

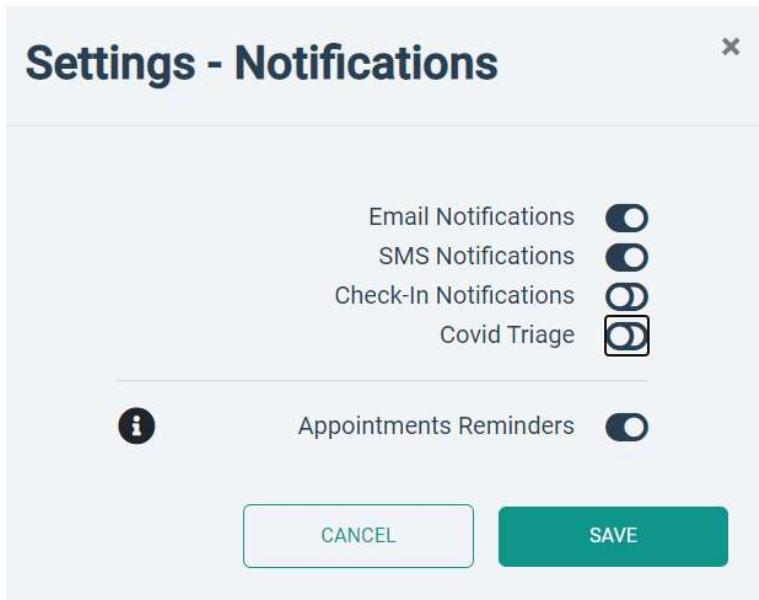
MyClinic365 Release Notes V2.20 10092020

Many practices have moved to a closed-door policy. Only allowing the patients into the surgery once they have spoken to and triaged them. This has created a huge amount of administrative overhead for GPs and their staff. It also means that patients must wait outside the door until they are ready to be seen. MyClinic365 has built a remote check-in, Covid-19 triage, remote patient call and integrated our secure payment portal to streamline this process. Reducing the telephone tag that it has created and making it safer for both the practice and their patients.

Remote Check-in

Notifications

We have added 2 new notifications settings which can be accessed from Settings\Notifications



Check-in Notifications

When enabled it sets that by default all appointments will be sent a link that will allow the patient to either cancel their appointment or check-in for their appointment.

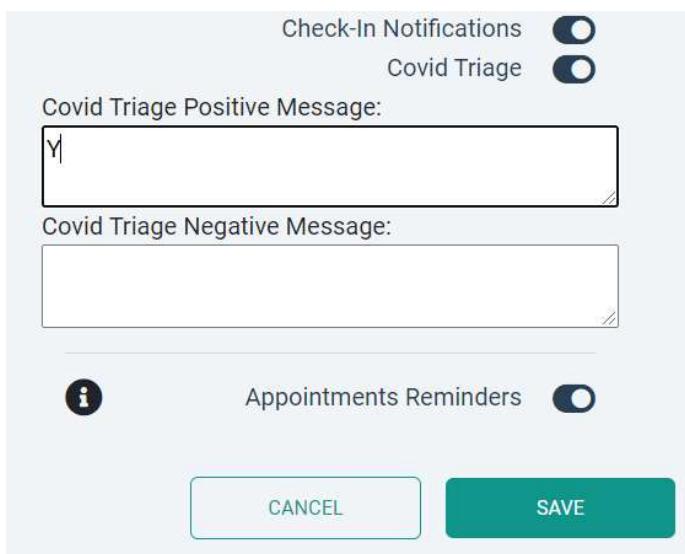
If the appointment is scheduled within 2 hours of the booking time the link is sent with the booking confirmation.

If the appointment is more than 2 hours in the future, then the link is not sent until the appointment is within 2 hours of the current time.

Covid Triage

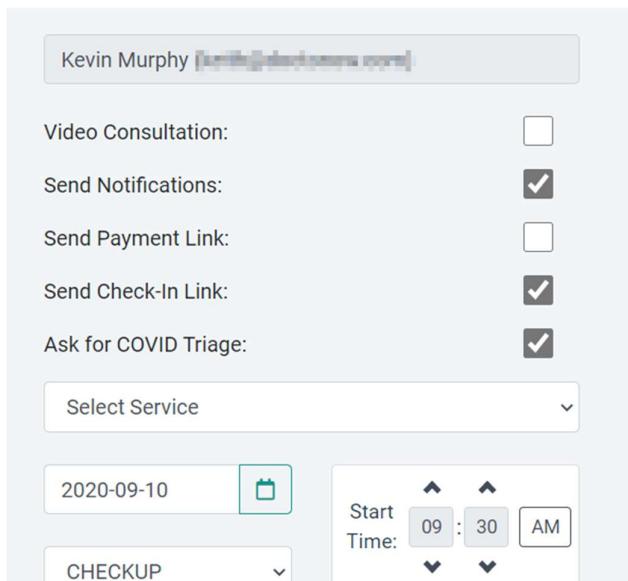
When enabled this embeds a Covid-19 Triage workflow into the check-in process.

