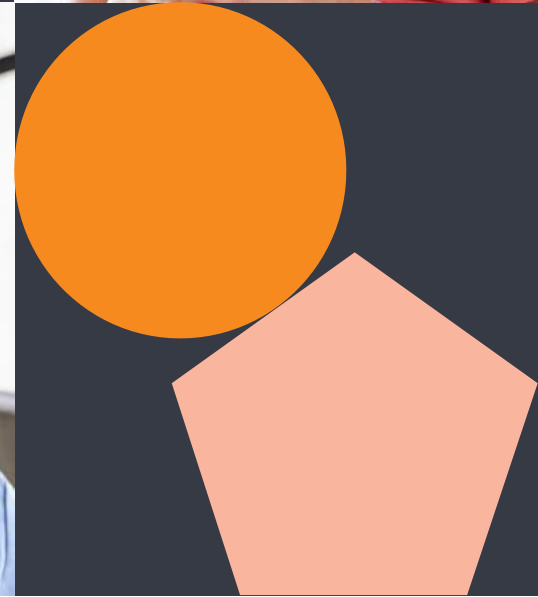




Build a thriving medical practice

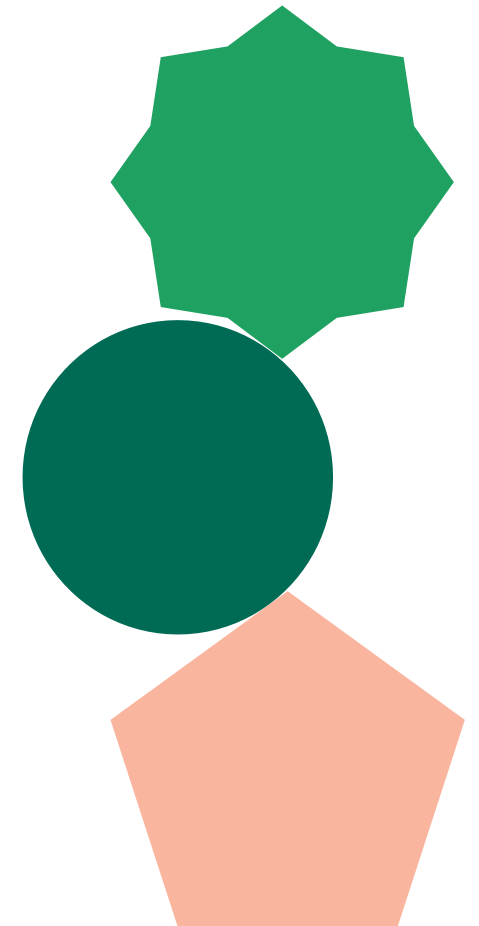
Deliver exceptional patient experiences
through a complete suite of easy to use
tools

practices.hotdoc.com.au



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Give your patients the experience they deserve

A thriving practice needs satisfied patients. HotDoc gives your practice the tools you need to deliver exceptional experiences at all stages of the patient journey. Whether it's patients new to your practice, or those who have been with you for years, HotDoc makes every interaction easy.

“Patient engagement and the way we communicate with our patients is really the foundation of everything we do. That includes the technology we use to facilitate this communication, which is why we first started using HotDoc.”

Dr Tamsin Franklin, Owner and Principal GP at Turn the Corner Medical Clinic.

Bookings

Online Bookings

The modern way to book appointments – anywhere, any time.

Caller ID

Identify patients before you pick up the phone.

Pre-appointment

Digital Forms

Convenient patient registration and vaccine consent forms.

Appointment Reminders

Appointment reminders automatically sent to patients before their appointment.

Waiting room

Mobile Check-In

Convenient check-in via your patients' mobile devices.

Appointment

Telehealth

Hassle free phone and video consults booked and hosted via HotDoc.

Post Appointment

Recalls

Recall appointment notifications and bookings made easy.

Results

Test result notifications direct to your patients.

Quick Consults

Repeat prescriptions and referrals without in-person consultations.

Ongoing Patient Engagement

Inform

Preventative health messages direct to your patients.

Broadcast

Get your message to your patients via SMS.

