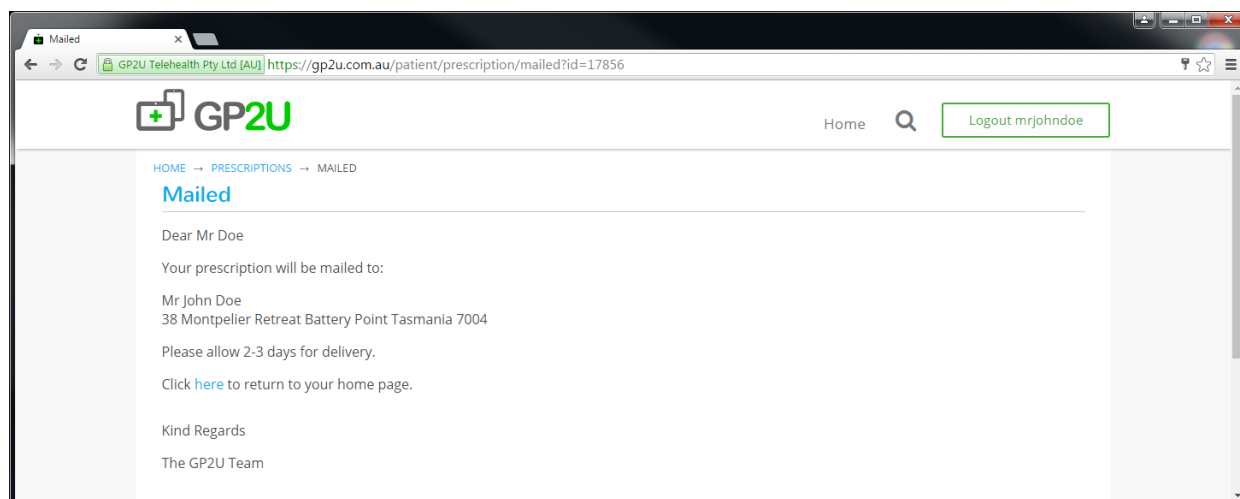
This will take you to the “Script Voucher” page. From here you will have 2 options for dispensing your script:



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.



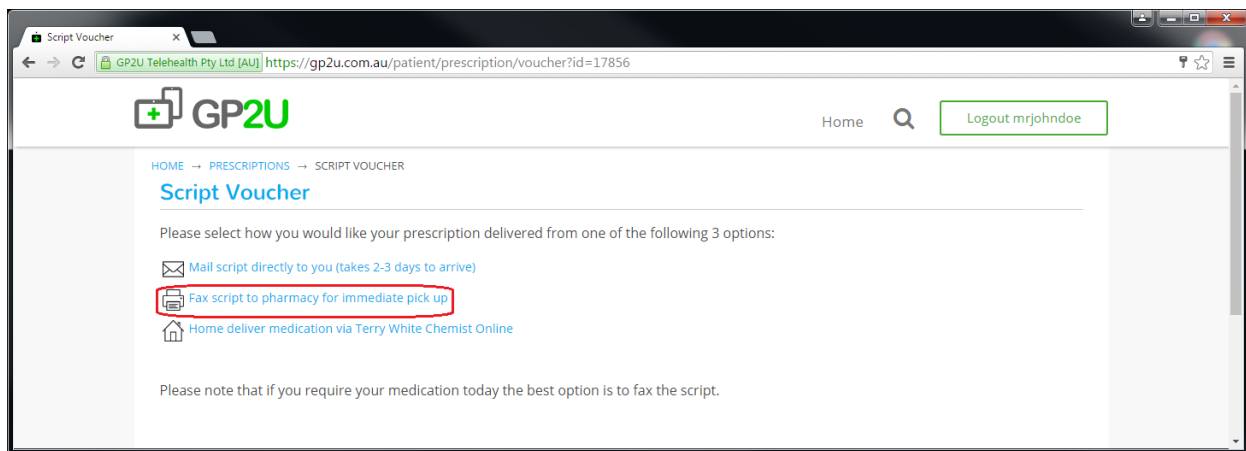
This option will send your PBS paper script to your house, but Australia Post is not as fast as it used to be. You should see something that looks like the following when you elect this option:



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.

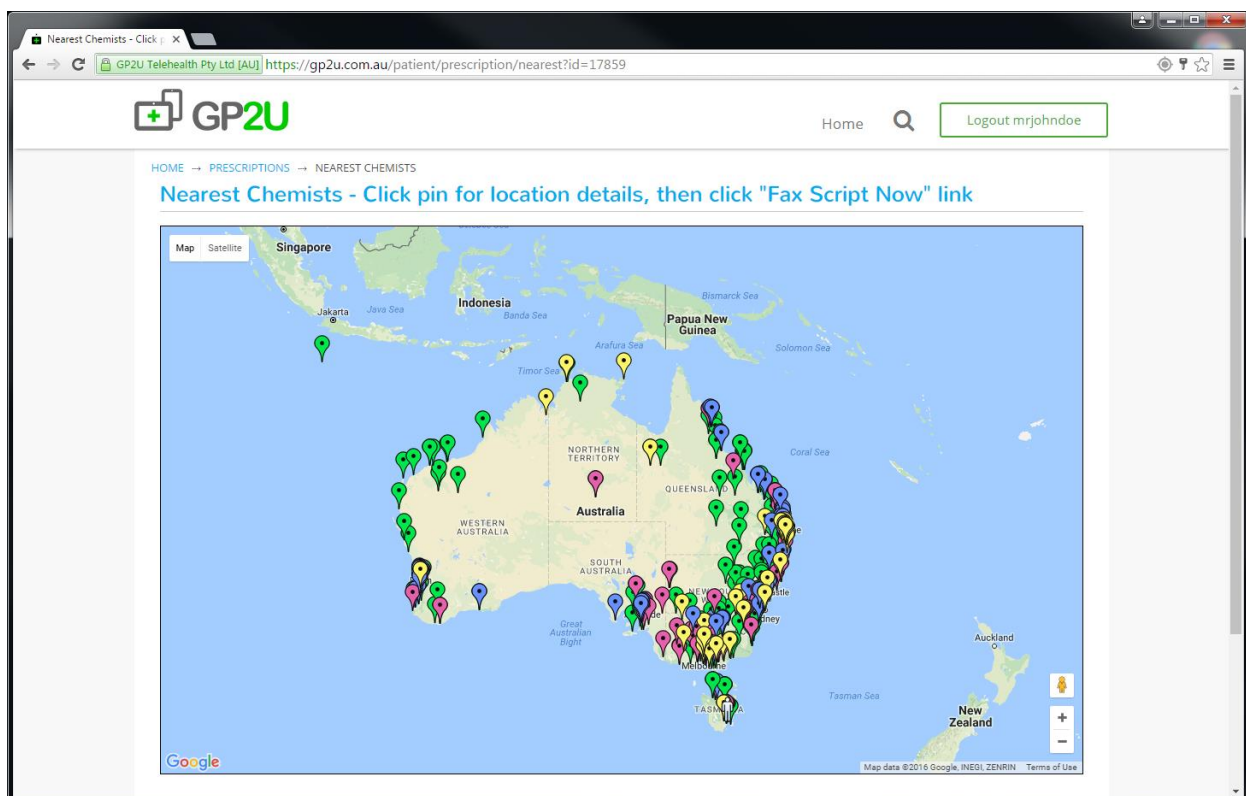
But if you want to get your script sooner, then we suggest the "Fax script to pharmacy for immediate pick up" :

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.



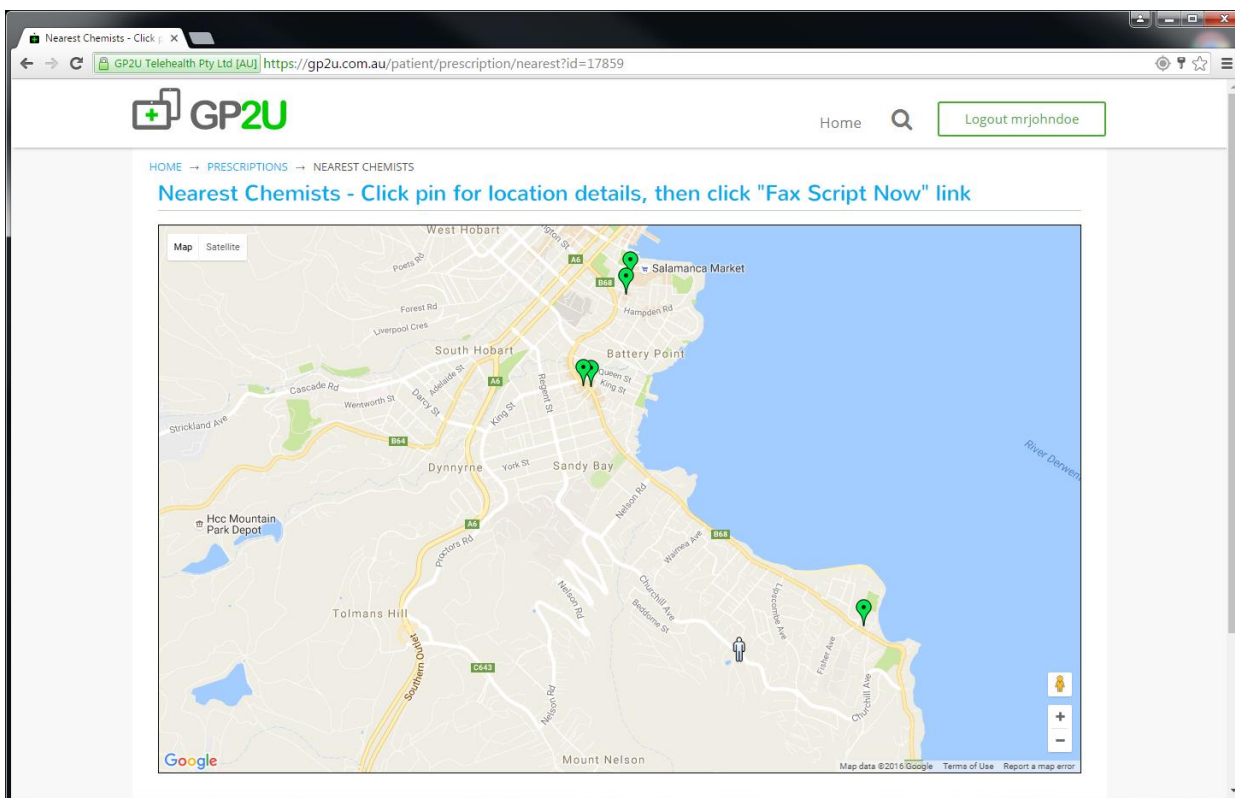
There are two versions of this link. Map view and list view.

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:

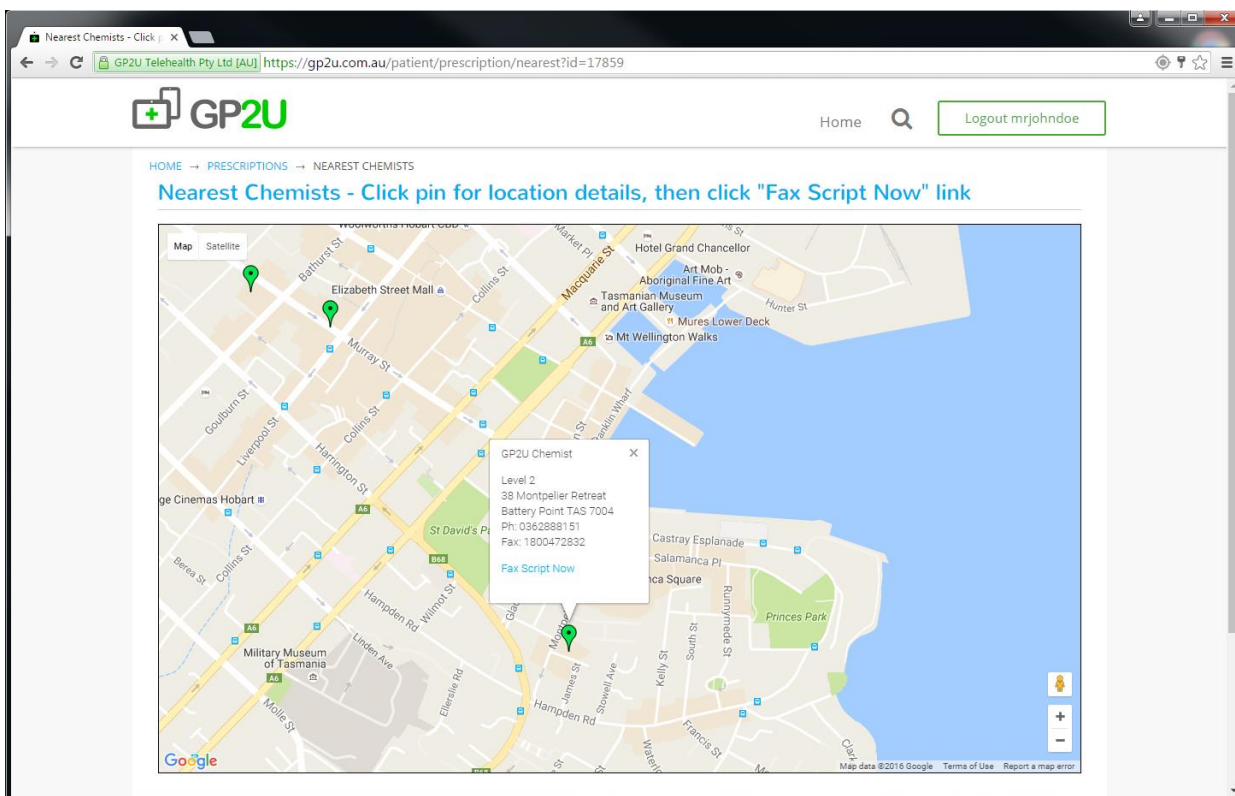


But for a closer look, let's zoom in on the next page.

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:

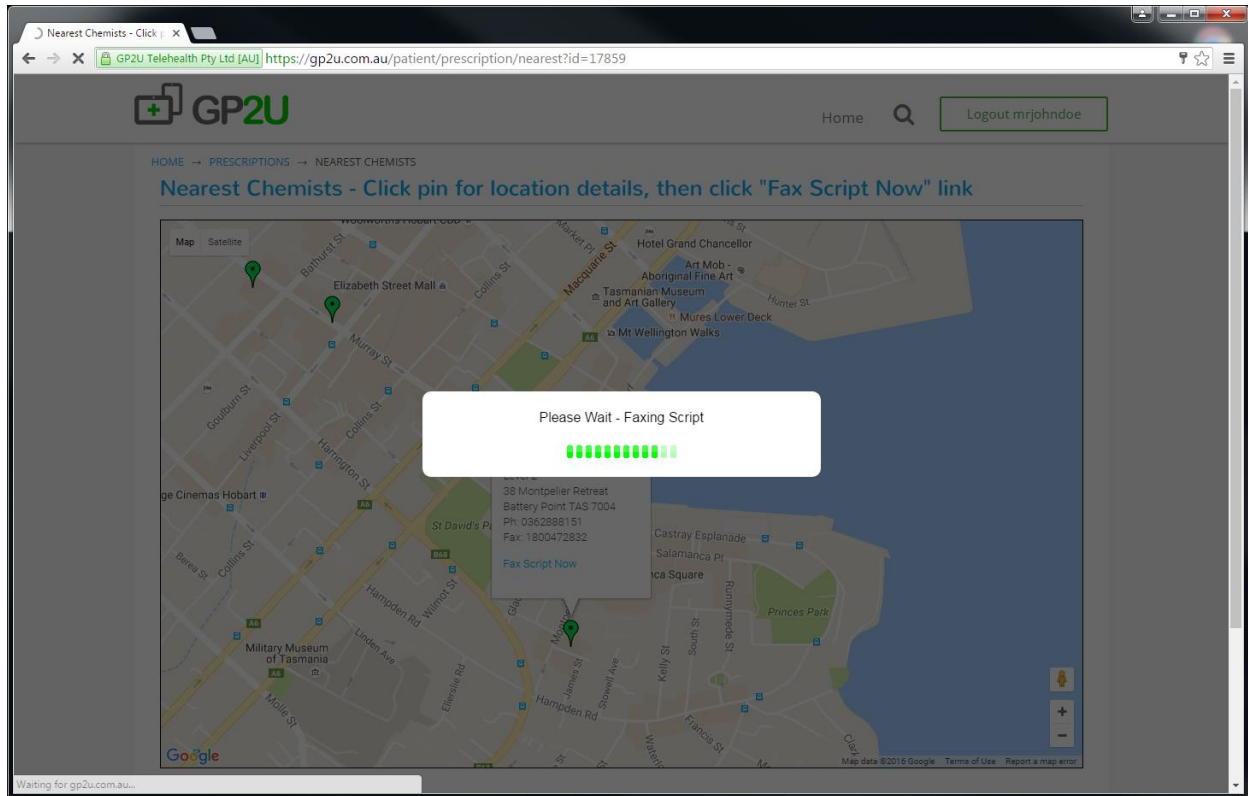


But for this example, let's send Mr John Doe's script to the GP2U Chemist, as seen here:

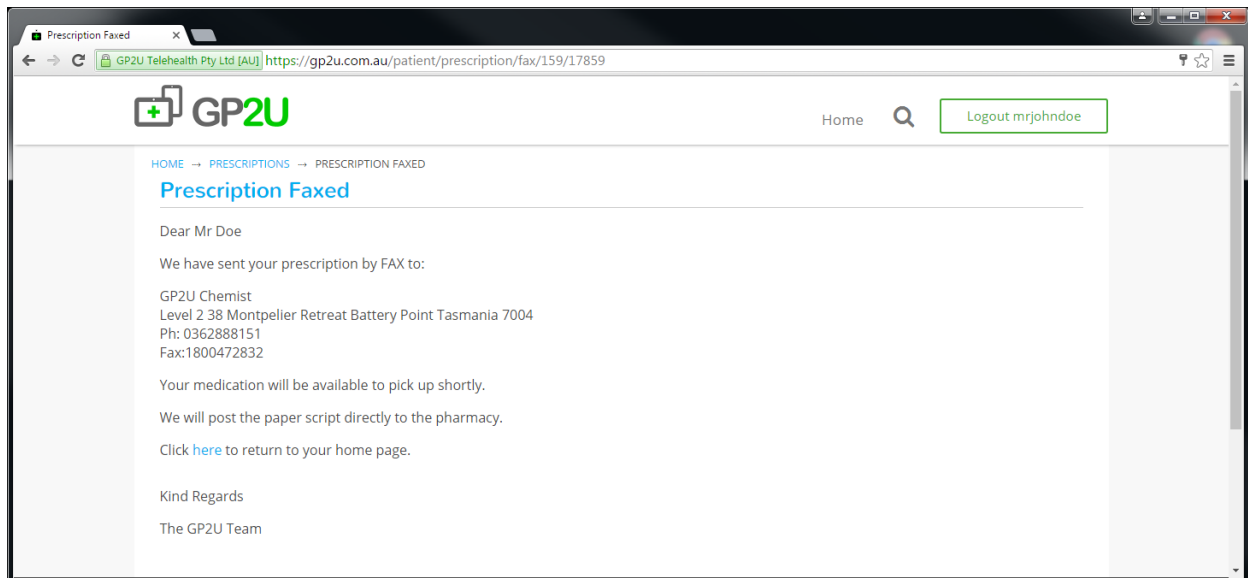


Just click on the "Fax Script Now" blue text on the pin note and....

