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Portal

We experienced high demand during the vaccination role 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
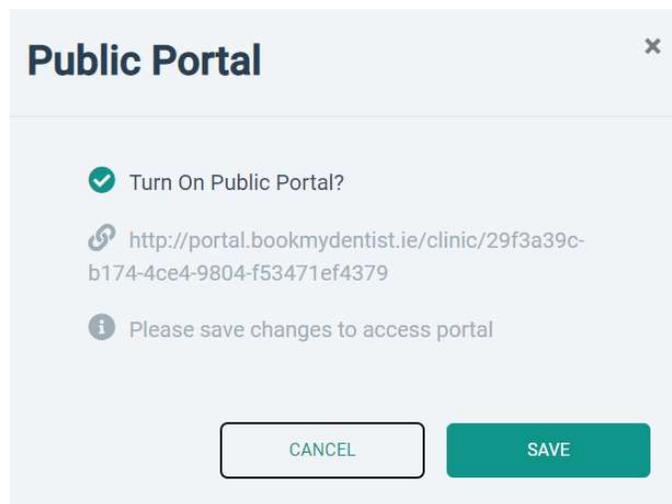
Enable Portal
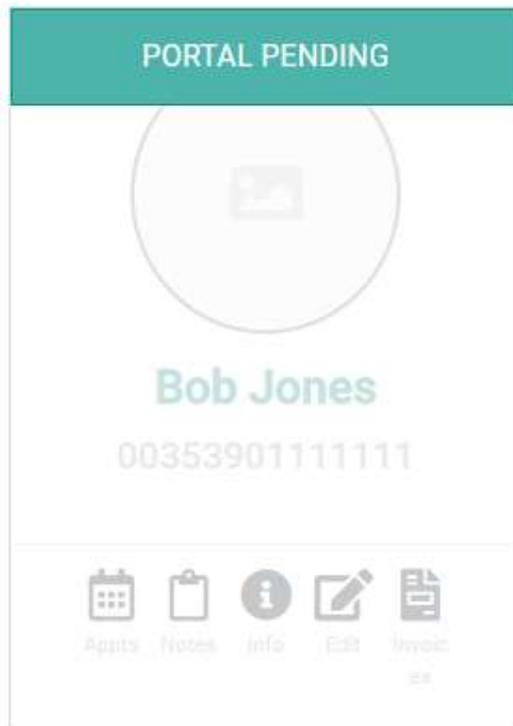
Enabling your practice for the portal is very simple.

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

Public Portal   ✕

✓ Turn On Public Portal?

🔗 http://portal.bookmydentist.ie/clinic/29f3a39c-b174-4ce4-9804-f53471ef4379

ⓘ Please save changes to access portal

CANCEL   SAVE

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.

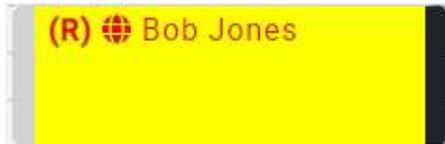Existing patients can make appointments as per normal.

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.
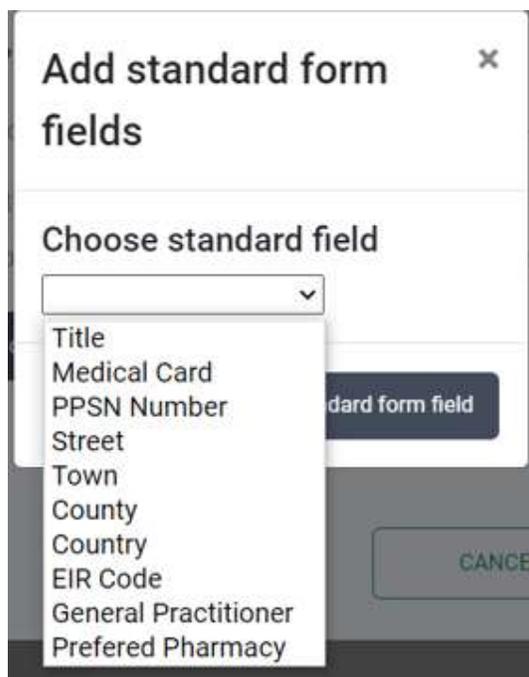
Mandatory Fields

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.