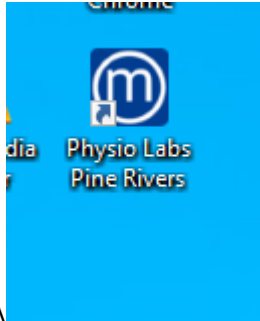
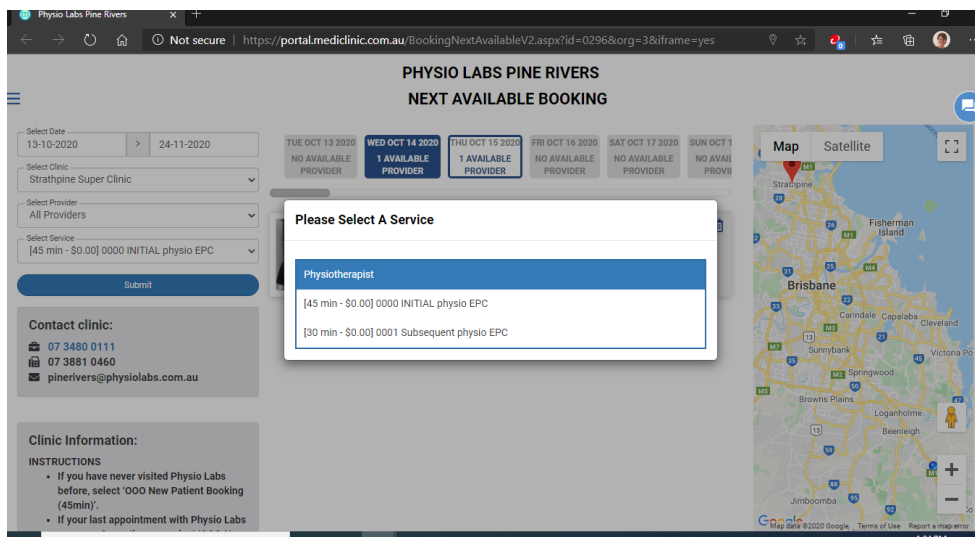