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:

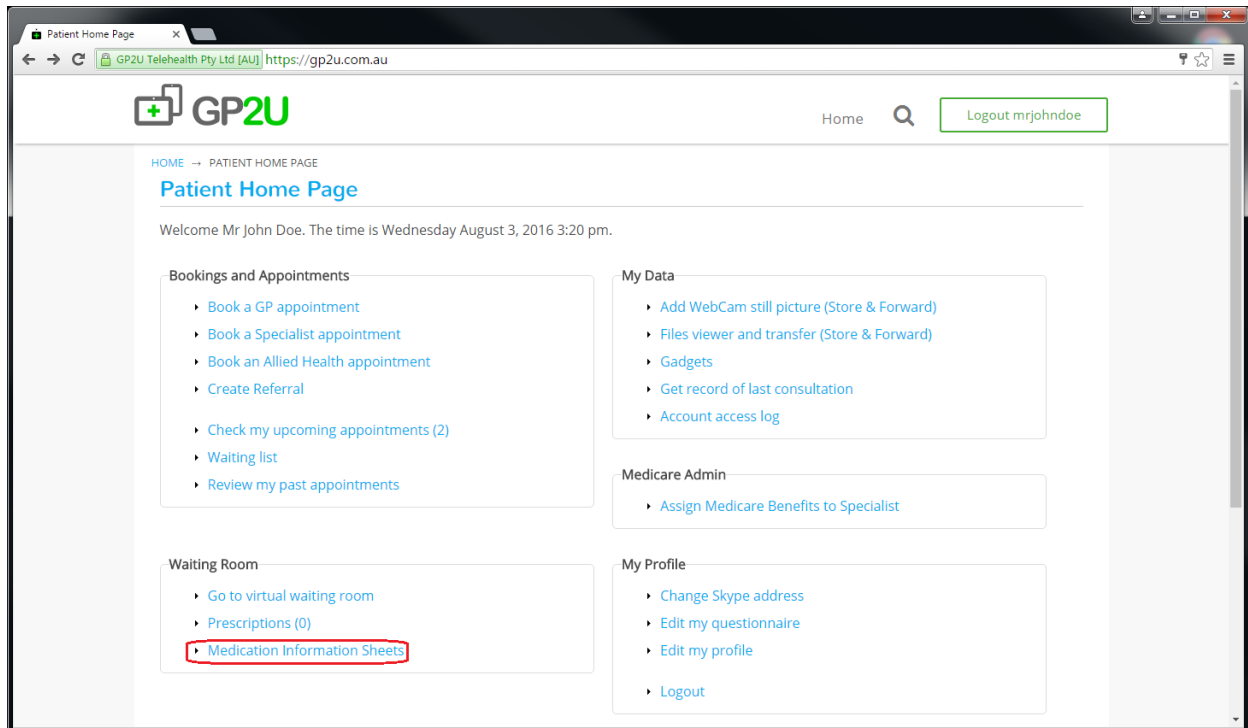


If you do not see a chemist nearby or not on our system, or your script has not been received by the chemist, please ring the GP2U line at 1300 472 866 and let us know. We will either add the pharmacy to our database or resend the script or send it to a different pharmacy if there is an issue with the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

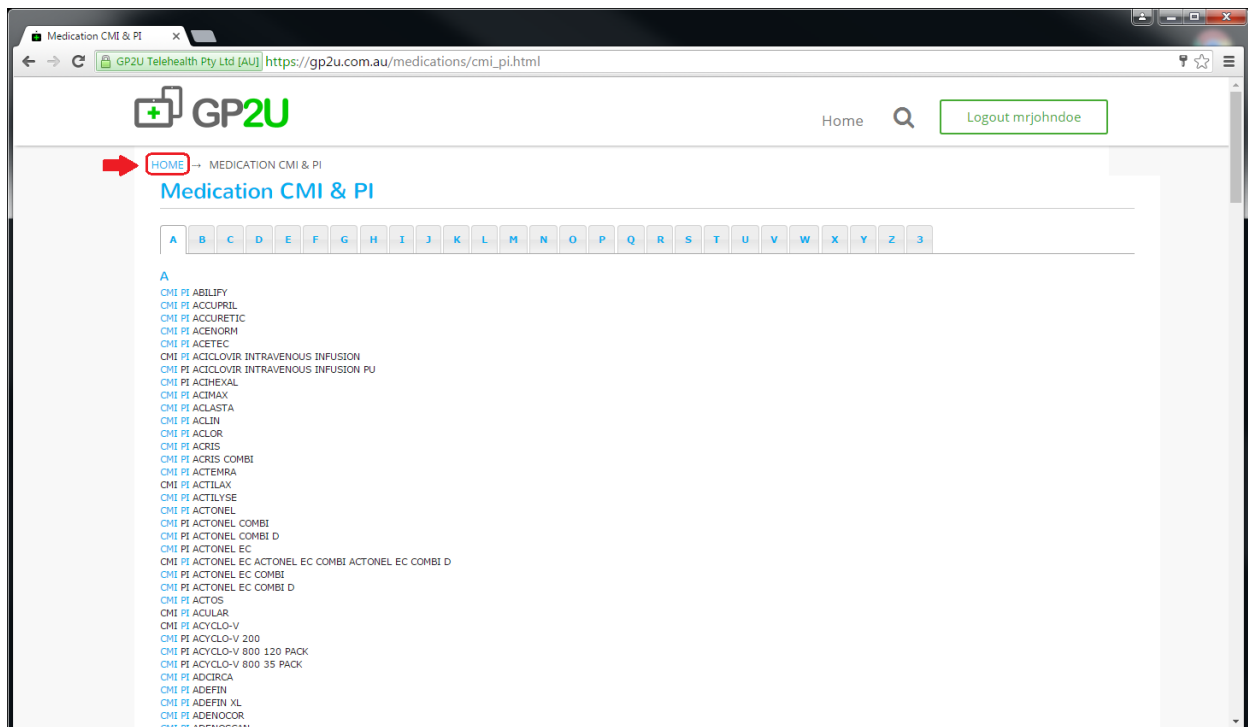


## MEDICATION INFORMATION SHEETS

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:



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

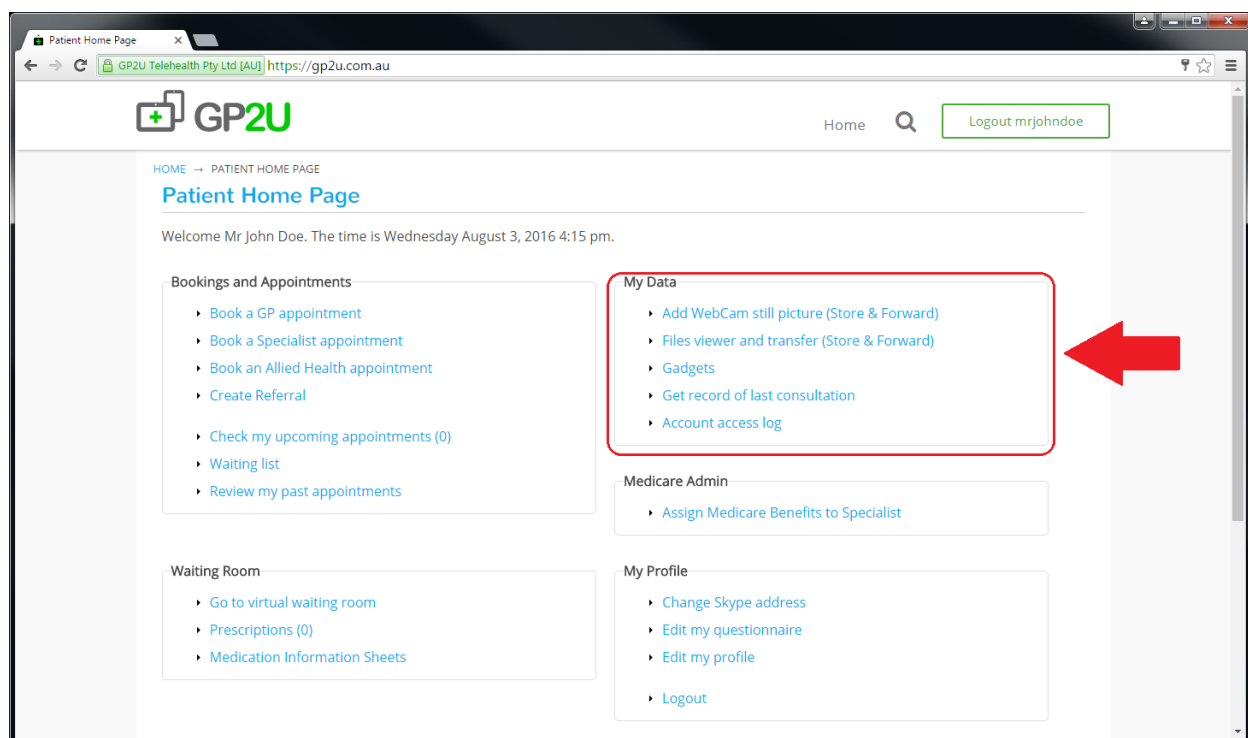


Once you are done here, please click on the “Home” link at the top left to get back to the Patient Home Page.

## 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.

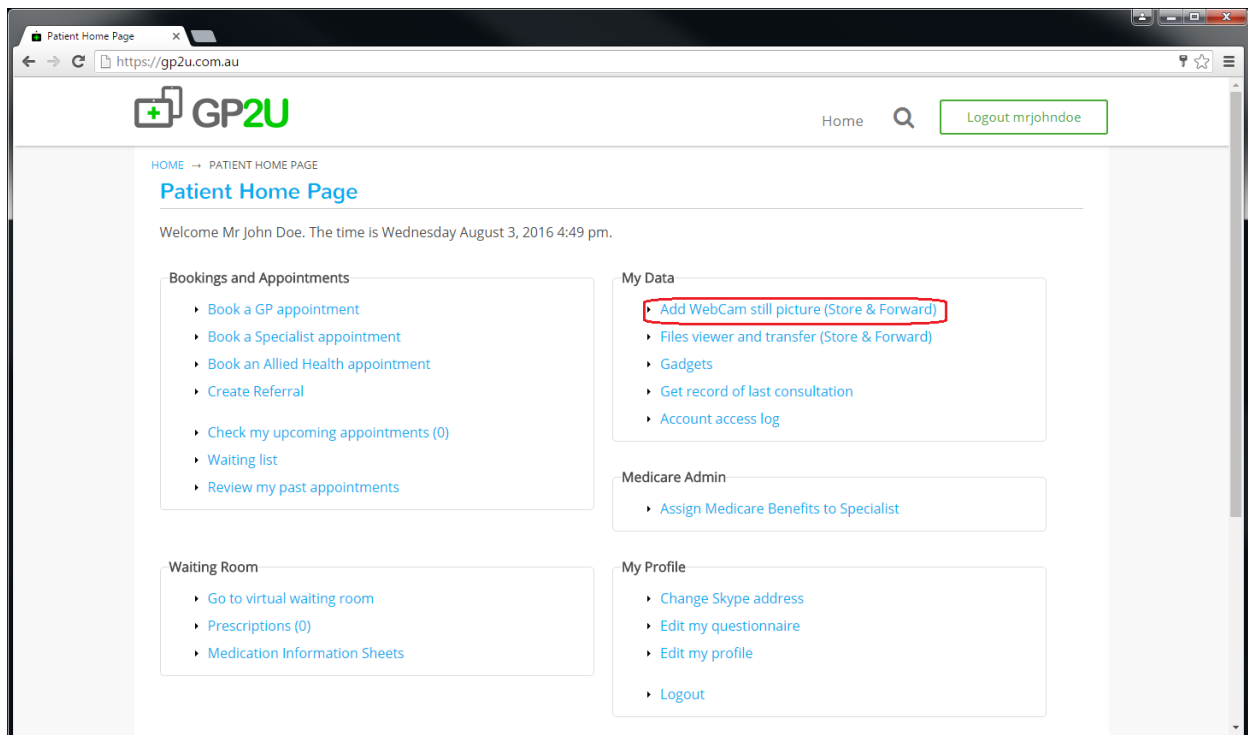
Our Admin team usually receives test results and other data and will store it here in this section. But if you need help to understand the results, be sure to book in an appointment with one of our GPs and ask them directly to discuss the results and your options for what to do next. **Please** do not 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.



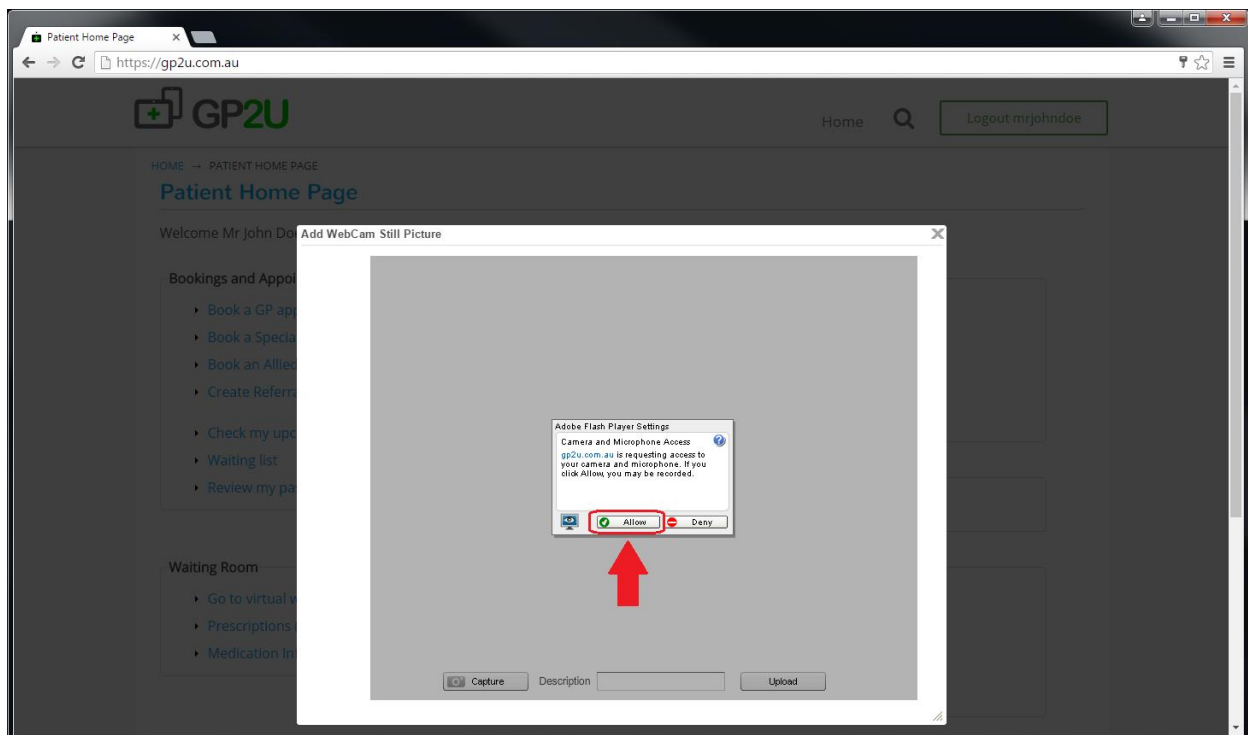
This section of the Patient Home Page is relatively simple to understand and use, but we do ask that you make sure that you are using Google Chrome when uploading information. Other web browsers tend to leave things off or let things hang or time out.

## 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 taking these photos too. To start, just click on the “Add WebCam still picture (Store & Forward)” link:

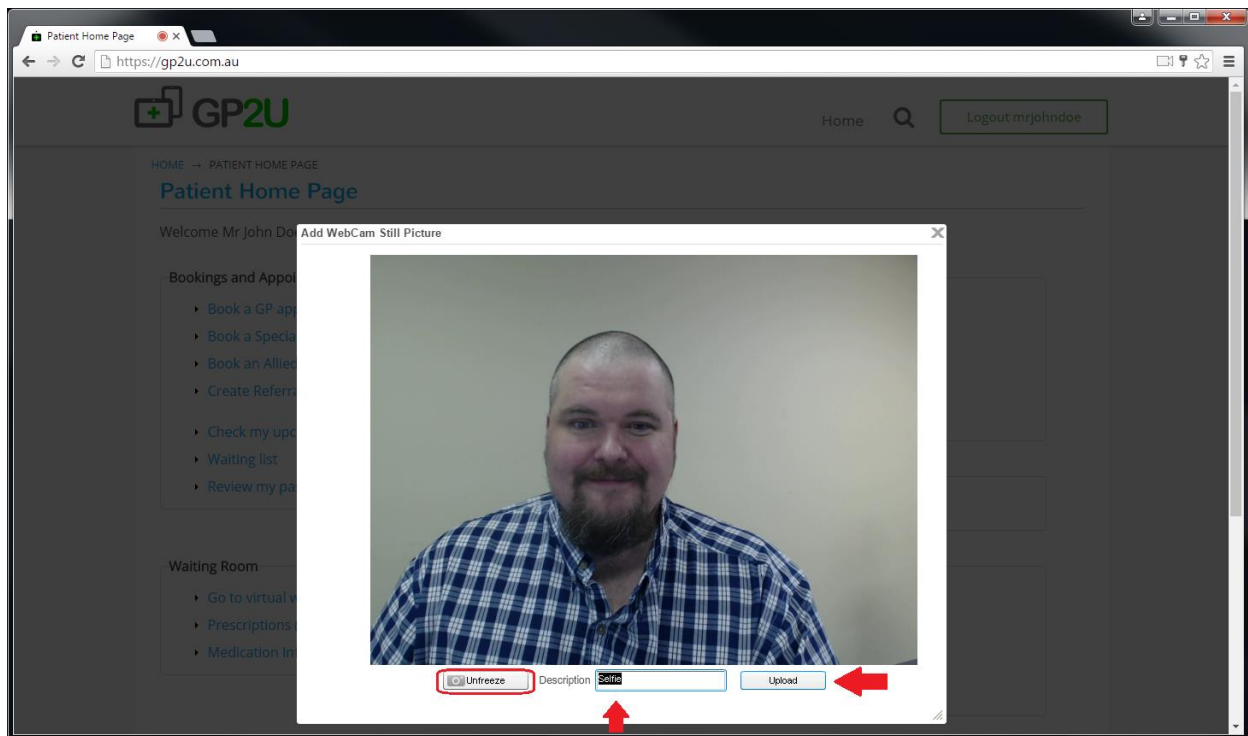


You may need to allow Adobe Flash Player Settings for this feature. See below:

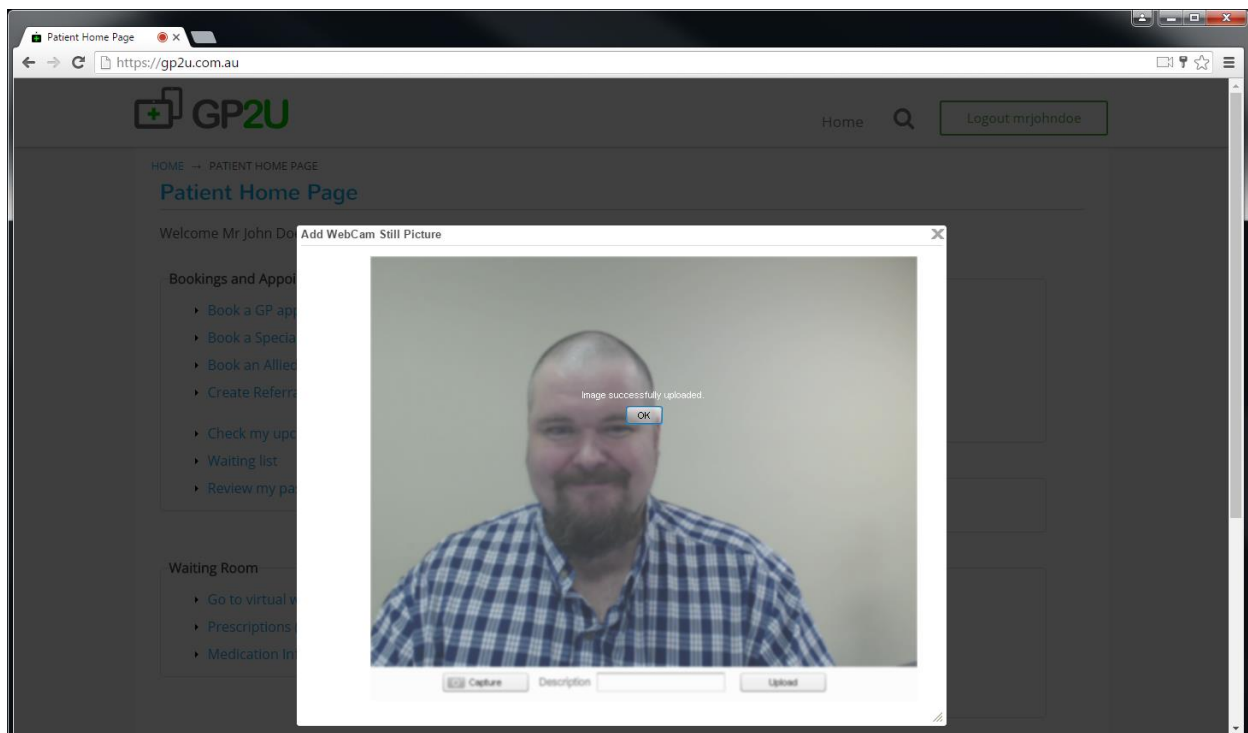


Just click on the “Allow” button and..

