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Portal

We experienced high demand during the vaccination roll out to provide a simple booking solution that didn't require patient authentication, that allows for the gathering of custom information and can provide basic triage.

We have subsequently built the MyClinic365 portal. A secure simple to use GDPR compliant platform that ensures that all data remains in the EU.

The MyClinic365 portal provides for a very simple and intuitive user experience for patients.

As mentioned this does not require any authentication but we do link the patient if they already exist in the system. This ensures that creation of duplicate patients is minimised.

New patients can make one booking and then sit in a state of pending until such time as the practice approves them as patients or rejects them.

The portal is tightly integrated with our current platform so all our current functionality continues to work in the portal including payments, reminders, patient check-in, triage, call to the door, video consultations etc etc

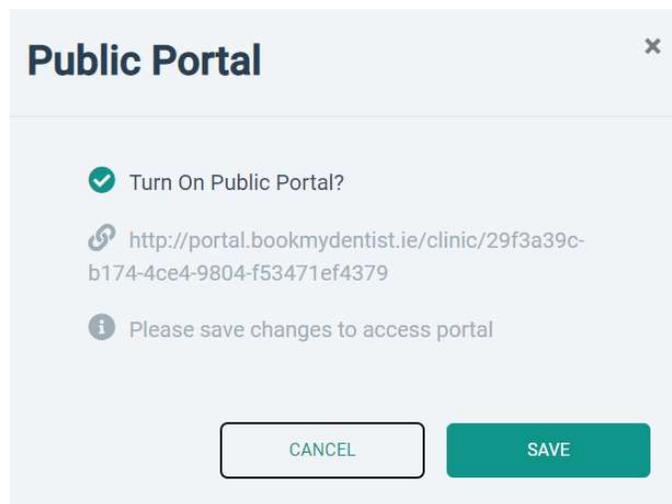
The screenshot shows the MyClinic365 booking interface for 'myTestGP'. At the top, there are navigation tabs for 'GP Consultation', 'COVID-19 Vaccination', and 'Mole Check(only)'. Below this, a calendar view shows availability for two specialists from Monday 24 Jan to Friday 28 Jan. The interface includes a 'View all availability' link for each specialist's schedule.

Specialist	Distance	Mon 24 Jan	Tue 25 Jan	Wed 26 Jan	Thu 27 Jan	Fri 28 Jan	
DR Kevin Murphy GP main st, Killarney	4.6 km	-	09:00, 09:15, 09:30, 09:55, 10:10	09:00, 09:15, 09:30, 09:55, 10:10	09:00, 09:15, 09:30, 09:45, 10:00	09:00, 09:15, 09:30, 09:45, 10:15	
	View all availability						
	DR Laura Malone GP main st, Killarney	4.6 km	-	-	09:00, 09:15, 09:30, 09:45, 10:00	09:00, 09:15, 09:30, 09:45, 10:00	-
		View all availability					
		main st, Tralee	38.0 km	-	-	14:00	09:00

Enable Portal

Enabling your practice for the portal is very simple.

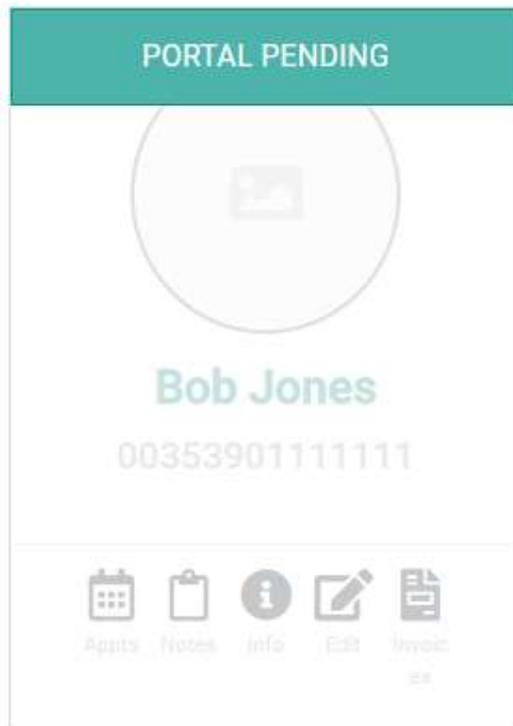
1. Go to settings/Public Portal
2. Click on Turn on Public Portal and click save
 - a. Once enabled your unique portal becomes active and the link can be shared with your patients through your website, Facebook, Facebook Book Now button, twitter etc