SUPERCLINIC RECEPTION PROCEDURE

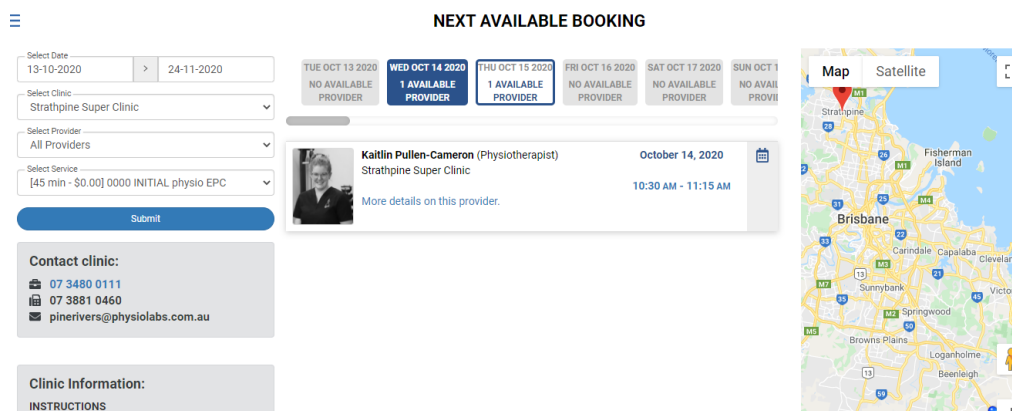
Short cut icon loaded onto desktop



To make a booking – Open the shortcut and the screen below will be displayed



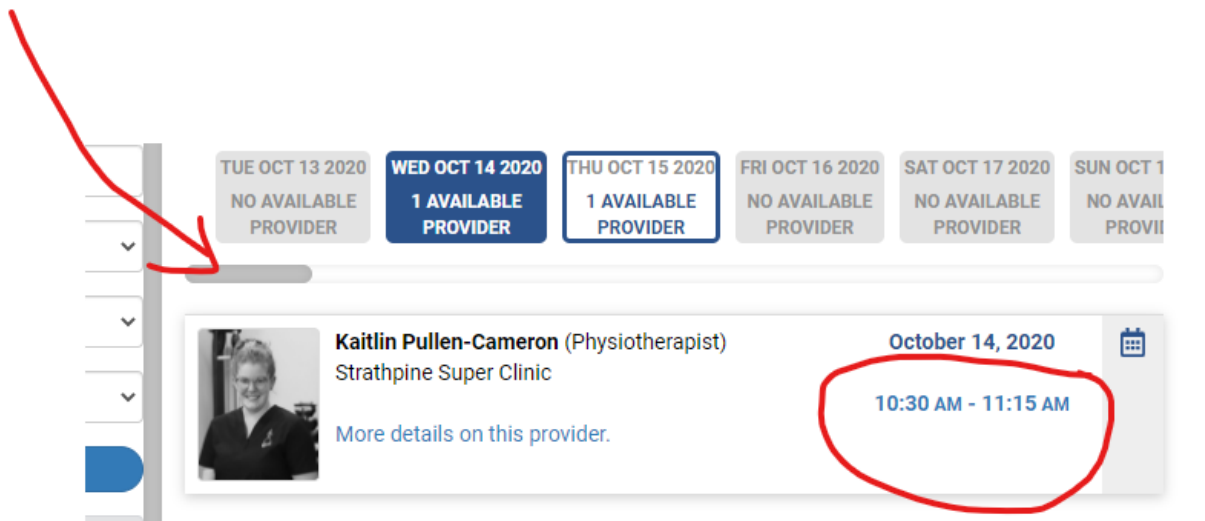
Choose the service – either Initial or Subsequent



Next available Booking will display on the screen

There is a sliding bar to access further appointments





When you have the day and time click on the time to book the appointment

ADD BOOKING

Form fields for adding a booking:

- Service: 0000 INITIAL physio EPC (45 min - \$0.00)
- Date: Wednesday, 14 October, 2020
- Time: 10:30 to 11:15
- Available Times: 10:30am - 11:15am
- Fields for: Firstname, Surname, Email, Phone Number, Heathcard type, Heathcard Number, GP Name, GP Phone Number, GP Fax Number.
- Message: Please ensure both email and phone number are correct. Both will require verification.
- Book button

Fill in the booking sheet

First Name / Surname

Email and Phone number are mandatory

When all details are correct click the blue BOOK button in the right-hand corner

This sends an immediate sms to the telephone no provided by the patient and you will see the message below

EXAMPLE

You have been sent an email/SMS to verify your details.
If it is not verified within 2 hours, the booking will be deleted to free up the time for others.

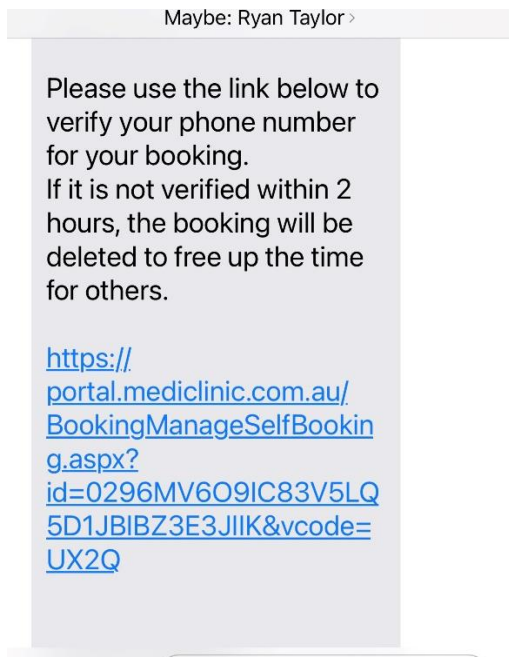
If the email/SMS has not arrived, please click the button below to re-send the email.

Booking details:

Clinic **Strathpine Super Clinic**
Provider **Kaitlin Pullen-Cameron**
Date **Wednesday November 4, 2020 at 8:30AM**

Resend Verification Email/SMS

On the patients phone they will receive this message



Once the booking is confirmed let the patient know that they will be getting a confirmation call from Physiolabs to collect some further details and answer any questions.