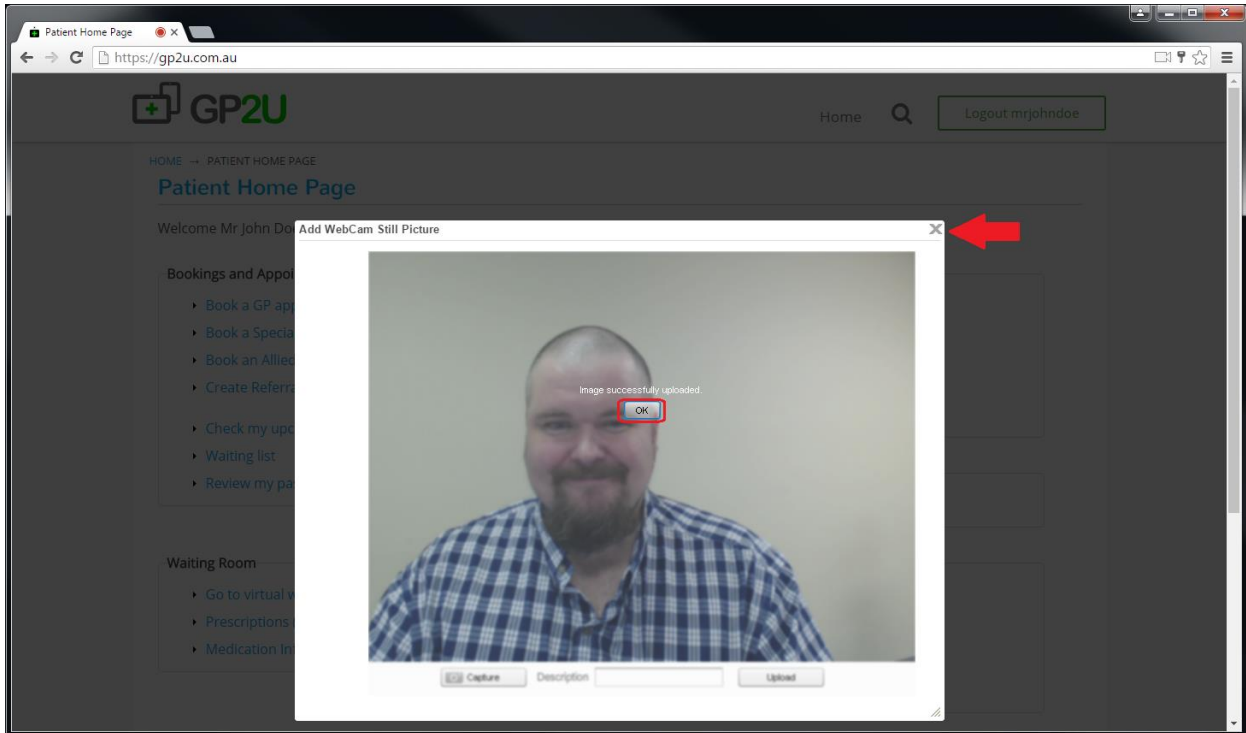
Freeze or Unfreeze the camera to allow a photo to be taken, then give the photo a name (Like left elbow, right knee, etc.) then click on “Upload”:



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



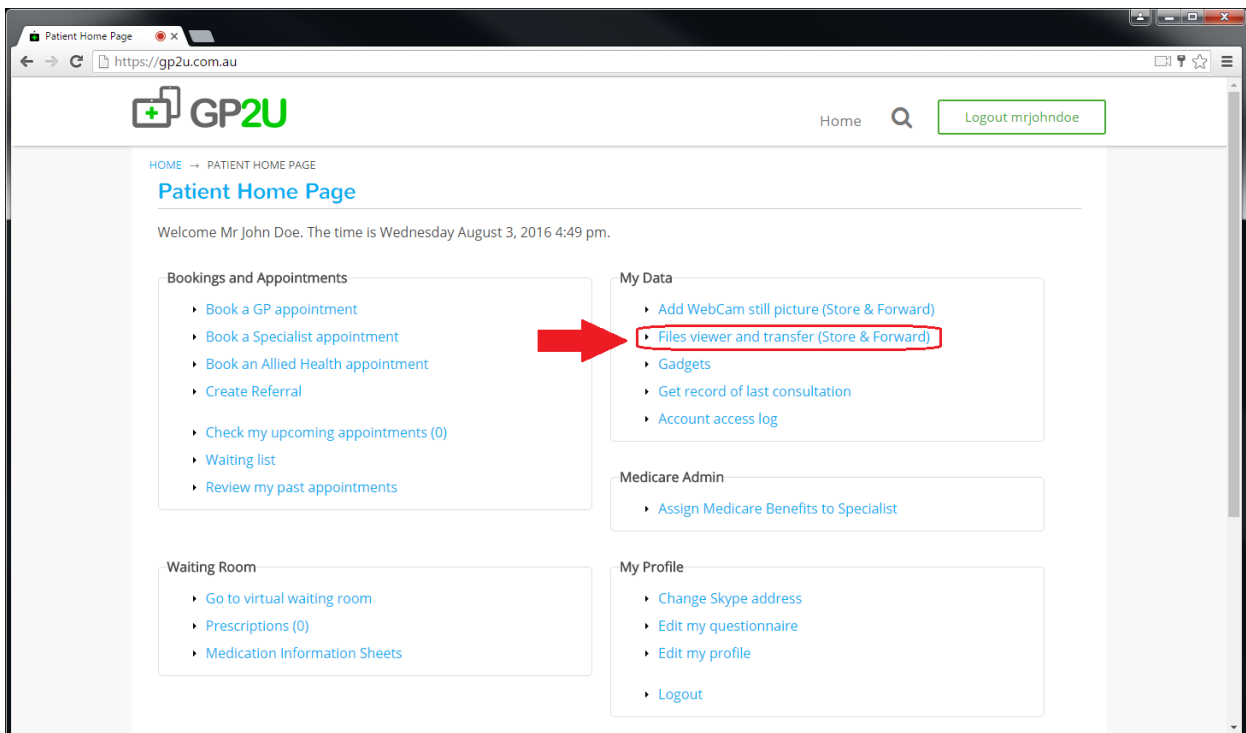
And to exit out of the Add WebCam Still Picture, click on the X at the upper right area.



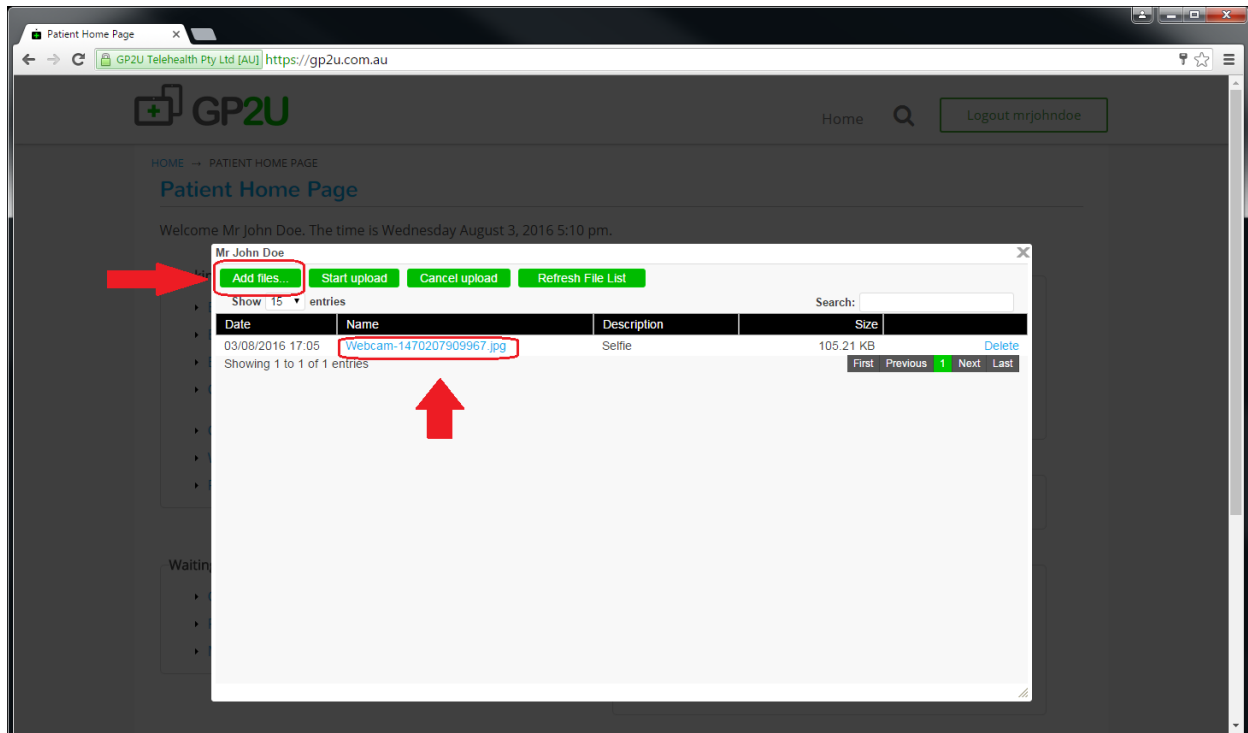
And to check to see if the photo is there, then let's go to the next section.

## FILES VIEWER AND TRANSFER (STORE & FORWARD)

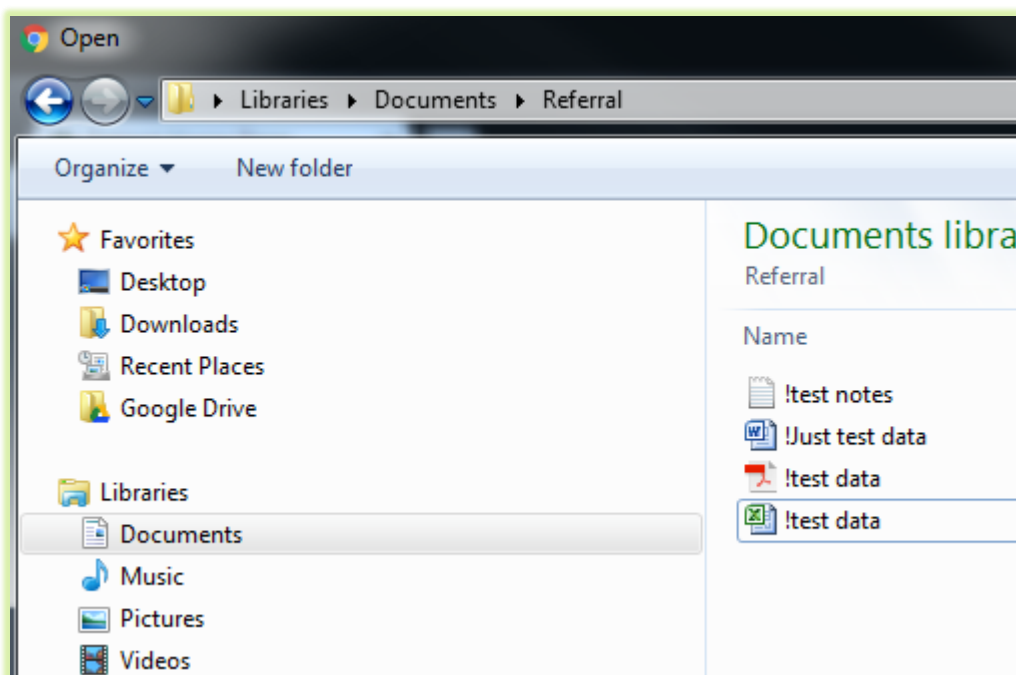
We should have the photo stored in our files. So in the "My Data" section, click on "Files viewer and transfer (Store & Forward)":



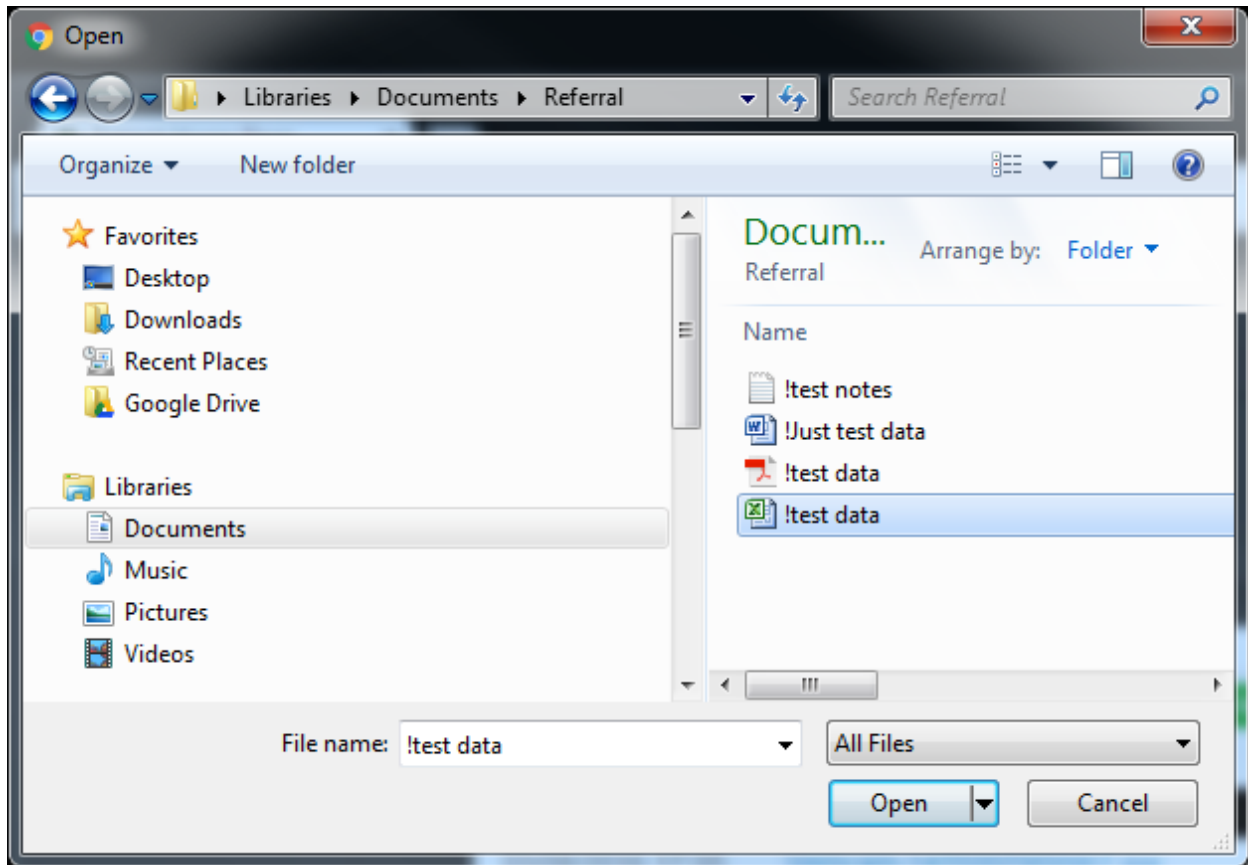
And after you click on that link, a small pop up window should come up with our Webcam photo stored on there already. But let's add some files for the Doctor to look at it. If you click on the "Add files..." button, you can add files from your computer that you want the Doctor to be able to see:



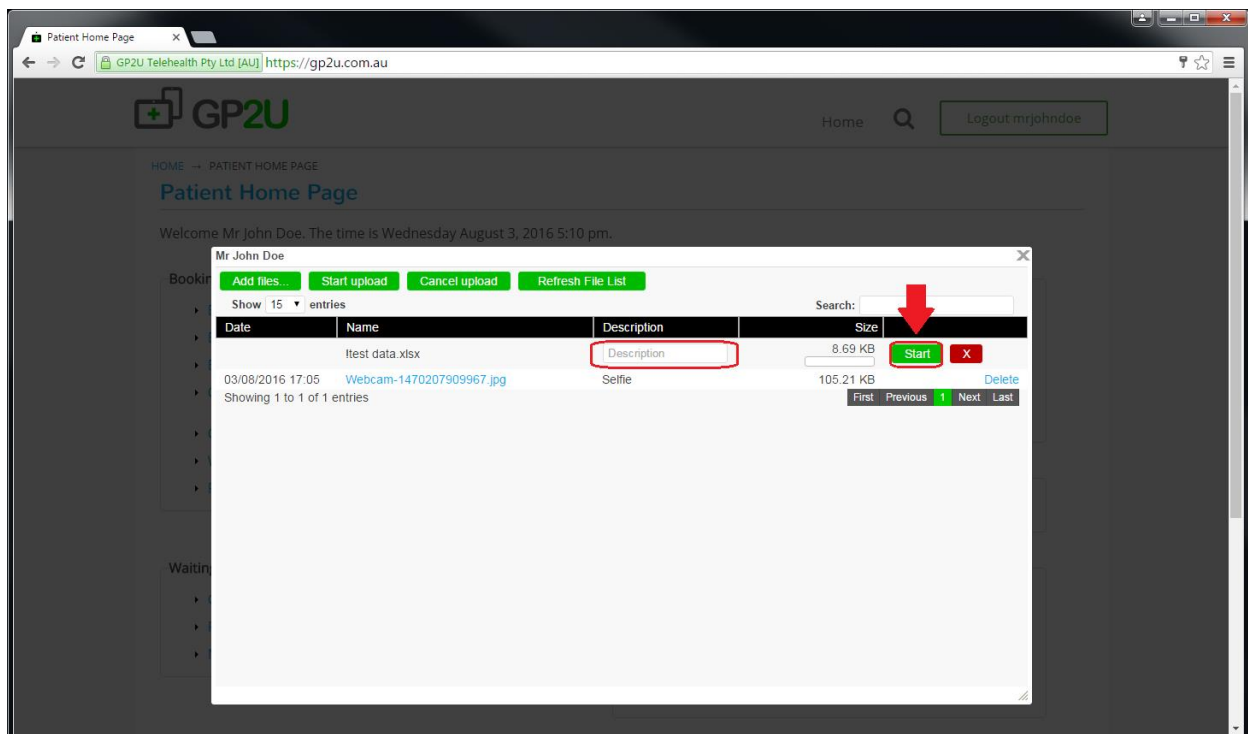
Just navigate on your computer what files you want to upload:



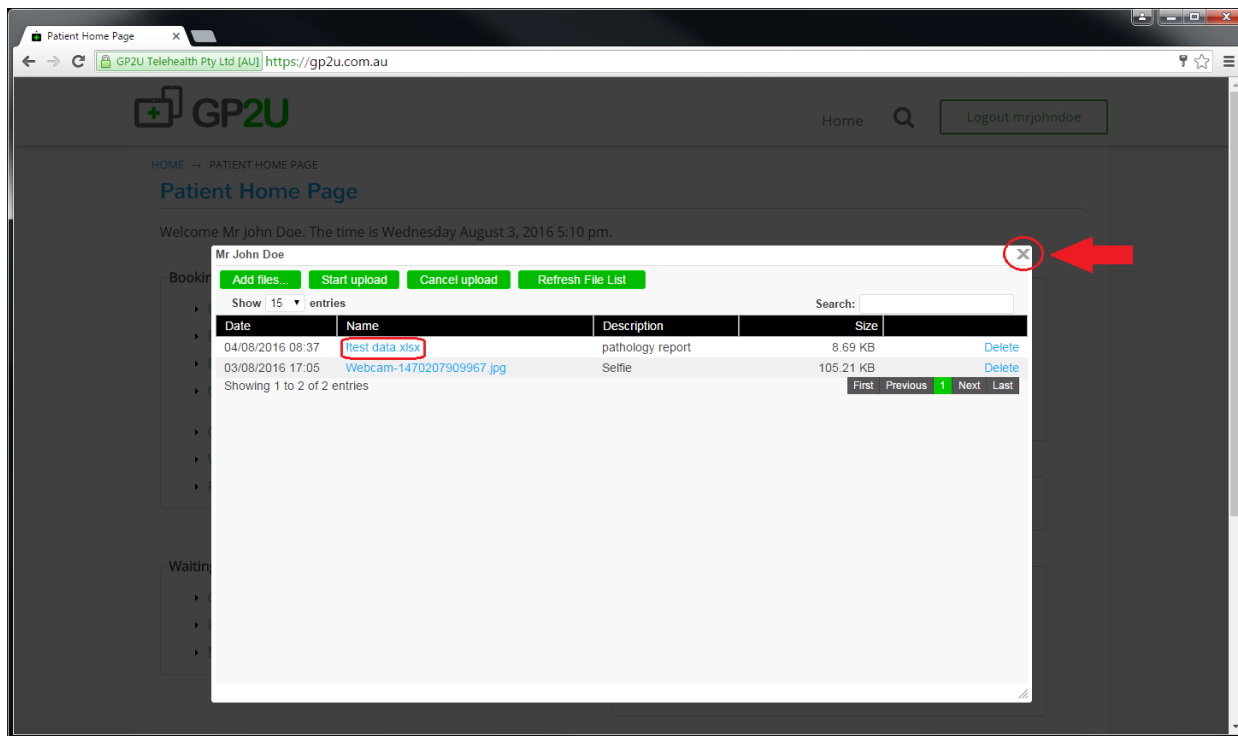
Then click “Open” at the bottom of the page:



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



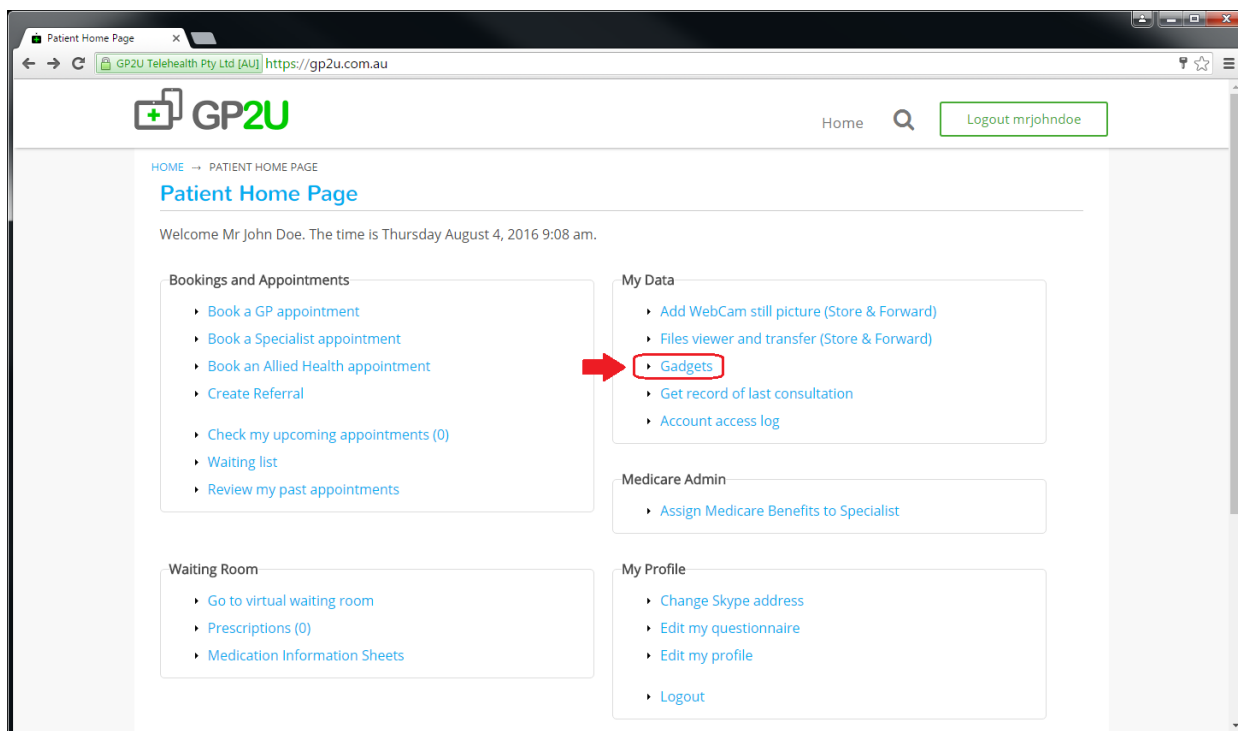
In this example, you can see the test data we added, and have given it a Description name of “pathology report”. Always remember to give your uploads some sort of description, so our team can identify the kind of document. And if it is a pathology report from a few years back, be sure to include the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



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

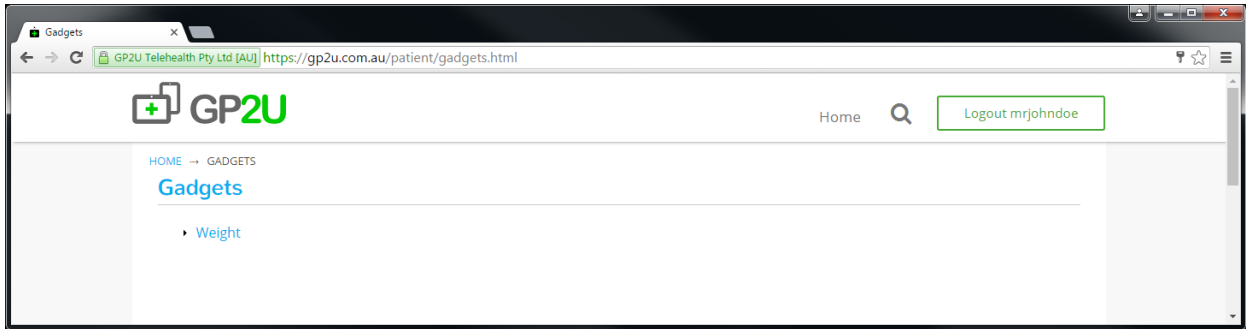
## GADGETS

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

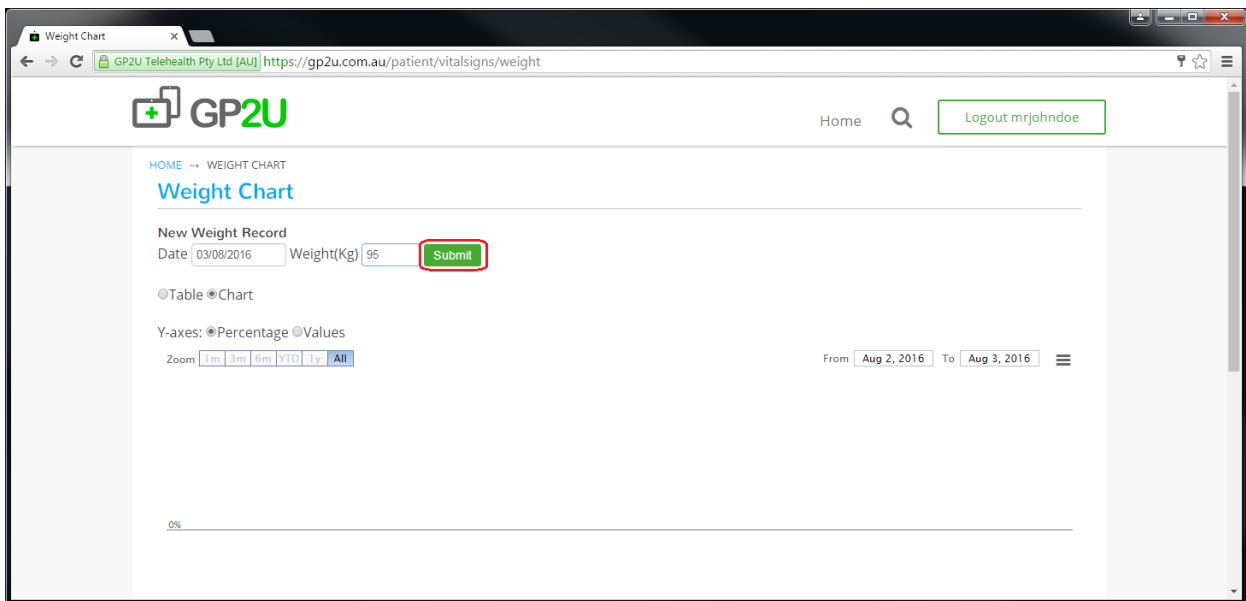




Just click on “Weight”:

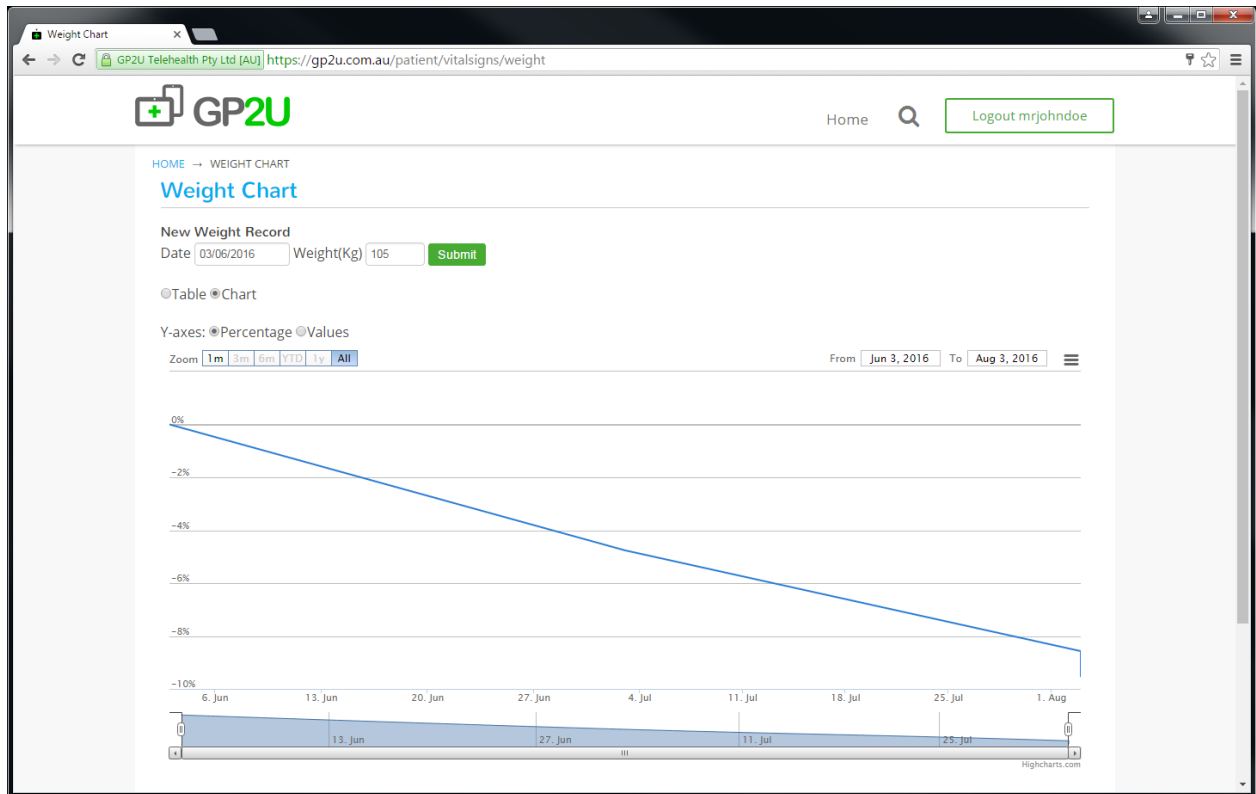


And enter in some details then click “Submit”:



This will store the dates and weight on our database for you to track and see what your weight loss is.

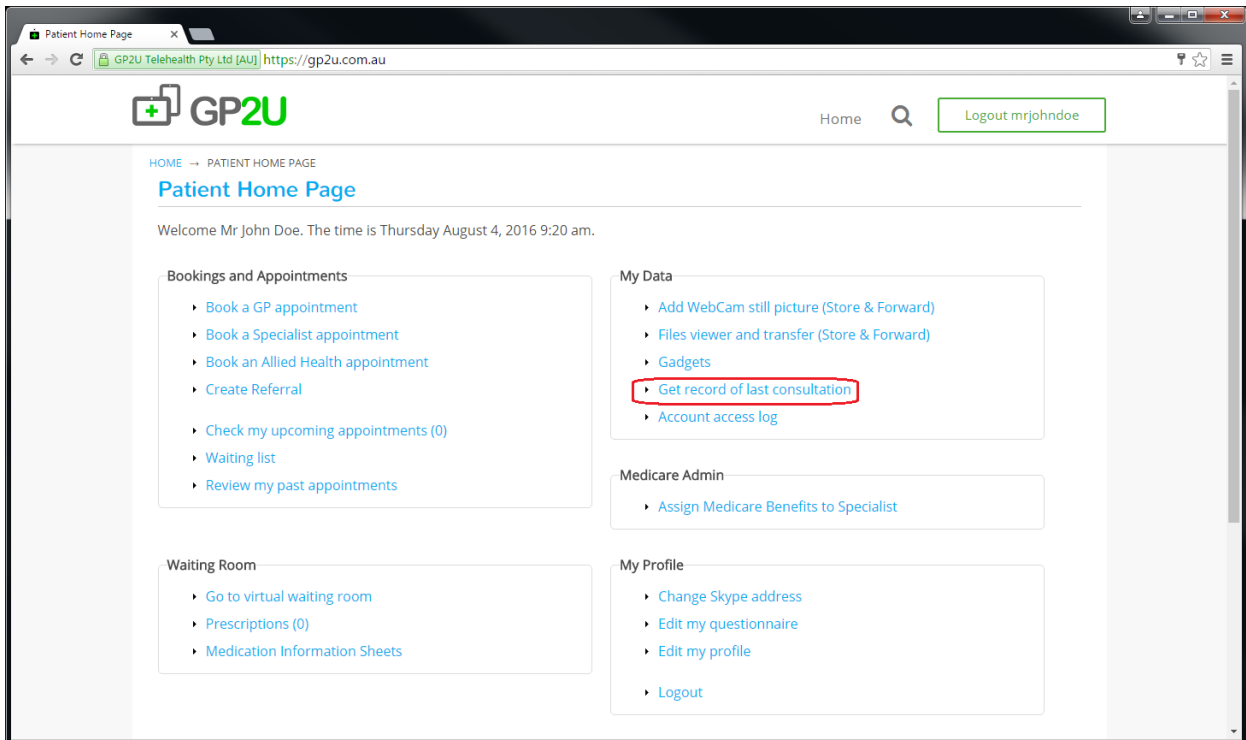
You can also change the date if you have your weight from a previous date:



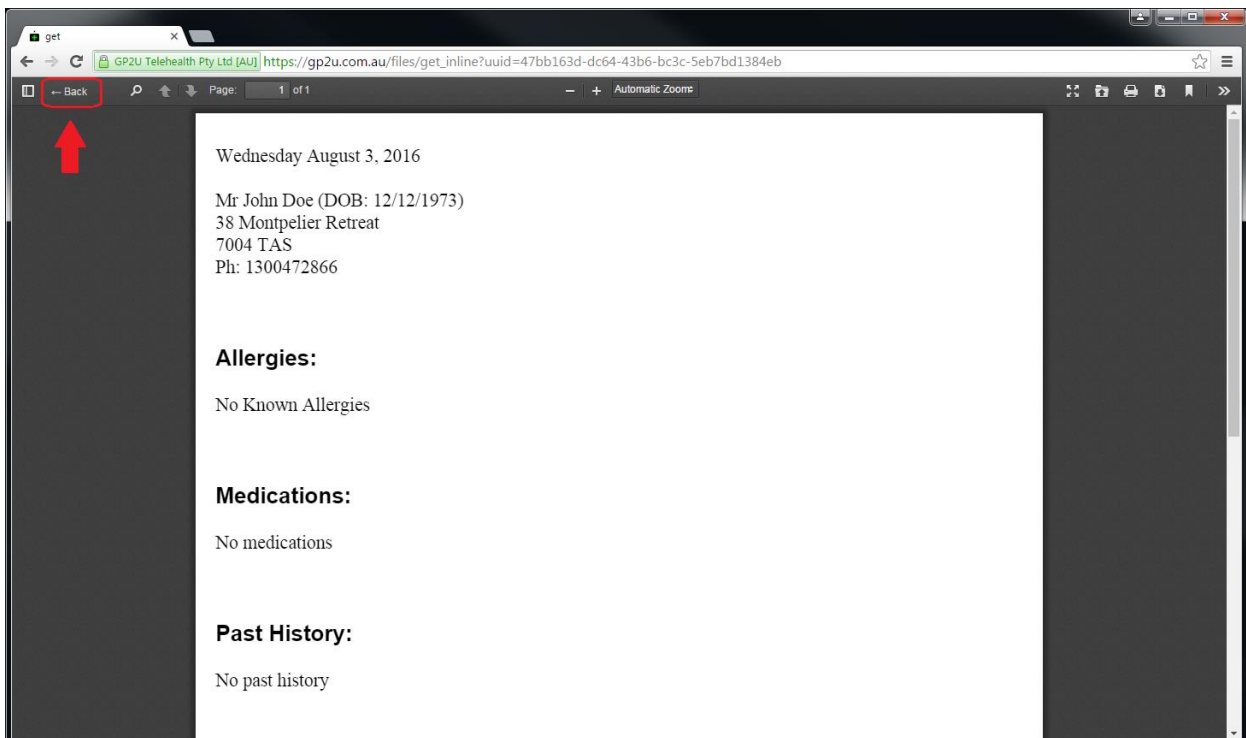
When you are done, just click the “HOME” to go back to the patient home page.