We have set defaults messages for Triage Pass and Fail but the system also allows you to customise these messages to your practice.



Booking Appointment and sending links

Booking appointment has not changed. We have provided the facility to override the settings set at the Practice level.

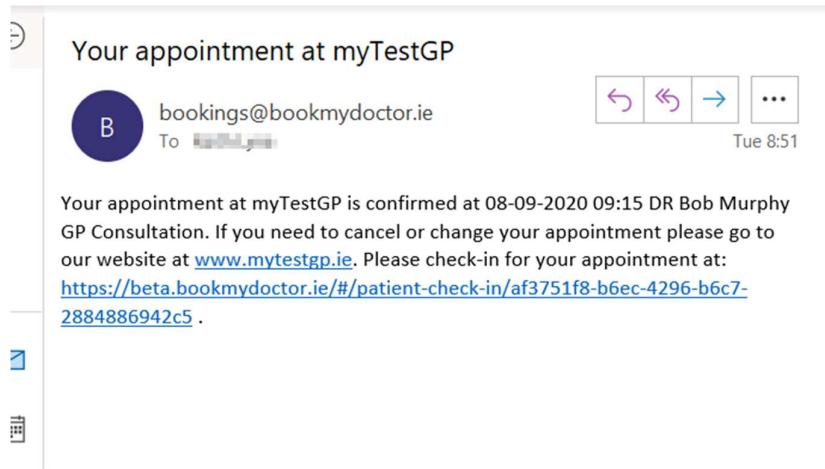


Patient Experience

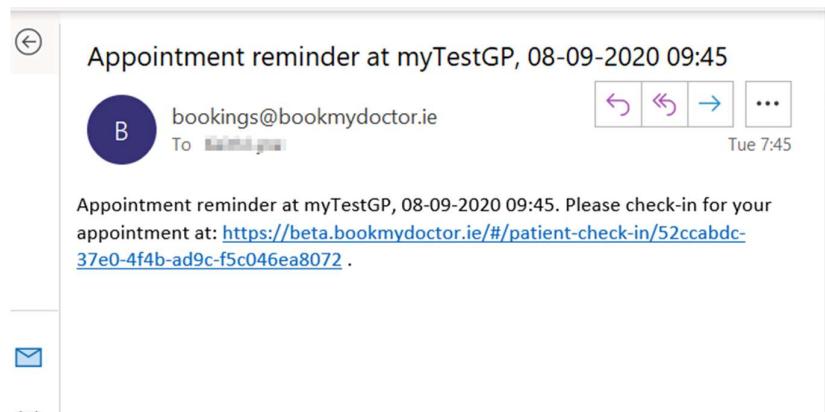
Link

The patient will receive the link one of 2 ways, depending on the timing of the appointment.

- 1) Appointment Confirmation – appointment booked and scheduled within 2 hours of current time



- 2) Appointment Reminder - appointment booked and scheduled outside 2 hours of current time



Triage and Remote check-in

When patient clicks on link they will be presented with the following screen if both triage and check-in have been enabled. If triage hasn't been enabled, then they will be presented with a portal that allows them to check-in or cancel their appointment.

Patient will receive a link as shown above. Once clicked it will take them into either a Covid-19 Triage\Remote Check-in flow or else the remote check-in flow

The screenshot shows a COVID-19 triage form titled "myTestGP - GP Consultation @ 10-09-2020 09:00". The form is titled "Please Complete Triage Now" and "Covid Triage Form". It consists of several questions with radio button options for "Yes" and "No".

1. Do you have any of the following symptoms today?

- Fever (38° or higher) Yes No
- Cough Yes No
- Breathlessness Yes No
- Loss of sense of smell Yes No
- Loss of sense of taste Yes No
- Distortion of sense of taste Yes No

Others: Please specify:

2. Have you had any of the above symptoms in the past 48 hours?

- Yes
- No

If yes state which:

3. Have you or an immediate family member been diagnosed with coronavirus in the last 14 days?

- Yes
- No

4. Have you or an immediate family member come in close contact with a confirmed case of the coronavirus in the last 14 days?

- Yes
- No

(“Close contact” means being at a distance of less than one metre for more than 15 minutes.)