If the booking is for an Initial EPC the Superclinic reception to Fax through all paperwork to Pine Rivers.

If this is a subsequent booking the Supeclinic reception has completed the steps required.

Pine Rivers Administration

An email is received at the clinic

P Mediclinic <noreply@mediclinic.com.au> on behalf of Physio Labs Pine Rivers <pinerivers@physiolabs.com.au> ↩ ⏪ ⏩ →

Tue 13/10/2020 1:26 PM
To: Administration - Pine Rivers

A patient has made a booking and their email address has been verified.

PLEASE GO TO THE BOOKING SHEET AND ENSURE the patient is verified on the booking sheet or it may not be completed correctly.


To ensure that the booking is a genuine, we suggest you call them to confirm.
If you can not get through, we suggest emailing them since they have already verified that the email address is real.

If you can get through, it would be prudent that during the call you get their other information into the computer system to minimise delays on the day of the booking.

Booking details:

Clinic	Strathpine Super Clinic
Date	Wednesday November 4, 2020 at 8:30AM
Provider	Kaitlin Pullen-Cameron
Patient Name	Trish YATES
Patient Email	trishyates@physiolabs.com.au
Patient Phone Number	0413431598
Patient Health Card Type	Medicare
Patient Health Card Number	6028095049-2
Patient GP Name	Dy Sydd
Patient GP Phone Number	+61413431598
Patient GP Fax Number	

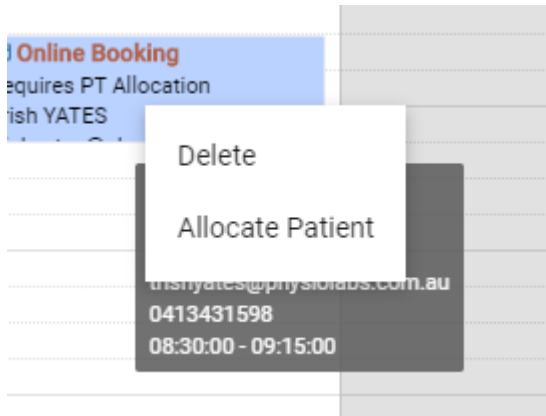
Regards,
Mediclinic

 phone:
mobile:
email:

When admin open up on the booking sheet this appears

	Kaitlin Pullen-Cameron Physiotherapist	Ryan Taylor Physiotherapist
	 Online Booking Requires PT Allocation Trish YATES 0413431598	

Right Click on the booking gives 2 options



Change Institution

ALLOCATE PATIENT TO PT SELF-MADE BOOKING

The Patient entered the following information which needs to be added.
 GP Name Dy Sydd
 GP Phone 61 4134 31598

Personal Information	Address	Bank Account Information For Medicare Claiming	Conditions
Is A Company <input type="checkbox"/> Firstname Mr Trish Middle name Surname YATES Nickname Gender Male	Type Home address Line 1 Enter a location Line 2 Street Suburb State	Account Account name Account number BSB IBAN SWIFT ** Please ensure correct address for medicare claiming <input type="checkbox"/> Claimant - Is Not Patient Healthcard	<input type="checkbox"/> kkle Additional Info: <input type="checkbox"/> ck Additional Info:

You will be shown the above screen to add the patient to the system.

New patient

- make sure you have the paperwork from the Superclinic.
- Enter any information that you have available
- **Call patient** to confirm the information and prepare patient for appointment procedure.

Existing Patient



Mediclinic will check the existing patients and bring up the screen below

PLEASE CONFIRM THAT YOU HAVE BOOKED

Please Check If The Patient/Client Already Exists In The System

ID	Firstname	Middlename	Surname	D.O.B	Addresses	Phone Nbrs	
17092	Trish		YATES			61413431598	Select

None of these

Personal Information

Company

Name

Name

Name

Name

Gender State

Healthcard

Birth Postcode Organisation

If the patient is already in the system select and Mediclinic will take you to the patient screen to check and update patient details.

Courtesy call to patient to confirm appointment and time.

Allocate and add to booking