## GET RECORD OF LAST CONSULTATION

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

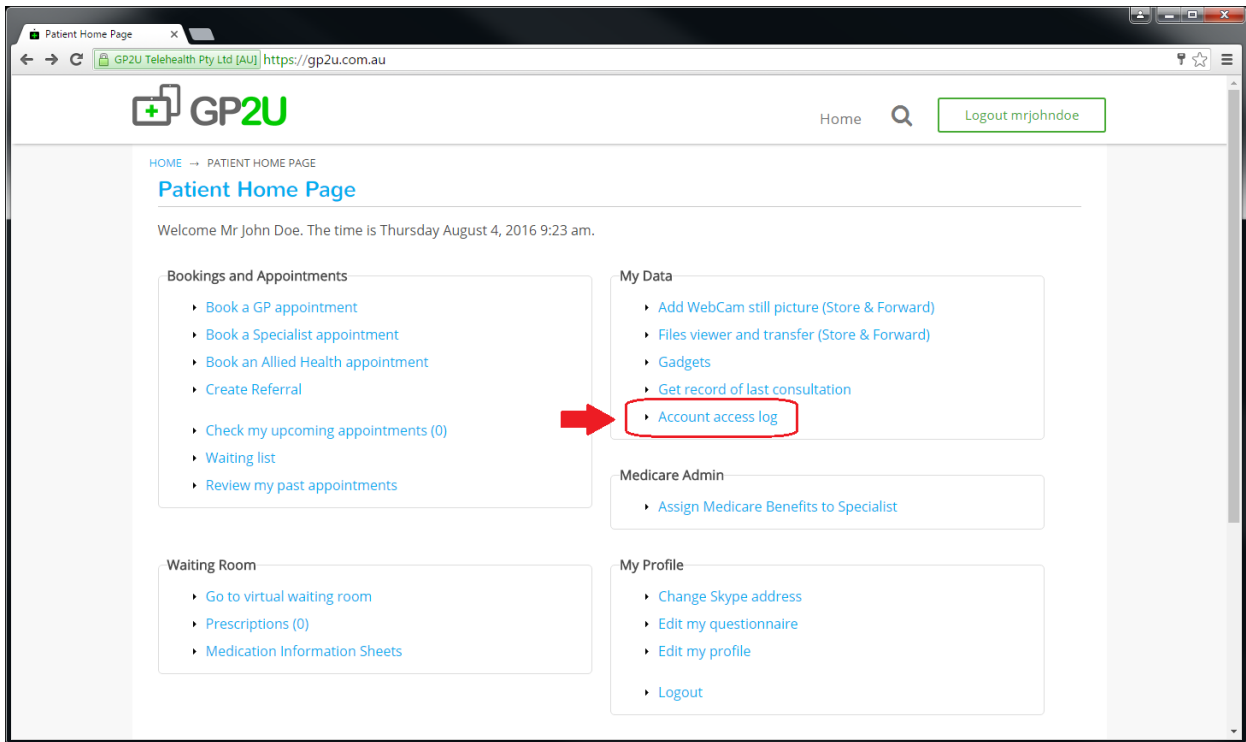


Since we don't have a doctor event on this patient yet, there won't be much of a record. But if you want to have a play around with it sometime, feel free to look around. When you are done, click on the "Back" button to return to the home page.

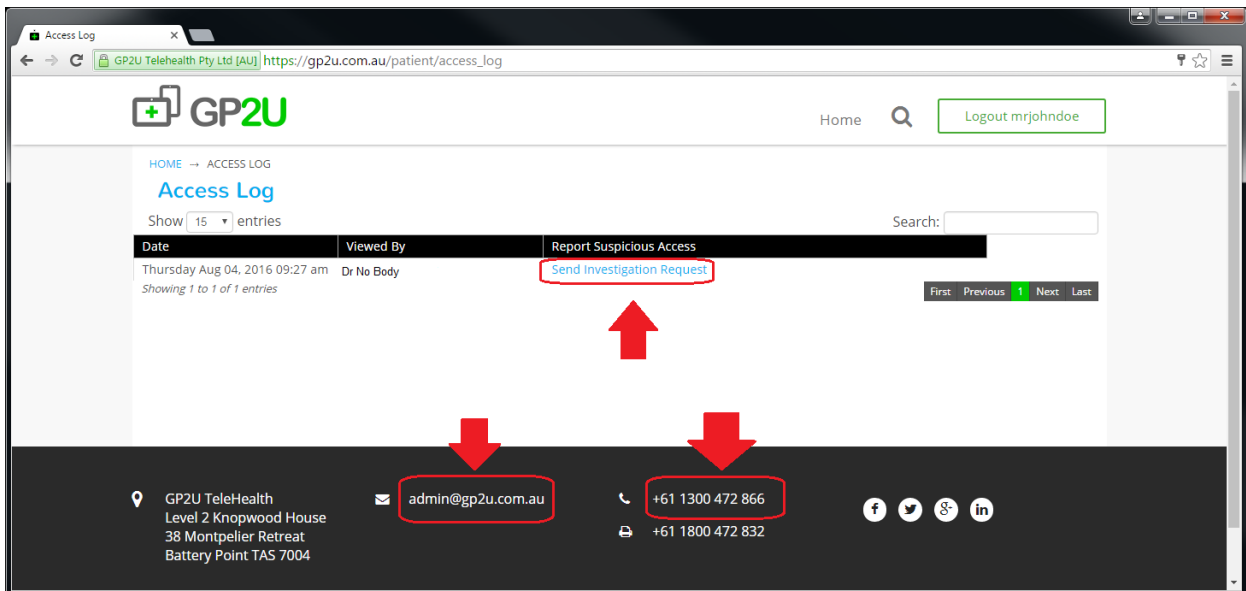


# ACCOUNT ACCESS LOG

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



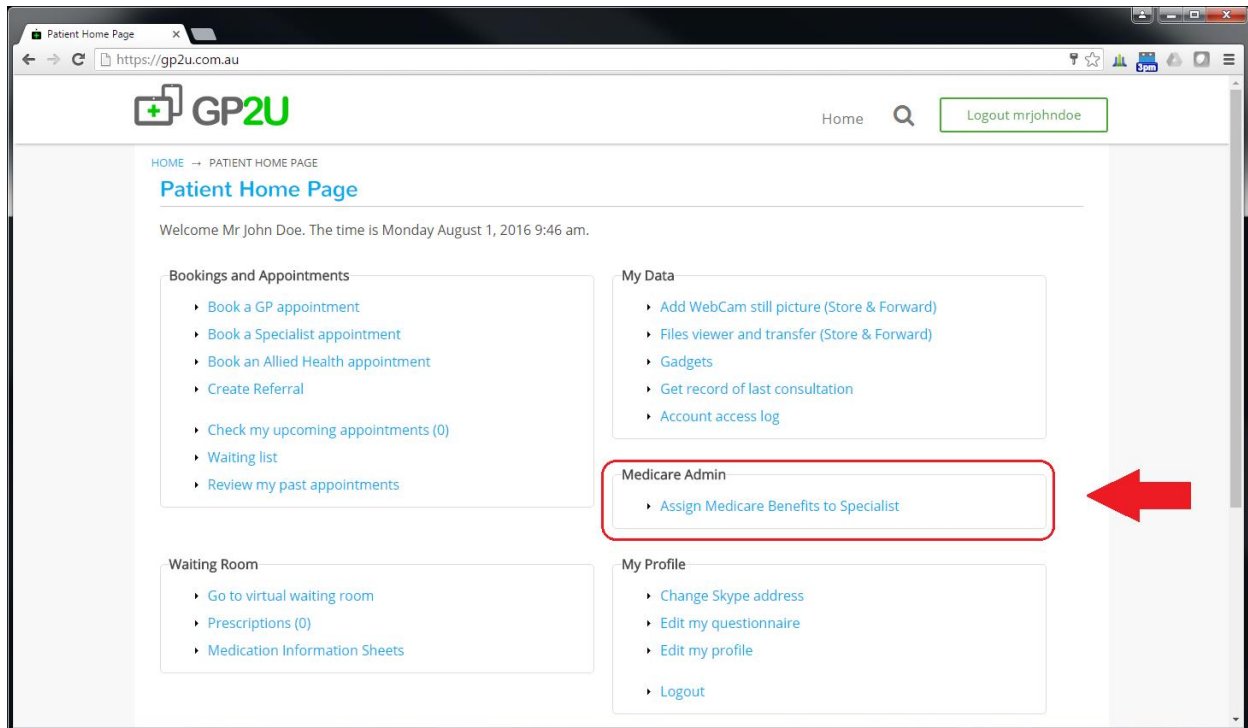
If you feel like someone has been having access to your account, when they should not have, just click on “Send Investigation Request” or ring us on 1300 472 866, or email us at [admin@gp2u.com.au](mailto:admin@gp2u.com.au) and we will investigate.



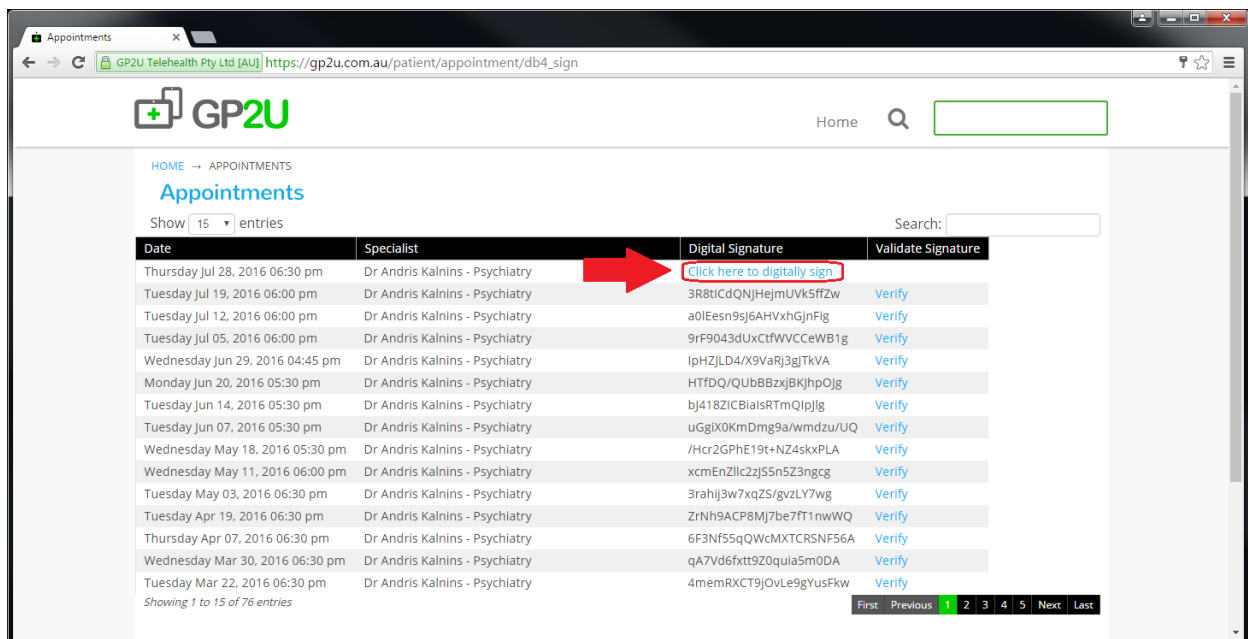
When you are finished, click on the “HOME” link to go back to the Patient Home Page.

# MEDICARE ADMIN

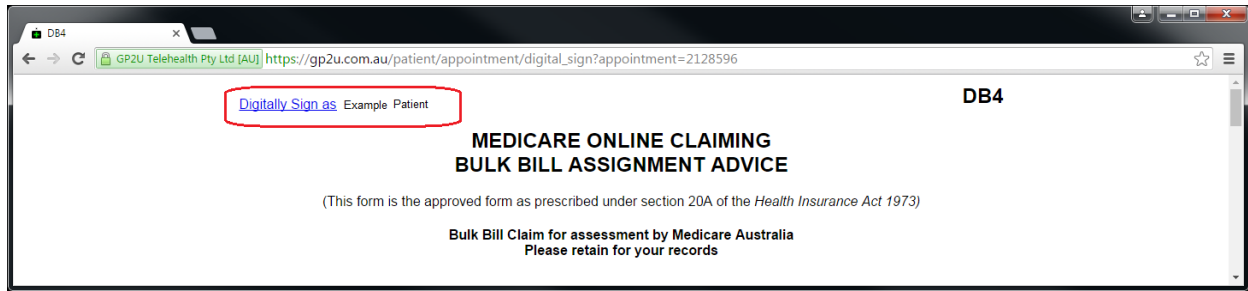
Under the Health Insurance Act, Medicare pays the patient, rather than the doctor. For bulk billing to occur the patient assigns their benefit to the doctor. This is achieved via what is known as a DB4 form. We have a digital version of this with the ability for patients to apply their digital signature. Just click on the “Assign Medicare Benefits to Specialist” link in the Medicare Admin section:



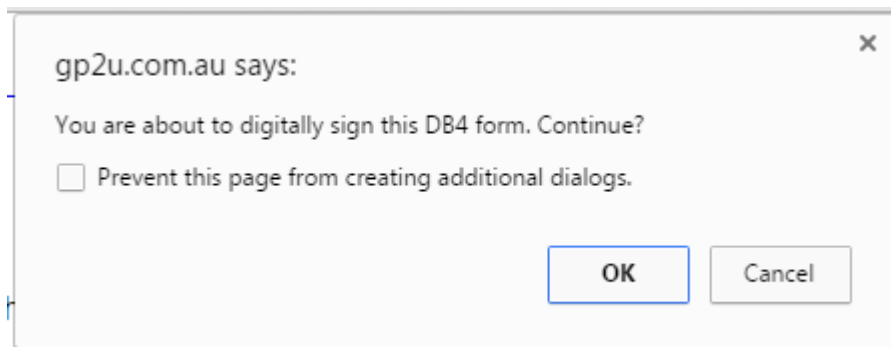
At the end of your Specialist appointment all you need to do is click the “Assign Medicare Benefits to Specialist” link to bring up this page:



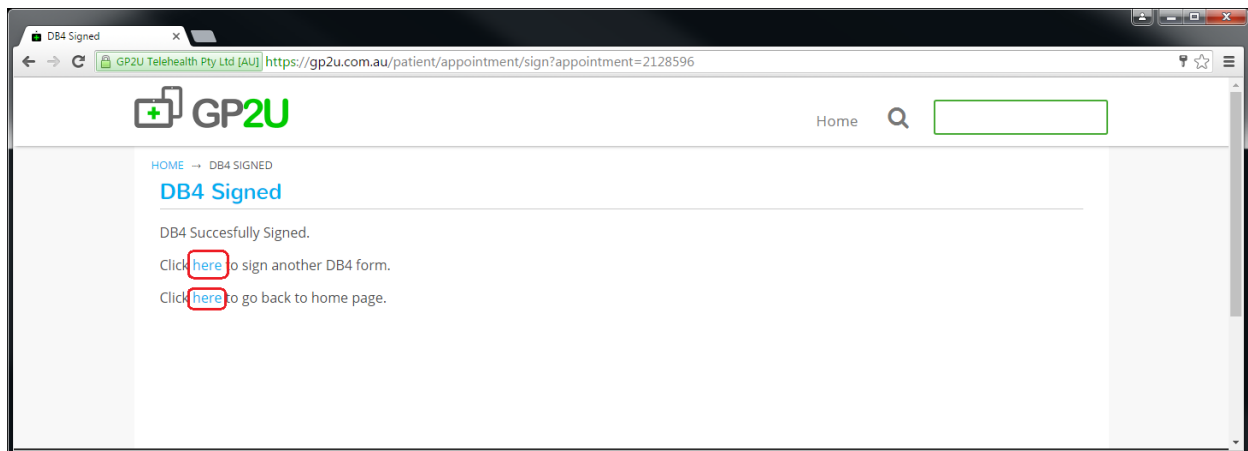
If you click on the “Click here to digitally sign” you will see the following page:



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

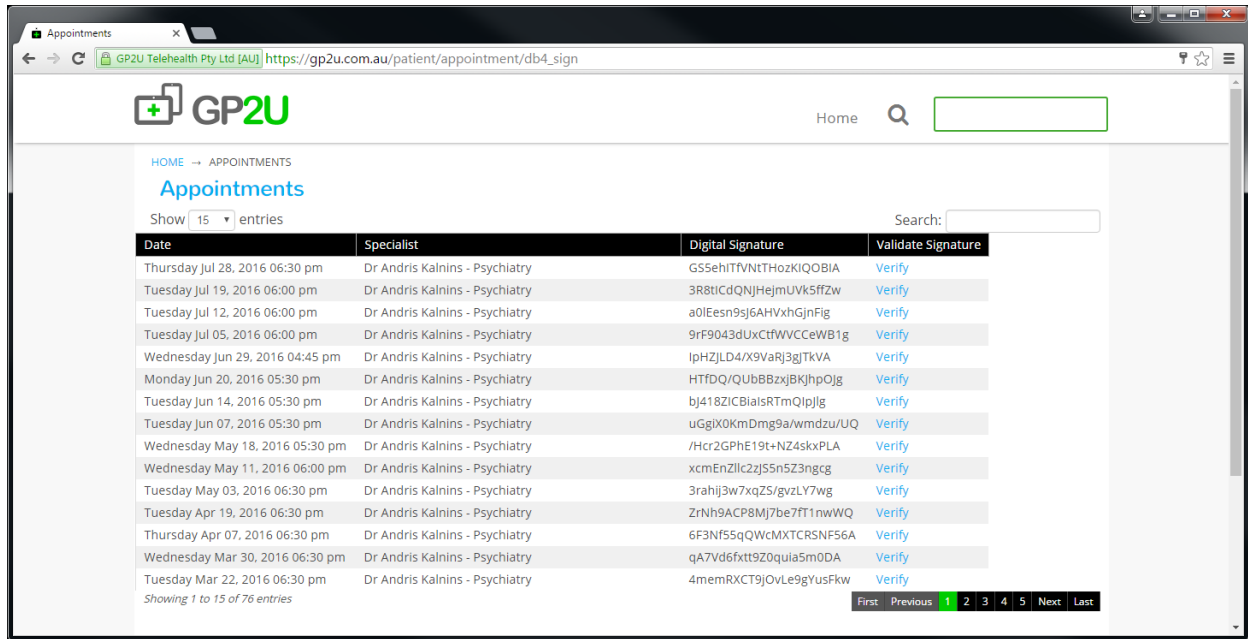


Click on “OK” And clicking on the “Digitally Sign as ...” link completes the process:



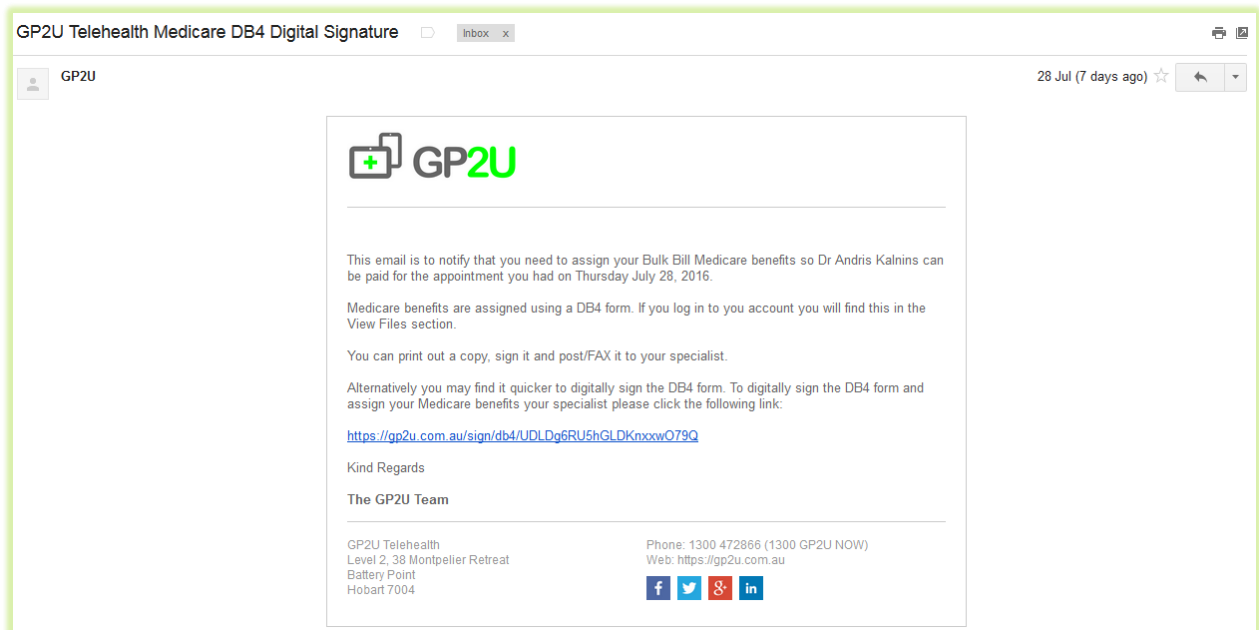
You can click on the first “here” to sign another DB4 form or click on the second “here” to go back to the Patient Home Page. But for this example, let’s say we clicked on the first “here” to go back to the DB4 forms we have signed in the past.