5. Are you or an immediate family member awaiting results of a Covid-19 test?

- Yes
- No

6. Have you or an immediate family member been asked to self-isolate?

- Yes
- No

CANCEL APPOINTMENT **SUBMIT TRIAGE**

Example of default notification after successful triage (failed assessment) and check-in

Check In

myTestGP - GP Consultation @ 10-09-2020 09:00

Thank you. Please do not come to the surgery and wait for our call. Thanks

These messages are customisable and can be set for pass\fail scenarios

If the patient passes the Triage and the practice has selected to send payment link when appointment was being scheduled, then the patient is presented with the option to pay.

Check In

myTestGP - GP Consultation @ 10-09-2020 09:15

Thank You. We have notified myTestGP that you have arrived. Please do not come to the surgery door until we call you. Thanks.

GO TO PAYMENT

Patient pays through the MyClinic365 secure payment portal. This updates the dashboard status for that patient to paid and automatically sends the patient their receipt.

Process payment

Safe and secure payments with Stripe

Powered by stripe   

Pay

myTestGP - GP Consultation

First Name Last Name

Card info: Card number MM / YY CVC

Total Amount:
€ 50.00

MAKE PAYMENT

myTestGP Receipt

B bookings@bookmydoctor.ie
To [John Bloggs](#)

 receipt.pdf ▼
25 KB

Dear John,

Please find attached your receipt for 2020-09-10.
Please let us know if you need any further help.

Best Regards,
myTestGP

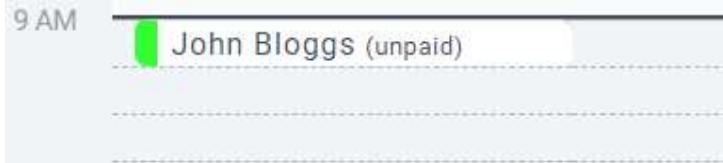
Payment and Status updated on dashboard



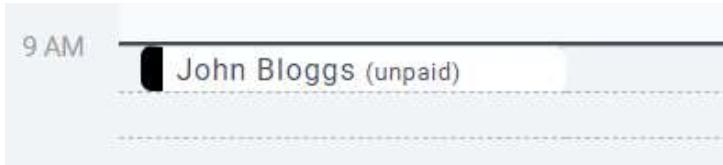
Practice Experience

Once the patient has completed the check-in process the patient's status will change to either:

- 1) Arrived – Passed Triage



- 2) Failed Assessment



The admin staff can quickly check to see the output of the Triage by clicking ion the appointment and selecting edit



The Triage output is the details section of the appointment.

The Healthcare Professionals can view the output from Details when they are in the “In Appointment” status for that patient.

| | |
|------------------------|---------------------------|
| INTO | |
| Wednesday - | (Details) |
| 9/09/2020 | |
| 9:00 AM - Start | |
| 9:15 AM - End | |

[ADD/UPDATE PATIENT NOTE](#)

| | |
|------------------------------|-------------------------|
| Admin Notes | Outstanding: 50€ |
| VIEW INVOICE | |

When the HcP clicks on the details button they will see the output of the triage, there is also a copy to clipboard button that allows you to quickly copy the output if you need to insert it into the patients' health record.

Booking Details:

Covid Triage Results:

1. Do you have any of the following symptoms today?
Fever (38° or higher): Yes
Cough: No
Breathlessness: Yes
Loss of sense of smell: No
Loss of sense of taste: No
Distortion of sense of taste: No
Others: Please specify:
2. Have you had any of the above symptoms in the past 48 hours?: Yes
If yes state which: Cough
3. Have you or an immediate family member been diagnosed with coronavirus in the last 14 days?: No
4. Have you or an immediate family member come in close contact with a confirmed case of the coronavirus in the last 14 days?: No
5. Are you or an immediate family member awaiting results of a Covid-19 test?: No
6. Have you or an immediate family member been asked to self-isolate?: No

[Copy to Clipboard](#)

Call Patient to Door

Depending on your practice flow, it may be that you tell patients to remain in their car etc and wait until they are called.

We have introduced a patient notification to call patients to the practice when you are ready to see them.

There is a new status within the calendar “Call Patient” that notifies the patient to come to the door of the practice.



An example of the text or email received by the patient:

Your appointment at myTestGP, 08-09-2020 13:00

B bookings@bookmydoctor.ie To [REDACTED] Tue 12:33

Please come to surgery door. Your doctor/nurse is ready for your appointment.
Please wear a mask.

To summarise we now see the patient flow being:

Arrived or Failed-Assessment -> Call-Patient -> Checked-In (when they have arrived at surgery) -> In-Appointment -> Fullfilled