

1) Granular control of services displayed in Chatbot.

The screenshot shows the 'Edit Service' form with the following fields and controls:

- Category:** General Care (dropdown)
- Service:** GP Consultation (dropdown)
- Description:** GP Consultation
- Service duration in minutes:** 15 (input field)
- Service price in euros:** € 10 (input field)
- Chatbot rules:** Show In Chatbot (checkbox, currently unchecked)
- Buttons:** SET SERVICE HOURS, DELETE, CANCEL, SAVE

2) Payments through bot enabled. If service is displayed in chatbot now there is an option to take payments through the bot for that service. Users if they have an email address defined will get a receipt automatically sent. You will need to have Stripe integration turned on for this to work.

If a patient cancels after paying the practice will be alerted through the Todos that a refund is required.

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- Category:** General Care (dropdown)
- Service:** GP Consultation (dropdown)
- Description:** GP Consultation
- Service duration in minutes:** 15 (input field)
- Service price in euros:** € 10 (input field)
- Chatbot rules:**
  - Show In Chatbot (checkbox, checked)
  - 1 Accept Bot Payments (checkbox, checked)
  - 2 Pre-Payments (checkbox, unchecked)
  - Full-Payments (checkbox, checked)
  - 3 Amount: 10 € (input field)
  - 4 Compulsory (checkbox, checked)
- Buttons:** SET SERVICE HOURS, DELETE, CANCEL, SAVE

- 3) When booking through admin panel there is now the option to not send notifications when booking appointments.

### Add Appointment ✕

Patient Name

Laura Malone (laura@myclinic365.com)

Video Consultation:

Send Notifications:

Select Service ▾

2020-04-30 

CHECKUP ▾

BOOKED ▾

Start Time: 11 : 00 AM

End Time: 11 : 15 AM

- 4) Option to quickly have a video consultation for any consultation type

### Add Appointment ✕

Patient Name

Laura Malone (laura@myclinic365.com)

Video Consultation:

Send Notifications:

Select Service ▾

2020-04-30 

CHECKUP ▾

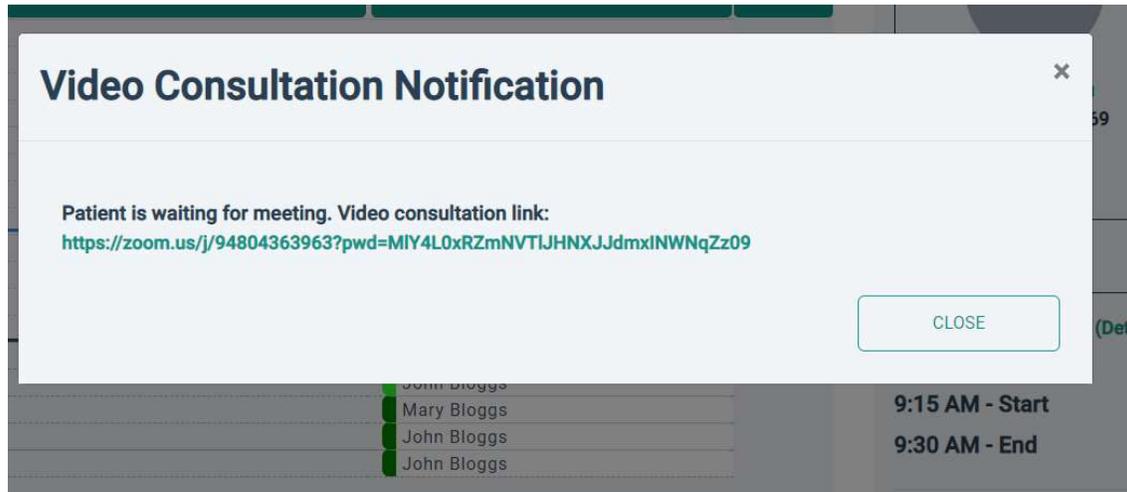
BOOKED ▾

Start Time: 11 : 00 AM

End Time: 11 : 15 AM

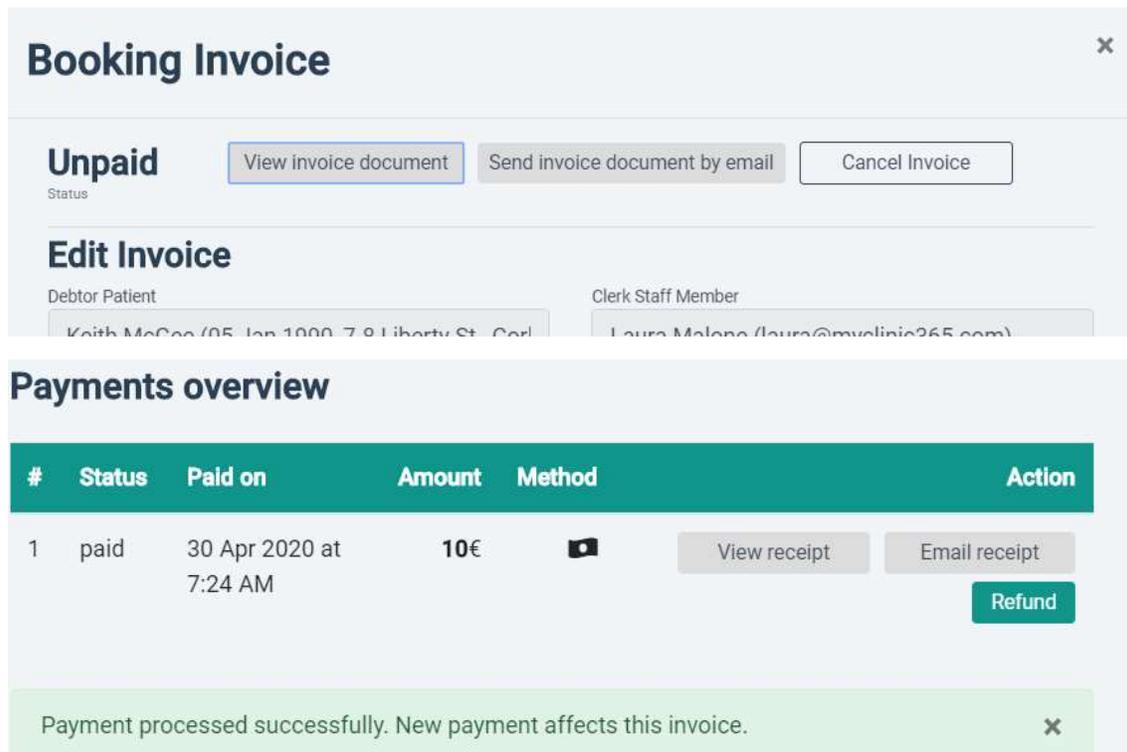
## 5) Video Consultation – Patient Waiting Room

There is now a pop-up alert when a patient enters the video consultation waiting room. This allows you to quickly enter the video consultation or can be closed until such time as you are ready for consultation.



## 6) Email Invoices and Receipts

Option to email invoices and receipts. Self-service option will be available for patients through the bot in the coming weeks. Patient can select time period: receipts; outstanding invoices will be sent to them automatically. Patients will need email address defined in the system for this functionality to work.



7) Add practice T&Cs and Privacy statement to Chatbot

Set in practice details. Set none, one or both.

T&C and PrivacyPolicy

**Terms&Conditions URL**

**PrivacyPolicy URL**

8) Set User Calendar Preferences

Define your personal calendar settings. Set through settings/Calendar Prefs

**Calendar Preferences** ×

**Filter staff in calendar**

**How it works?** i

No staff member selected - all staff members will be shown in your calendar.  
At least one staff member selected - only the selected ones will be shown in your calendar.

 **Laura Malone** Remove  
laura@myclinic365.com

 **Mary Bloggs** Remove  
mbloggs1234@gmail.com

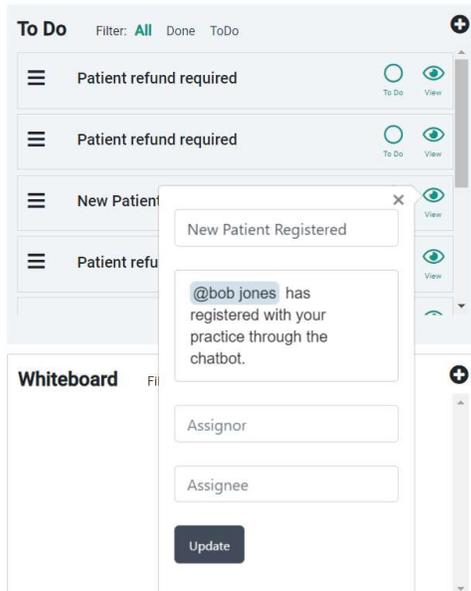
Remove all

Search and select staff by name

CANCEL SAVE

## 9) New Patients

When a new patient registers through the Chatbot there is now a notification added to the ToDo.



We are also releasing functionality next Thursday (7/05/20) so you can present your new patient registration form for the new patient to print and bring to the surgery.

## 10) Video Consultation – Zoom

Zoom has released Zoom 5.0 which includes AES 256-bit GCM encryption. All Zoom clients will need to be updated before the 30<sup>th</sup> of May.

<https://blog.zoom.us/wordpress/2020/04/27/its-here-5-things-to-know-about-zoom-5-0/>