Now if we look at the DB4 page we will see the digital signature (yes it looks like garbage!)



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.

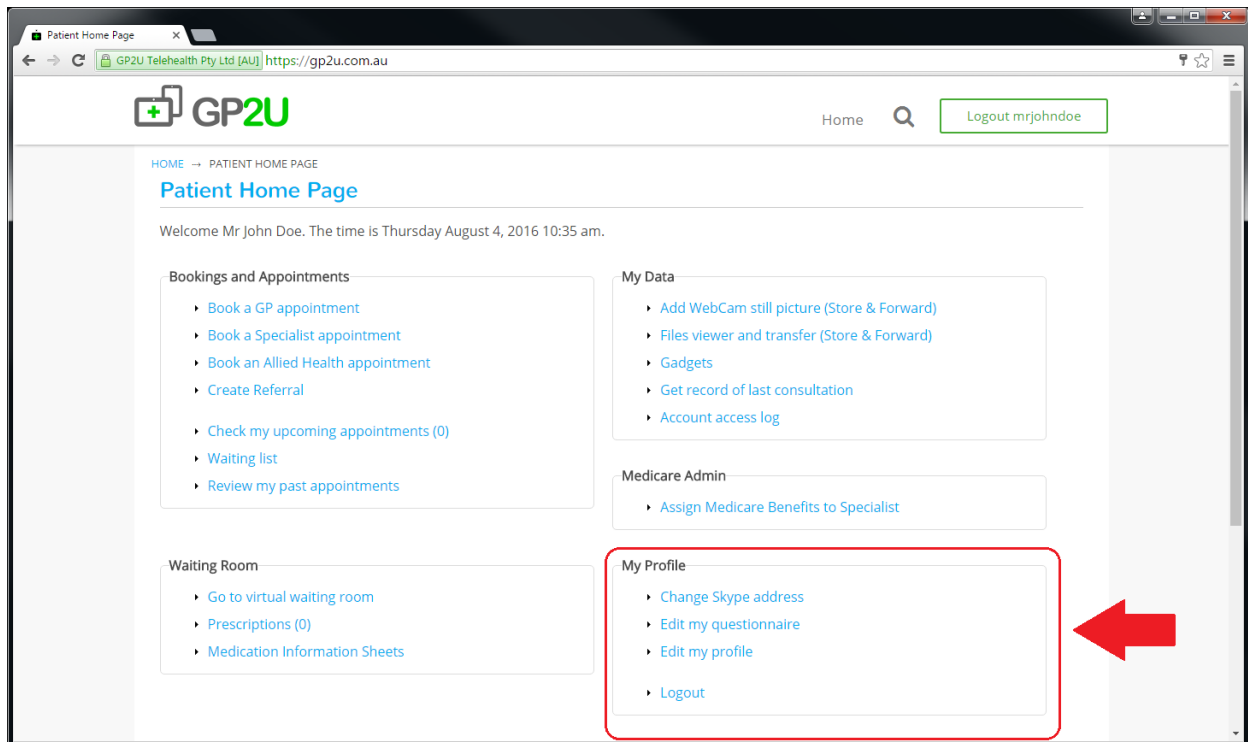
You will get an email that also will require you to digitally sign your DB4 form too. Here is an example of what it would look like:



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.

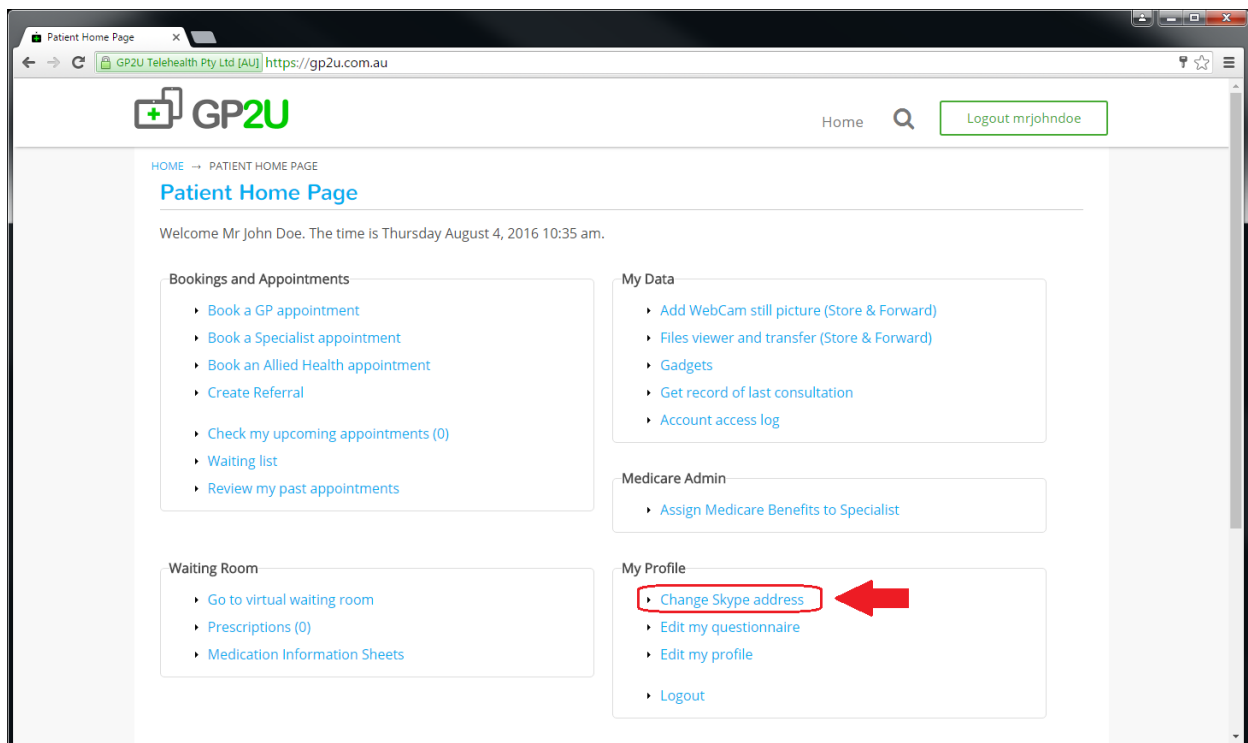
## MY PROFILE

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



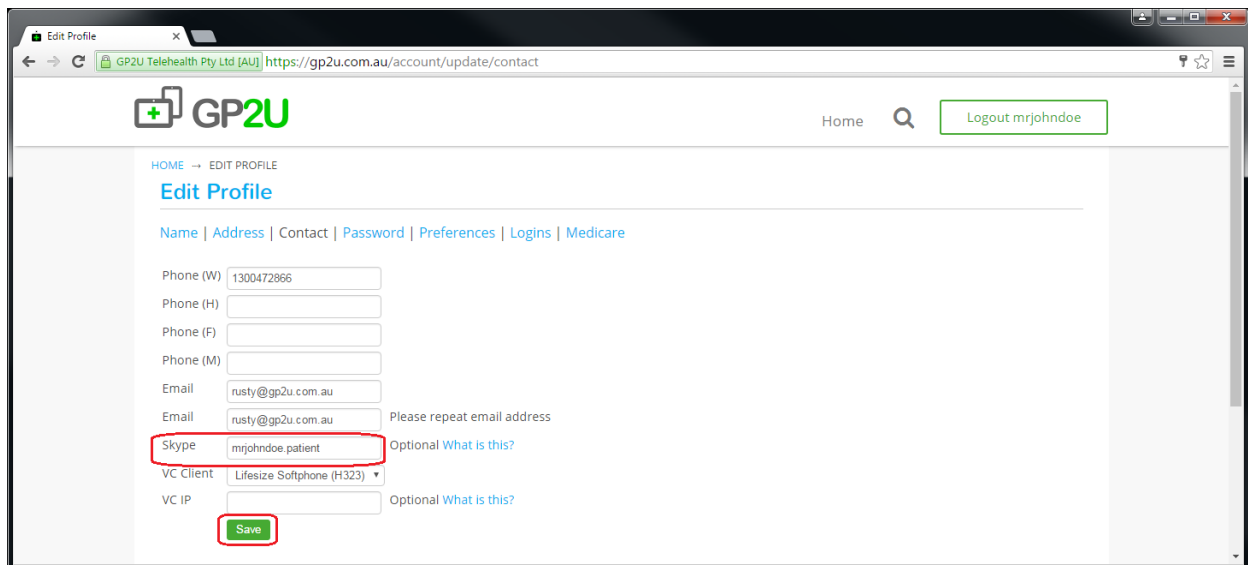
## CHANGE SKYPE ADDRESS

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





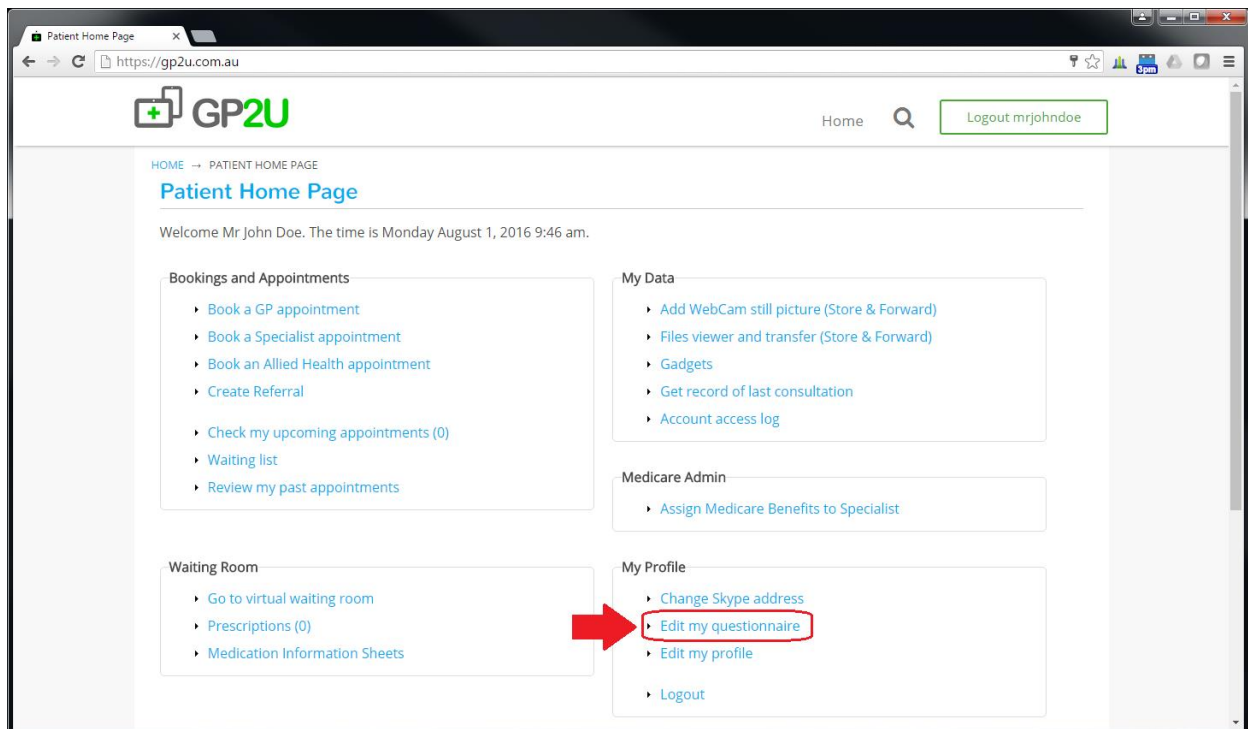
This will take you directly into your “Contact” area of your “Edit Profile” and from here you can make a change on the Skype line:



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”:



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

The screenshot shows a web browser window with the URL <https://gp2u.com.au/patient/questionnaire?patient=21155>. The page header includes the GP2U logo, a 'Home' link, a search icon, and a 'Logout mrjohndoe' button. The main content area is titled 'Questionnaire' and contains the following questions and input fields:

- Question: "Please describe your current medical problem?"  
Input: "In Laws"
- Question: "Do you have any other medical problems (asthma, diabetes, heart disease, etc.)?"  
Input: "My In Laws are alive"
- Question: "Does anyone in your family have any medical problems?"  
Input: "My In Laws are insane"
- Question: "What sort of work do you do? Do you spend much time around animals, and if so what type?"  
Input: "Tradie and avoiding my In Laws"
- Question: "Do you take any tablets or medicines (prescribed or not prescribed)?"  
Input: "None"
- Question: "Are you allergic to anything?"  
Input: "My In Laws"
- Question: "Do you smoke, and if so how much? Did you ever smoke, and if so when did you give up?"  
Input: "3 packs a week"
- Question: "Do you drink alcohol, and if so how much?"  
Input: "2 beers a day, if In Laws are around 40"
- Question: "Do you use recreational drugs?"

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

The screenshot shows the bottom portion of the questionnaire form. The questions and input fields are:

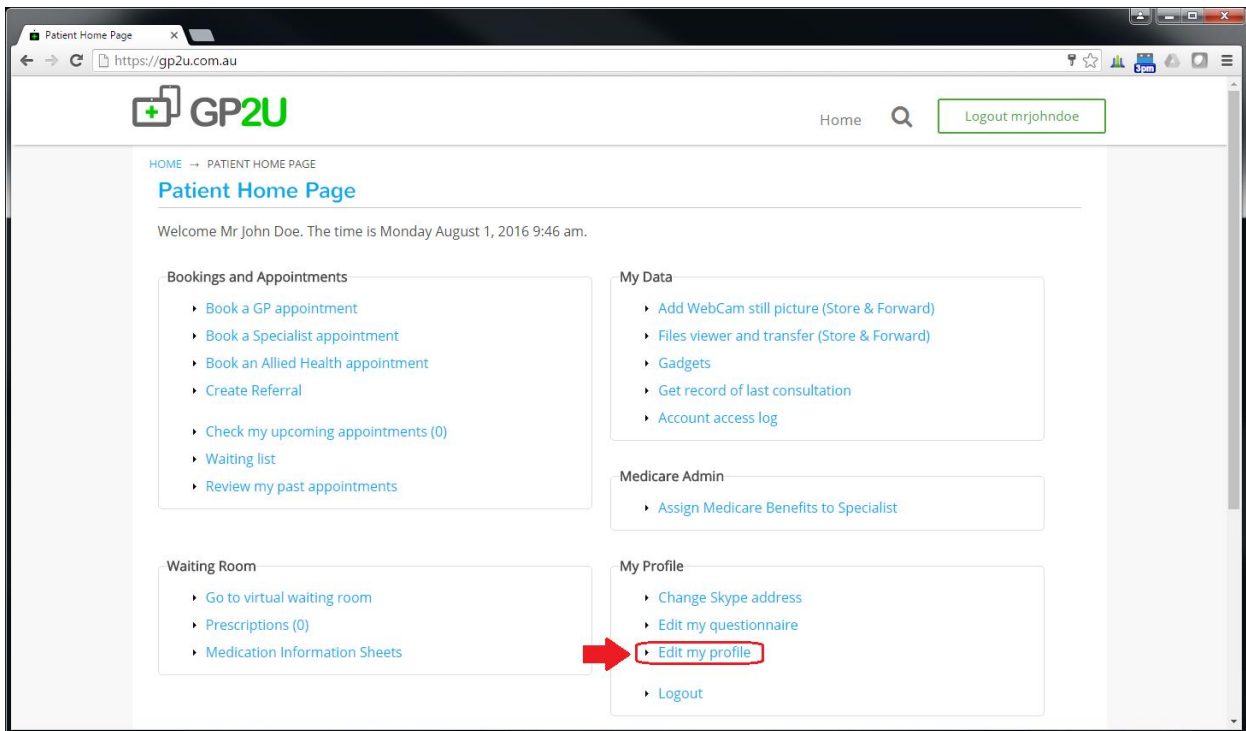
- Question: "Do you smoke, and if so how much? Did you ever smoke, and if so when did you give up?"  
Input: "3 packs a week"
- Question: "Do you drink alcohol, and if so how much?"  
Input: "2 beers a day, if In Laws are around 40"
- Question: "Do you use recreational drugs?"  
Input: "None"
- Question: "Is there any chance you are pregnant?"  
Input: "No"
- Question: "Are you breast feeding?"  
Input: "N/A"
- Question: "Occupation"  
Input: "Tradie"
- Question: "Ethnicity"  
Input: "Anglo"
- Question: "Hobbies"  
Input: "Avoiding my In Laws"
- Question: "Do you have any known Medical conditions?"  
Input: "No"
- Question: "Do you suffer from Allergies/ Intolerances?"  
Input: "No"

At the bottom of the form, there are two buttons: a green 'Back' button and a red 'Save' button. A scroll-up arrow is visible in the bottom right corner of the page.

