



MyClinic365 Release Notes V2.44 15122020

Contents

MyClinic365 Release Notes V2.44 15122020	1
Other Requests	1
Changing a service to Other Request.....	1
Patient View	2
Front Desk View	3
Disabling Booking Appointments in the Chatbot.....	5

Release notes for changes on the 15/12/2020

The following changes are to be deployed:

- 1) Other Requests added to Chatbot
- 2) Change payment notification depending on it being pre or post appointment or request fulfilment
- 3) Turn off bookings if required

Other Requests

You can now convert any service to an Other Request within the chatbot.

This means that the service does not require an appointment. It allows the patient to request the service, add a note and pay for the service through the chatbot. This creates a To Do for the practice to manage.

Changing a service to Other Request

To change a service, you need to go to services and select the service you wish to edit or add a new one. Set the service cost for that service and add a description in the description field if needed.

Finally enable the Chatbot Other Service. This means the service will be shown under Other Requests within the chatbot and will not require a calendar item.

Category:
Administration

Service:
Sick Notes & Letters

Description:
This is the description field and needs to be updated to something relevant for your practice
Shown in chatbot, if set

Hours:
SET SERVICE HOURS

Duration in minutes:
15

Rules:
 Show In Chatbot
 Chatbot Different Hours
 Chatbot Double Booking
 Chatbot Other Service

Private patients price:
€ 30

Private patients pre-payment rules:
 1 Accept Bot Payments
 2 Partial-Payments
 Full-Payments
 Amount: 30 €
 4 Compulsory

GMS Different Price And Rules

GMS patients price:
€ 10

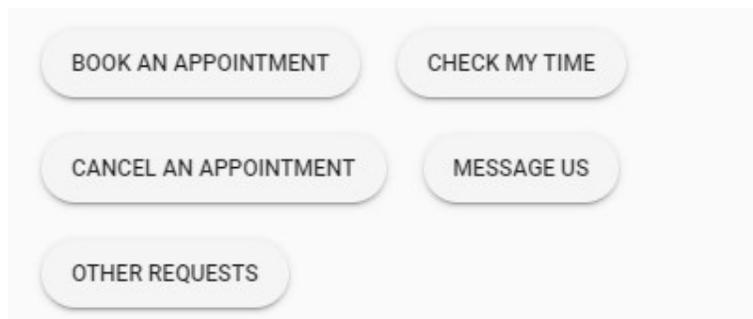
GMS patients pre-payment rules:
 1 Accept Bot Payments
 2 Partial-Payments
 Full-Payments
 Amount: 10 €
 4 Compulsory

CANCEL

Patient View

Patients will now see a new option in the chatbot called Other Requests. This will present any service that has the Chatbot Other Service flag selected.

As an example:



Please, select a service you require.

REPEAT PRESCRIPTION (EUR30)

SOCIAL WELFARE REPORTS (EUR20)

SICK NOTES & LETTERS (EUR30)

Type your request message here. Message may be read by the front desk staff.

Front Desk View

Each new request creates a To Do with the action requested as the title.

To Do	
Filter:	All Done ToDo My-All My-Done My-ToDo
☰	John Conty requested Social Welfare Reports
☰	Patient prescription approval required
☰	John Conty requested Repeat Prescription
☰	Message from John Conty
☰	John Conty requested Sick Notes & Letters

The contents display the message from the patient and whether there was a payment made. If service requires payment it will also have created an invoice which can be viewed from the Invoices menu item or from the patient chart.

To Do: ✕

John Conty requested Social 

Patient **@John Conty** has made a request using chatbot. Patient's request message: social welfare cert for week 14/12. Payment for this request was processed as well.

Laura Malone 

Laura Malone

assigned to:

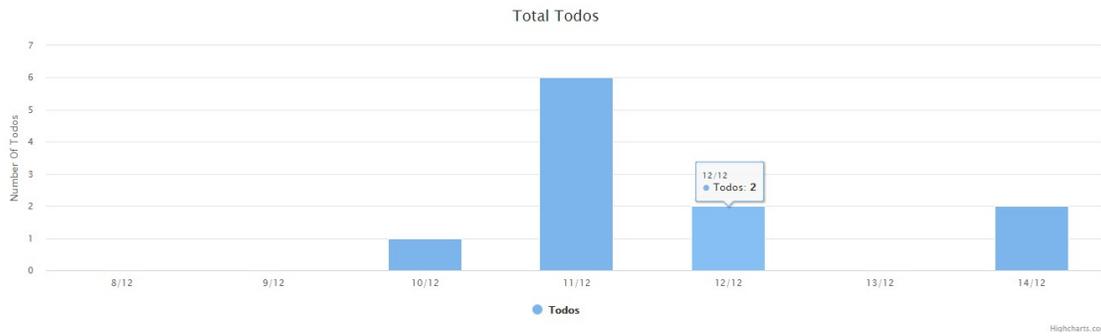
Keith Lyne

Keith Lyne

Update

To Dos can be assigned to different individuals within the practice and can then be filtered.

There is also a To Do dashboard to check whether the request has been assigned and its status.



Date	Practitioner	Title	Completed
14/12/2020 07:49		Message from John Conty	false
14/12/2020 07:49	Malone Laura	John Conty requested Social Welfare Reports	false
12/12/2020 09:46		Patient prescription approval required	true
12/12/2020 09:41		John Conty requested Repeat Prescription	false
11/12/2020 13:58		Message from John Conty	false

Items per page: 5 | 1 - 5 of 11 | < >

Disabling Booking Appointments in the Chatbot

This can be done in two ways:

- 1) The quickest way is to turn off the chatbot for all staff through the staff menu item or
- 2) Turn off show in chatbot at the service level