Patient Status

New patients are allowed one booking and then will be required to be activated. New patients prior to being approved will be in a status of Portal Pending.

Existing patients can make appointments as per normal.



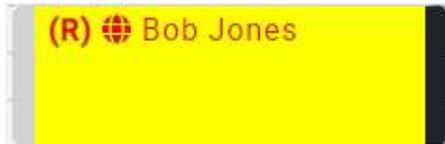
Portal Bookings

All bookings will need to be confirmed by the patient clicking on their confirmation email.



Prior to confirmation they will be shown in the calendar with a reserved status like chatbot and patient app bookings.

Portal Bookings will have a globe icon within the booking to identify it as a portal booking



Information Gathering

As part of the booking process there is a basic form included. This gathers the mandatory info that MyClinic365 requires to confirm the booking. This form can be edited, and optional fields can be added. Optional fields are fields that already exist for the patient record within MyClinic365.

Data from optional fields are stored within the patient record.

Custom fields can also be added. We allow three data types text, text area (larger text inputs) and checkboxes. Custom field data is stored within the description field for that appointment.

Finally, you can make each field mandatory or not by turning required on/off.

Public Portal x

Turn On Public Portal?

<https://portal.bookmydoctor.ie/clinic/032e6ca7-d24d-47ee-9953-0e61e28985cc>

Please save changes to access portal

You can drag and drop to customize order of Public portal booking form

Add custom field
Add standard field

Label	Type	Required	
☰ Title	text	<input checked="" type="checkbox"/>	Remove field
☰ PPSN Number	text	<input type="checkbox"/>	Remove field
☰ Please confirm that you have read all the documentation.	check-box	<input type="checkbox"/>	Remove field

CANCEL
SAVE

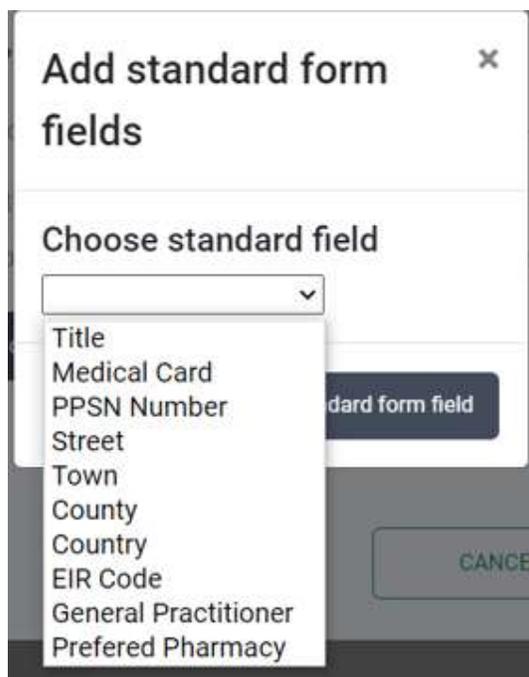
Mandatory Fields

The following fields are mandatory and cannot be edited:

- First Name
- Last Name
- Sex
- DOB
- Email
- Phone

Optional Fields

Optional fields are fields that already defined as part of the MyClinic365 platform. These include:



Custom Fields

To add your own custom fields, go to add and select field type.

Give it a label and set the mandatory field if required.

Any custom information will be gathered and available in the detail section of the appointment.

Clicking the copy button allows for this data to be quickly copied and pasted for input into the EHR if required.