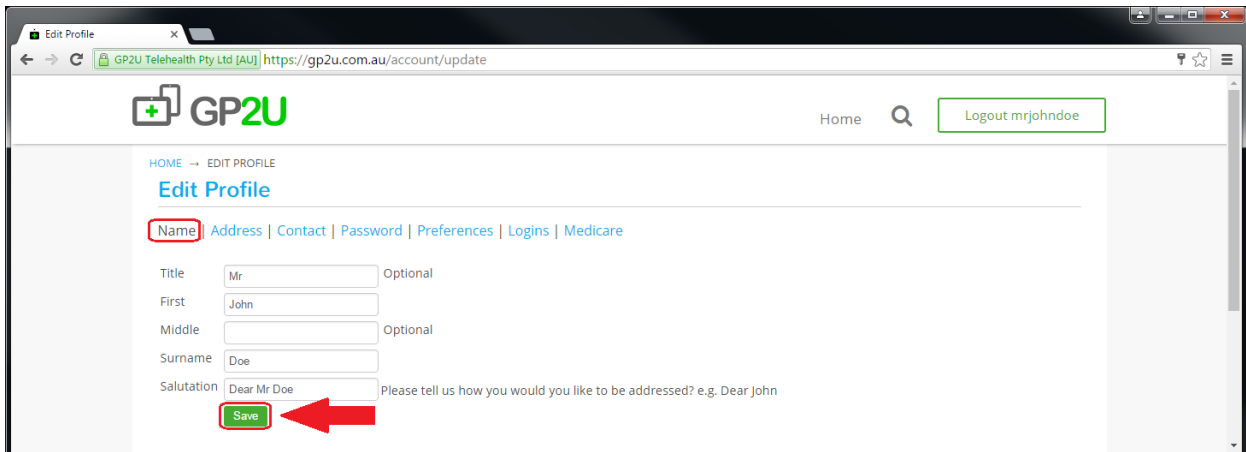
When you are done, be sure to click the "Save" button, then click "Back" once you have saved and are ready to go back to the Patient Home Page.

## EDIT MY PROFILE

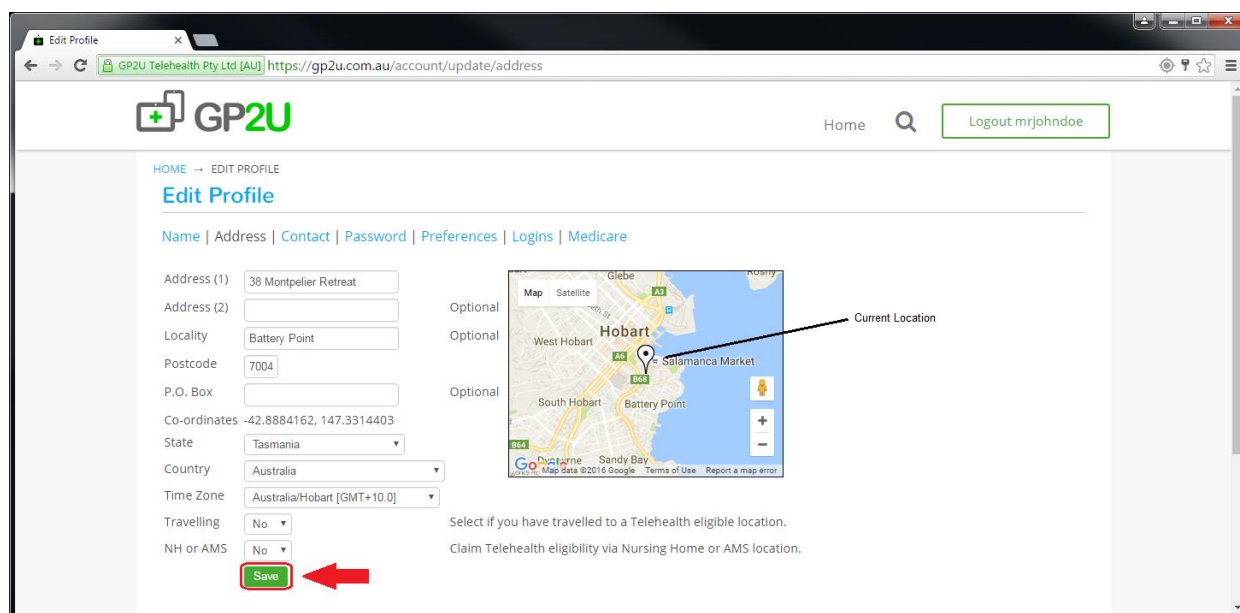
If you need to edit your profile or update your Medicare Card, you can do so from clicking on the “Edit my profile”:



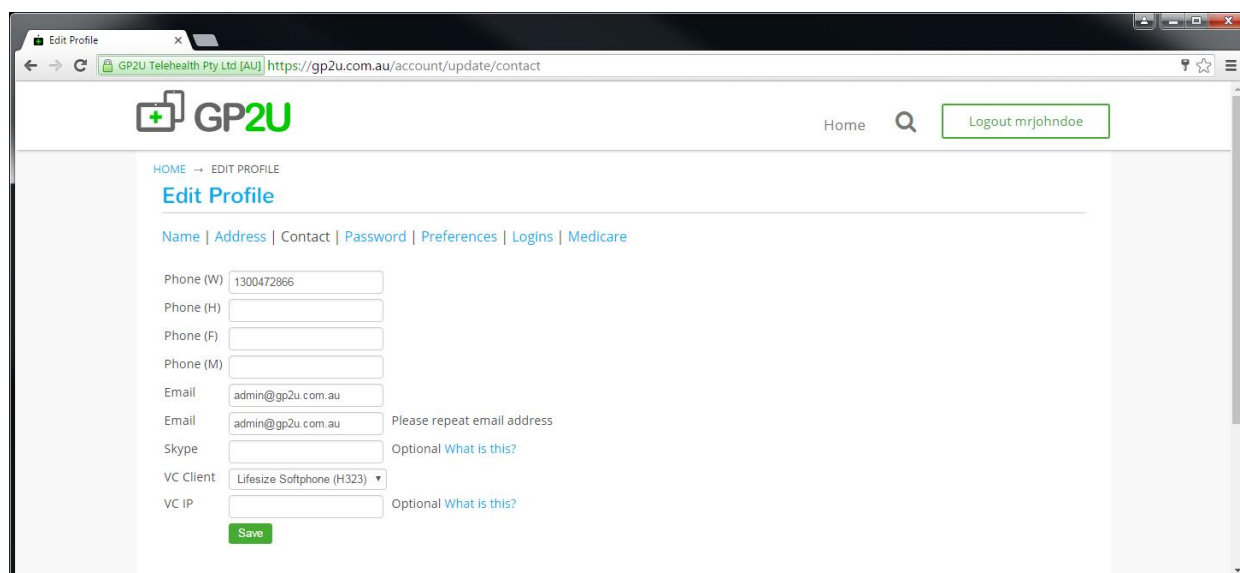
And from this area, you can edit your Name, Address, Contact details, Password, Preferences, Logins and Medicare card info. Whenever you make changes, always remember to click on “Save” at the bottom before moving onto the next tab. The default tab is the “Name” tab:



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:



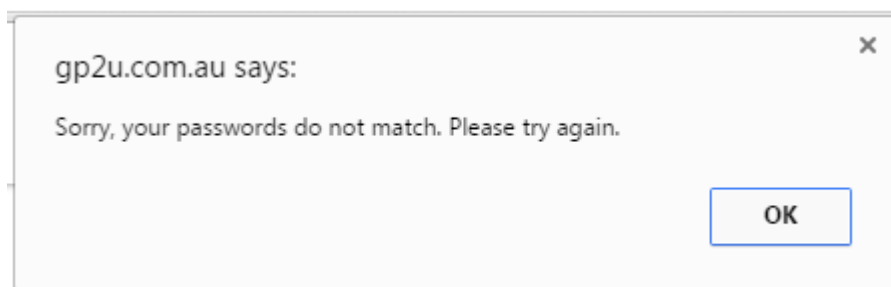
The Pin Point on the map is an approximation of where your address is in the real world. When you are done editing, click on the “Save” button and you can move to the next tab, “Contact”



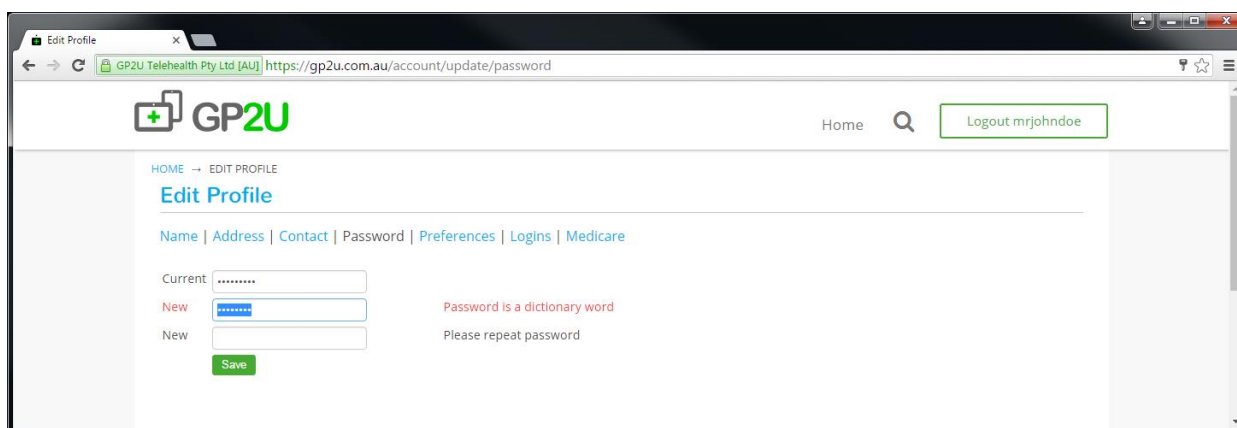
This tab is used for updating your phone number and your email and Skype address. Just remember, if you make any changes, click on the “Save” button to save them.

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”.

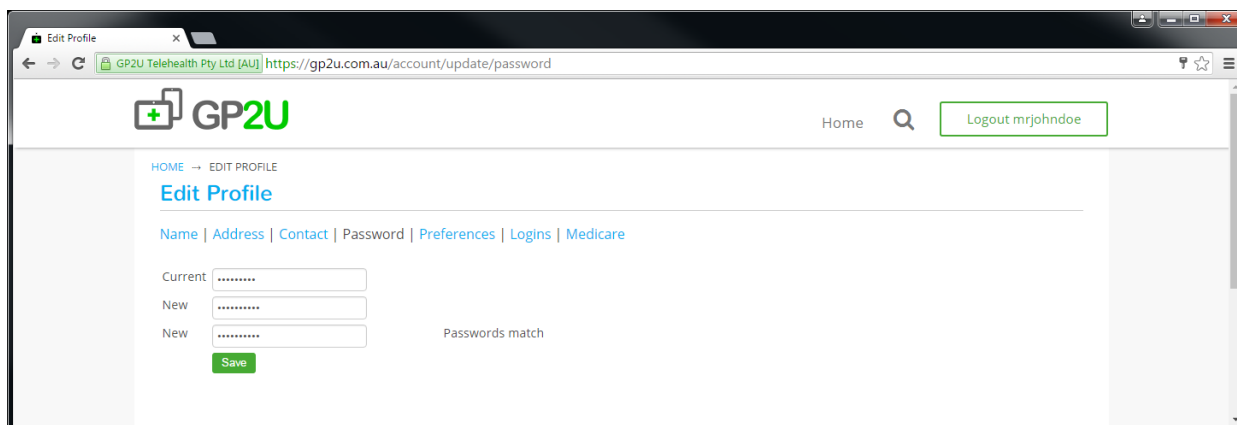
If you don’t use the same password in both “New” fields, then you will get a message like this:



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

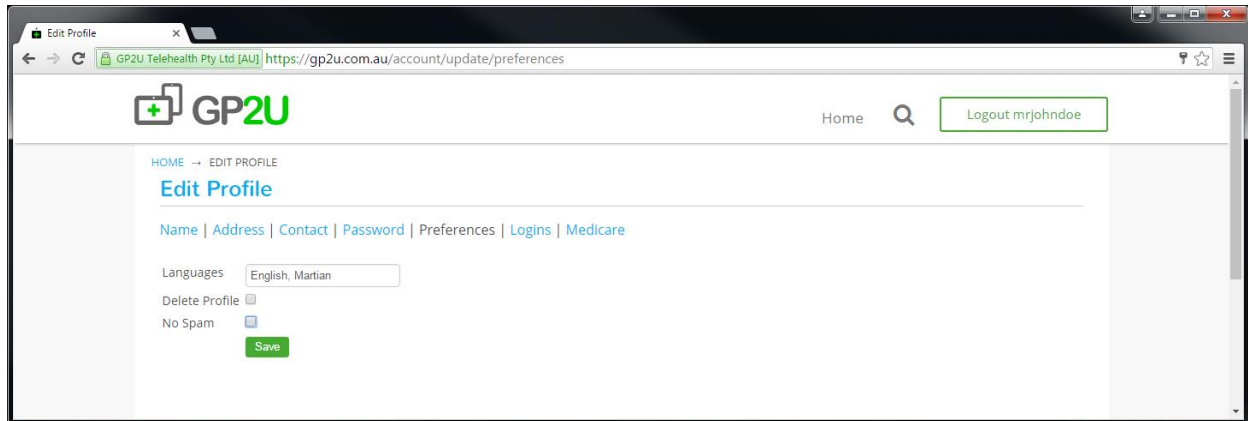


When you have your “New” passwords matched and set, click on the “Save” button to continue. It should appear something like this:



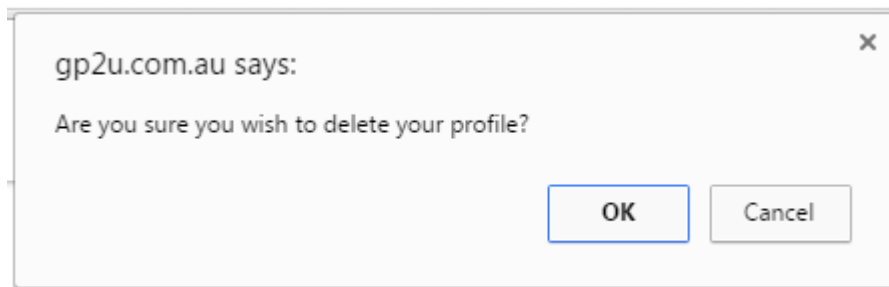
Now we will take a look at the Preferences tab.

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:



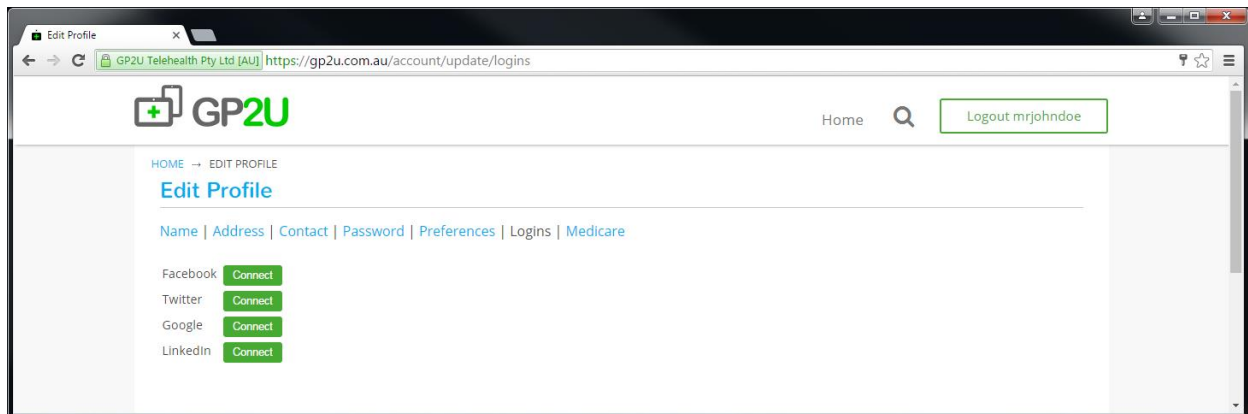
If you tick the box next to “No Spam” then you will not receive any emails from our server, but that also means no more notifications of your appointments too.

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

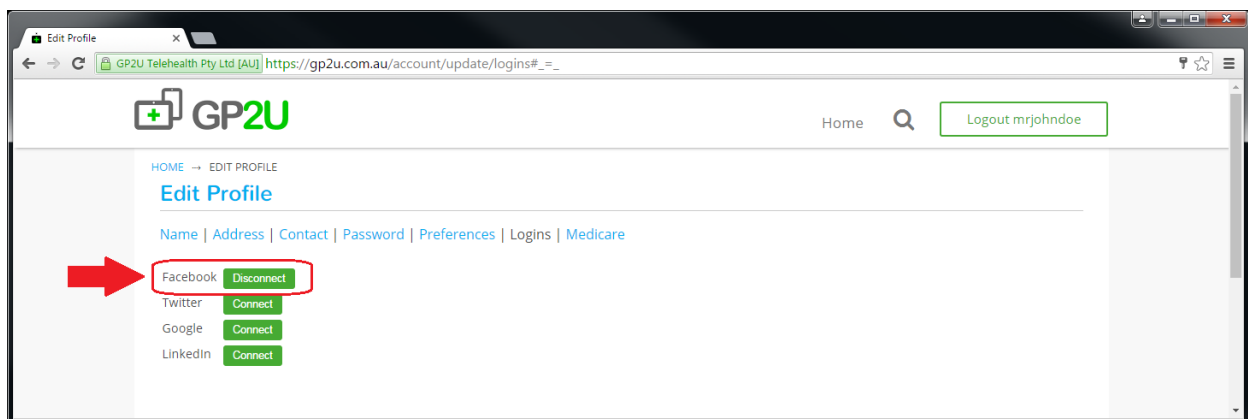


If you do want to delete your profile, click “OK” and it will be deleted.

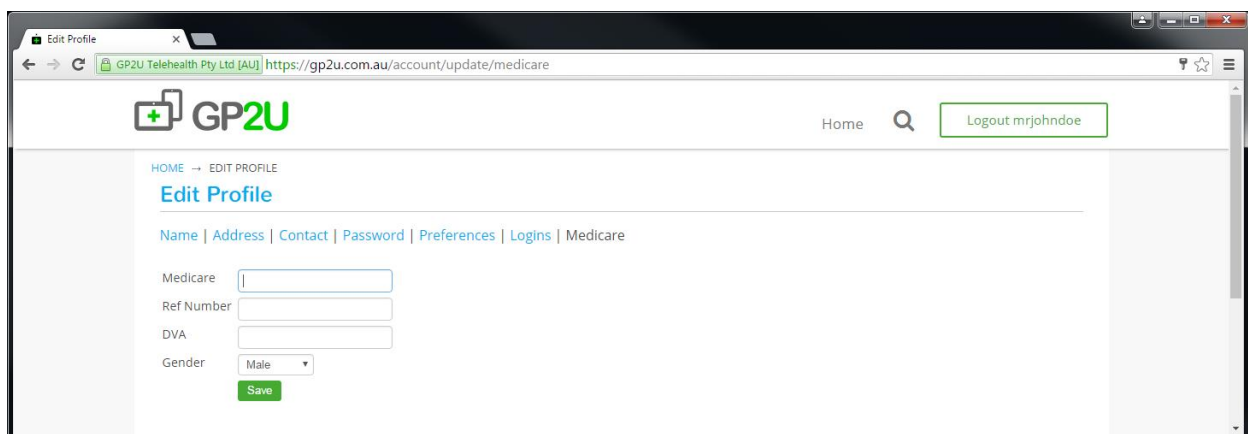
The “Logins” tab is used if you want to use your Facebook, Twitter, Google or LinkedIn account to log into GP2U:



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”:



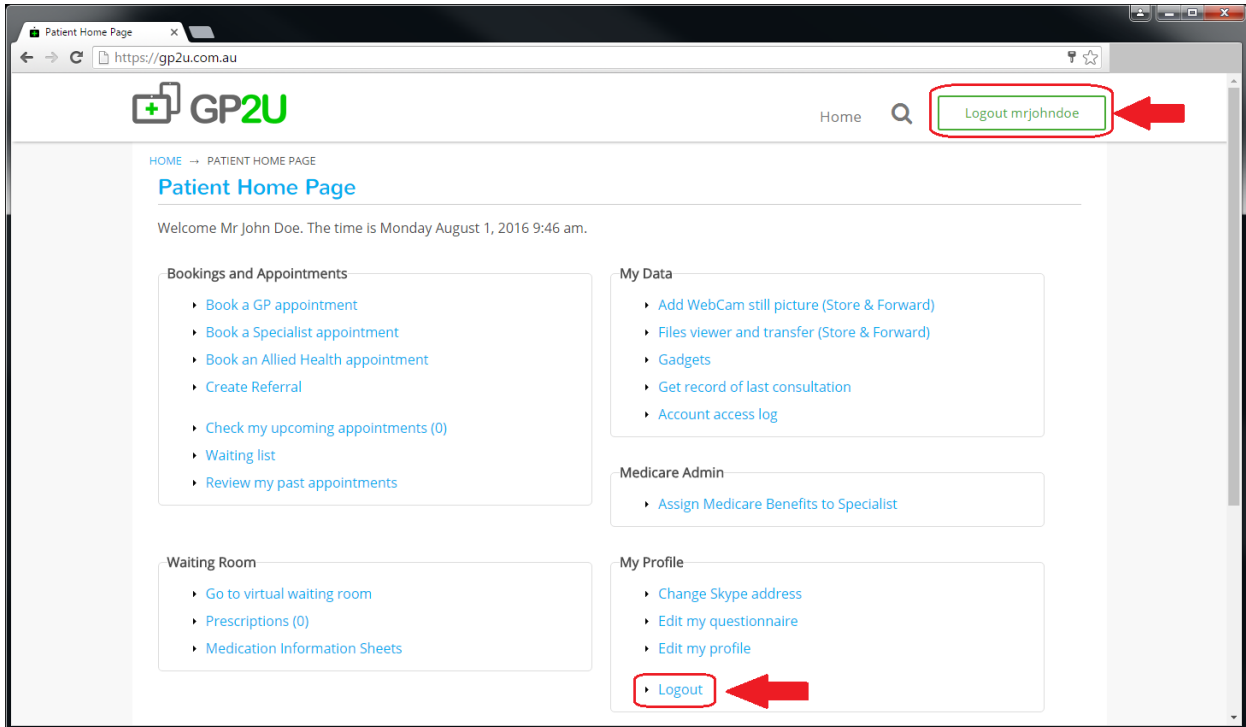
If you have finished with trying to connect your GP2U profile, then let’s click on the “Medicare” tab:



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.

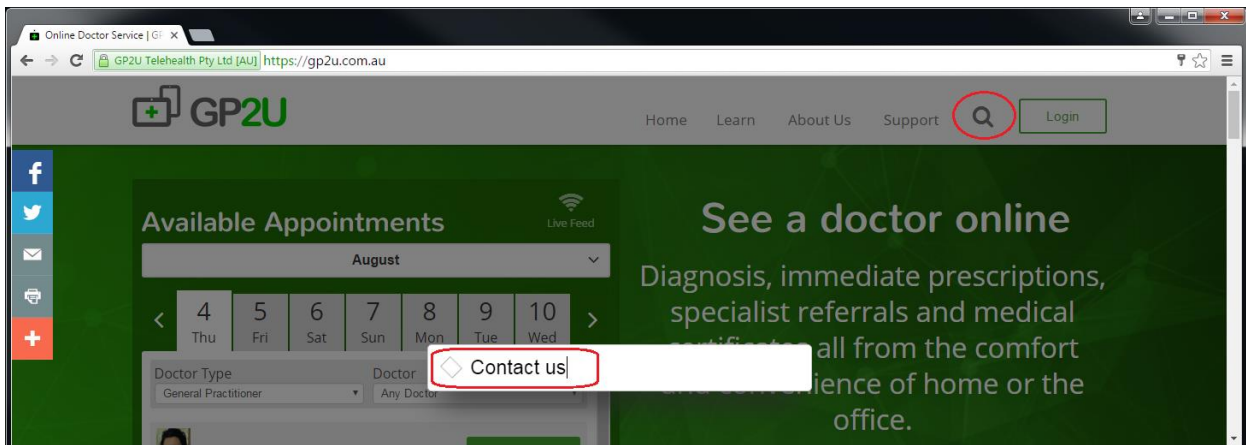
## LOGOUT

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:



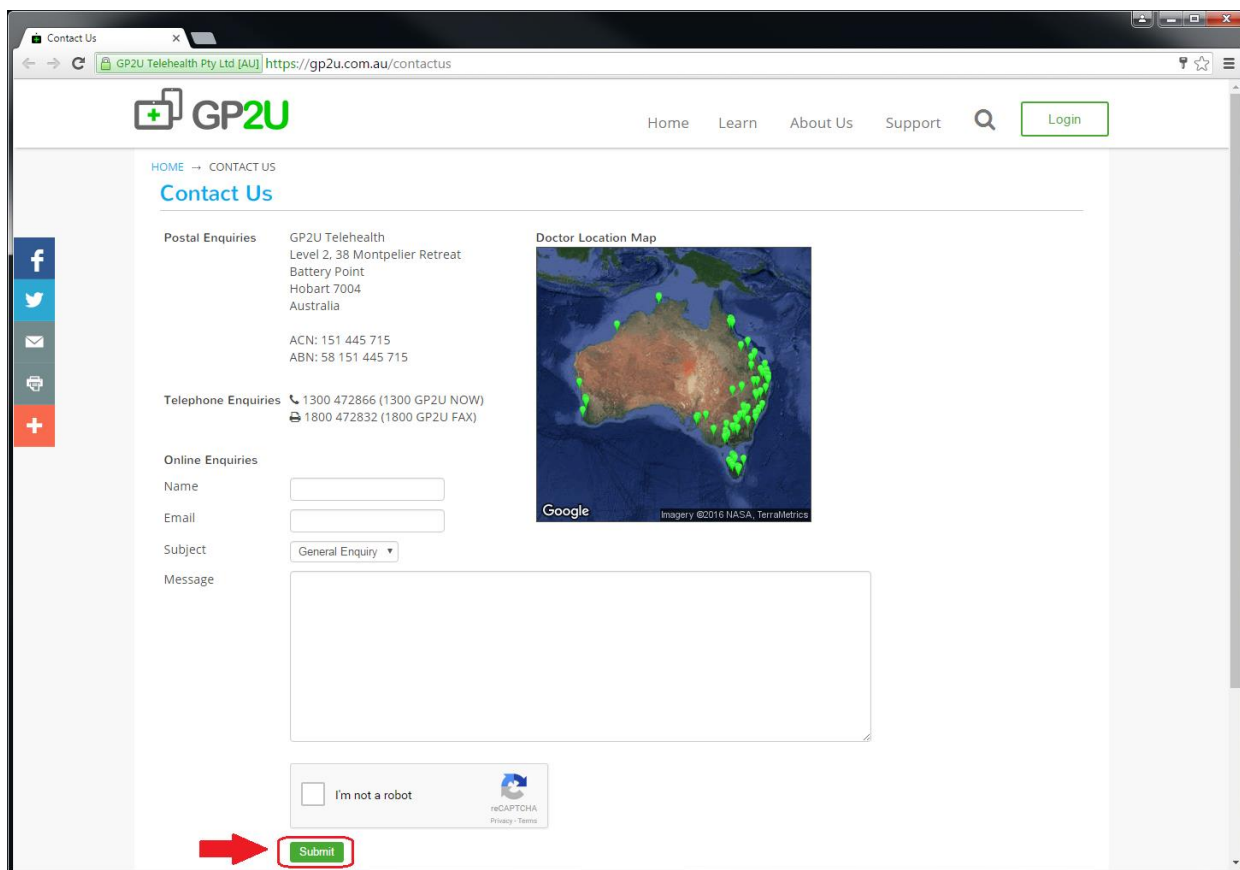
## CONTACTING US

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



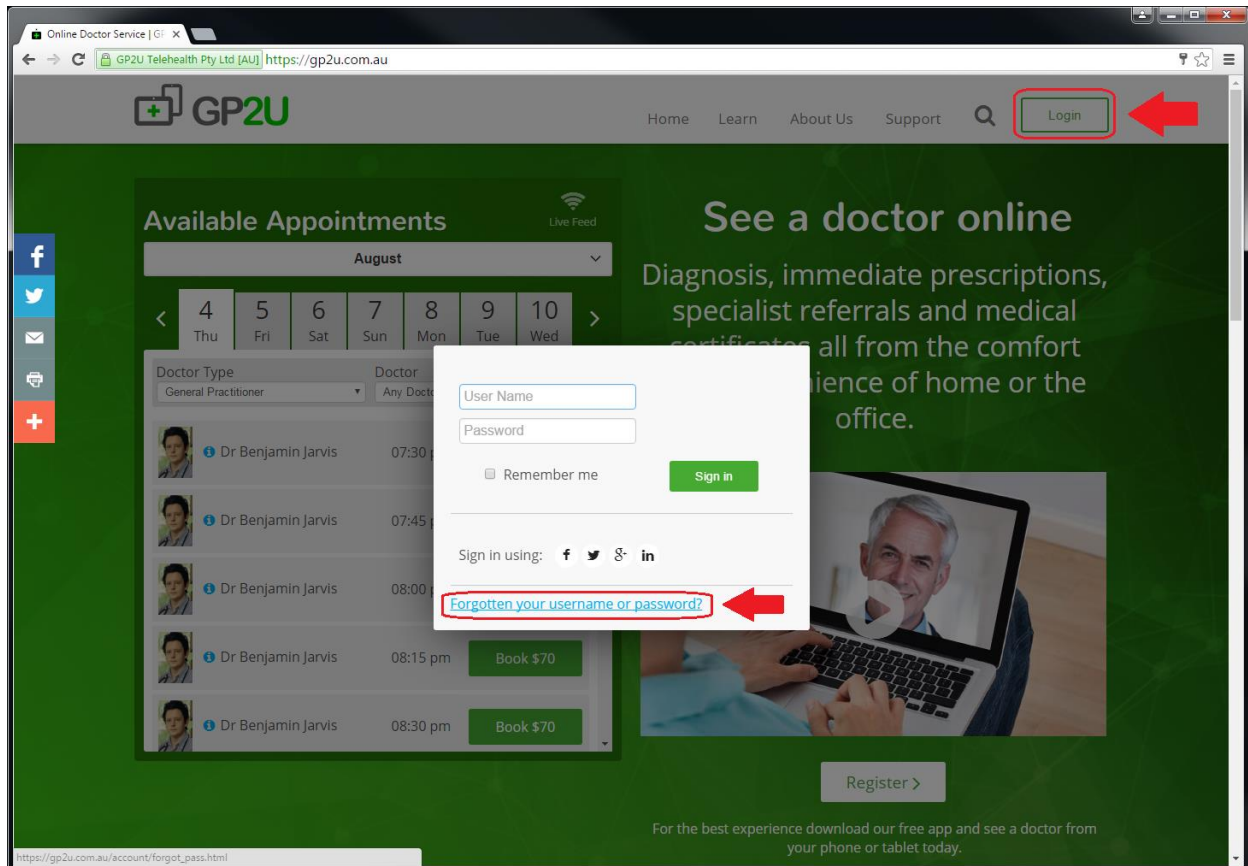


This will bring up the “Contact Us” page and you can either ring us on 1300 472 866 or send an email enquiry through. But remember to click on “Submit” at the bottom of the page for the email to come to us.

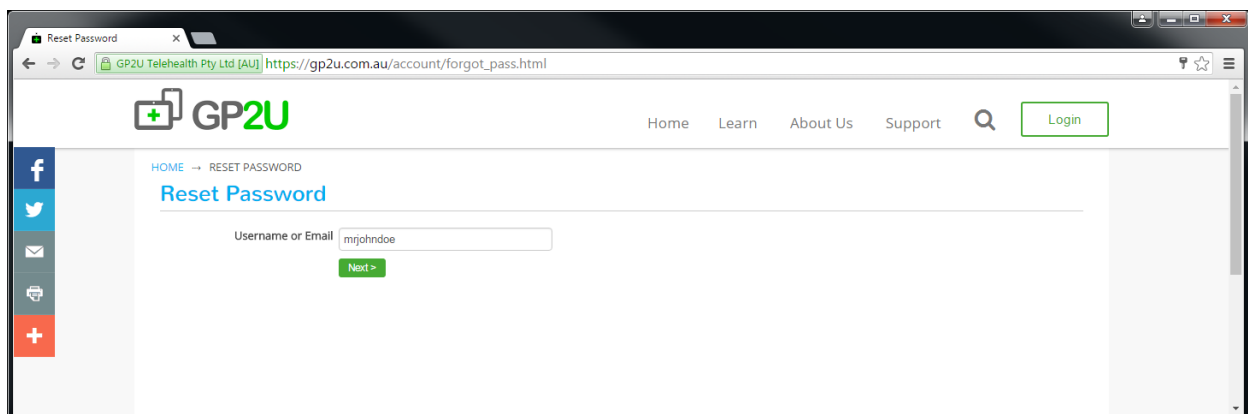


## FORGOTTEN YOUR PASSWORD?

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”

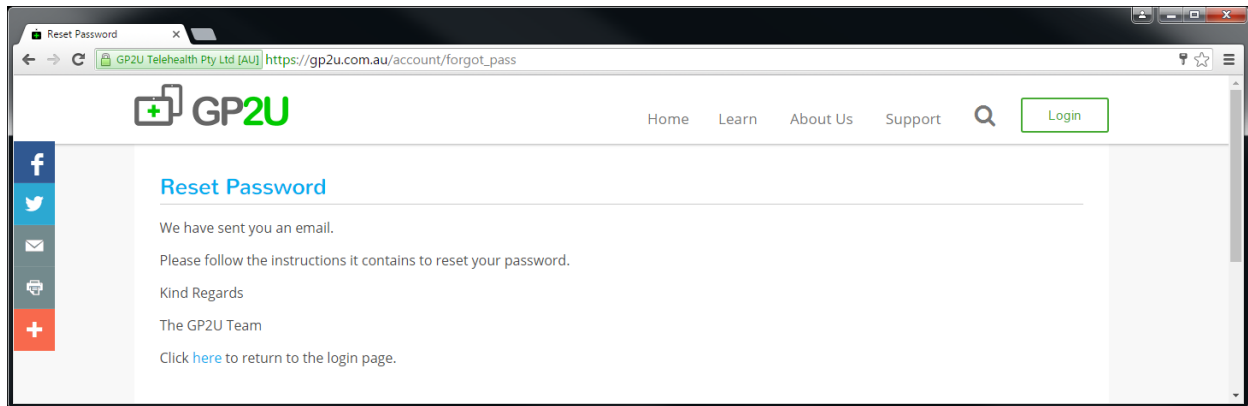


This will bring up a small screen for resetting your password, so just enter a Username or Email and click “Next”:

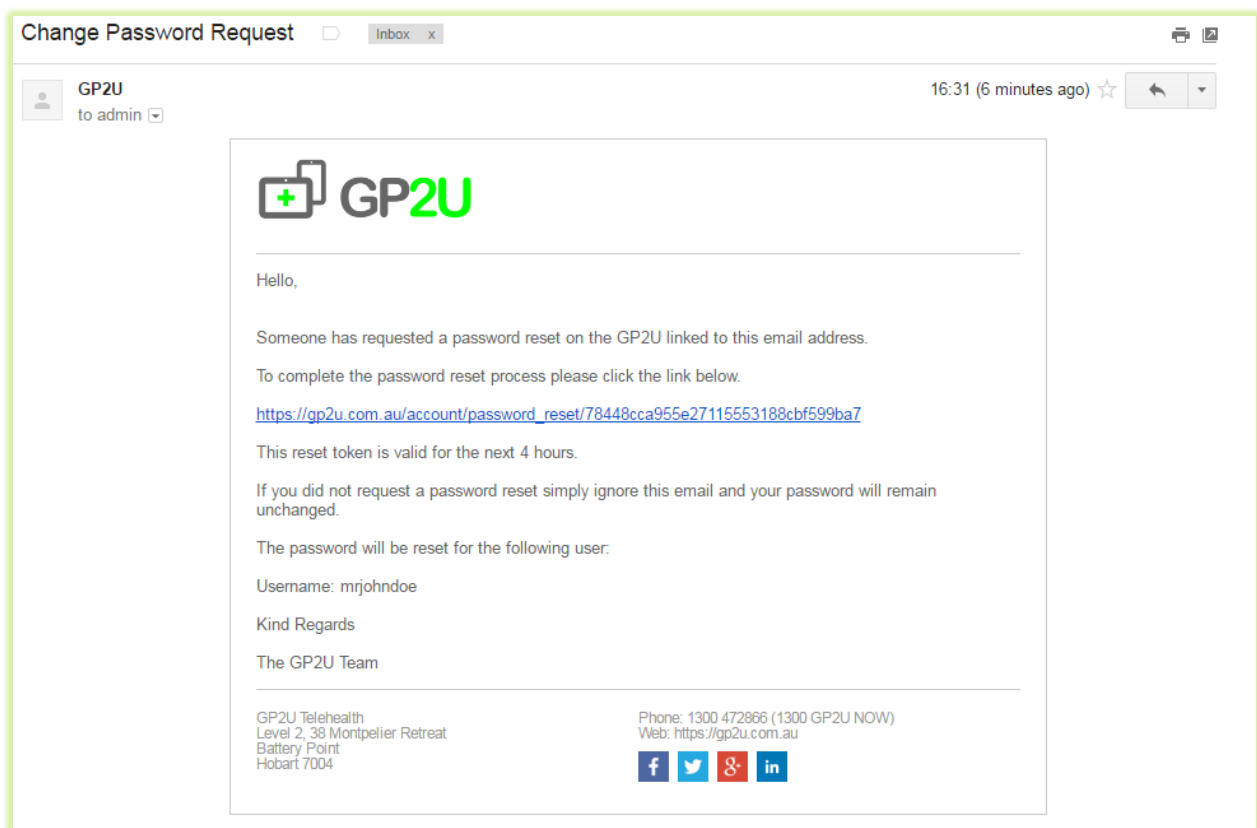


And this will send an email to your registered email address that lets you reset your password.

You should receive a message that looks like this:



And an email that looks like this:



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

And that's all folks!