Other features

Reviews

Boost your practice's online reputation.

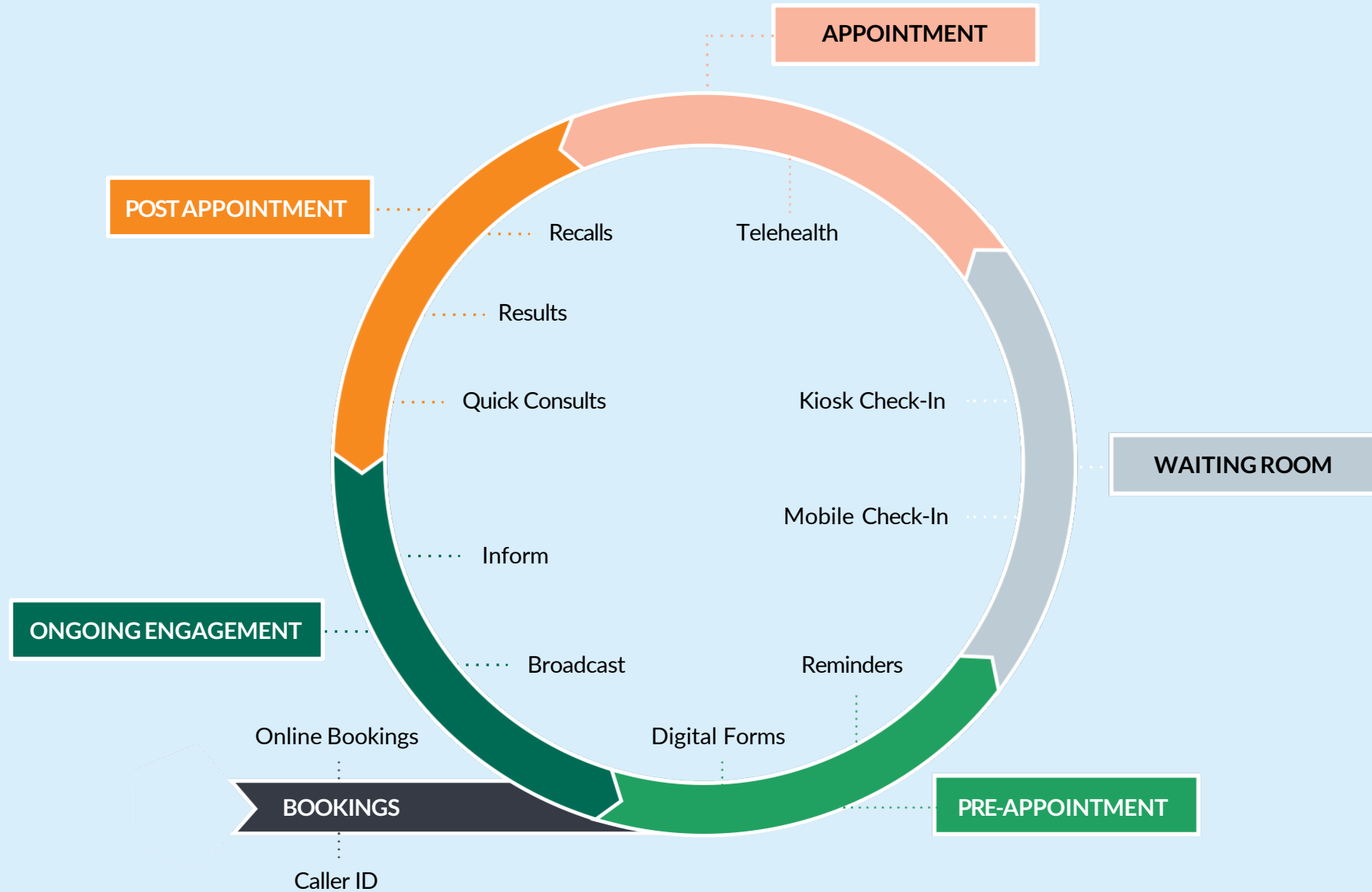
Payments

Collect or request payments from patients before or after appointments.

Vaccines







Vaccine bookings and stock management.

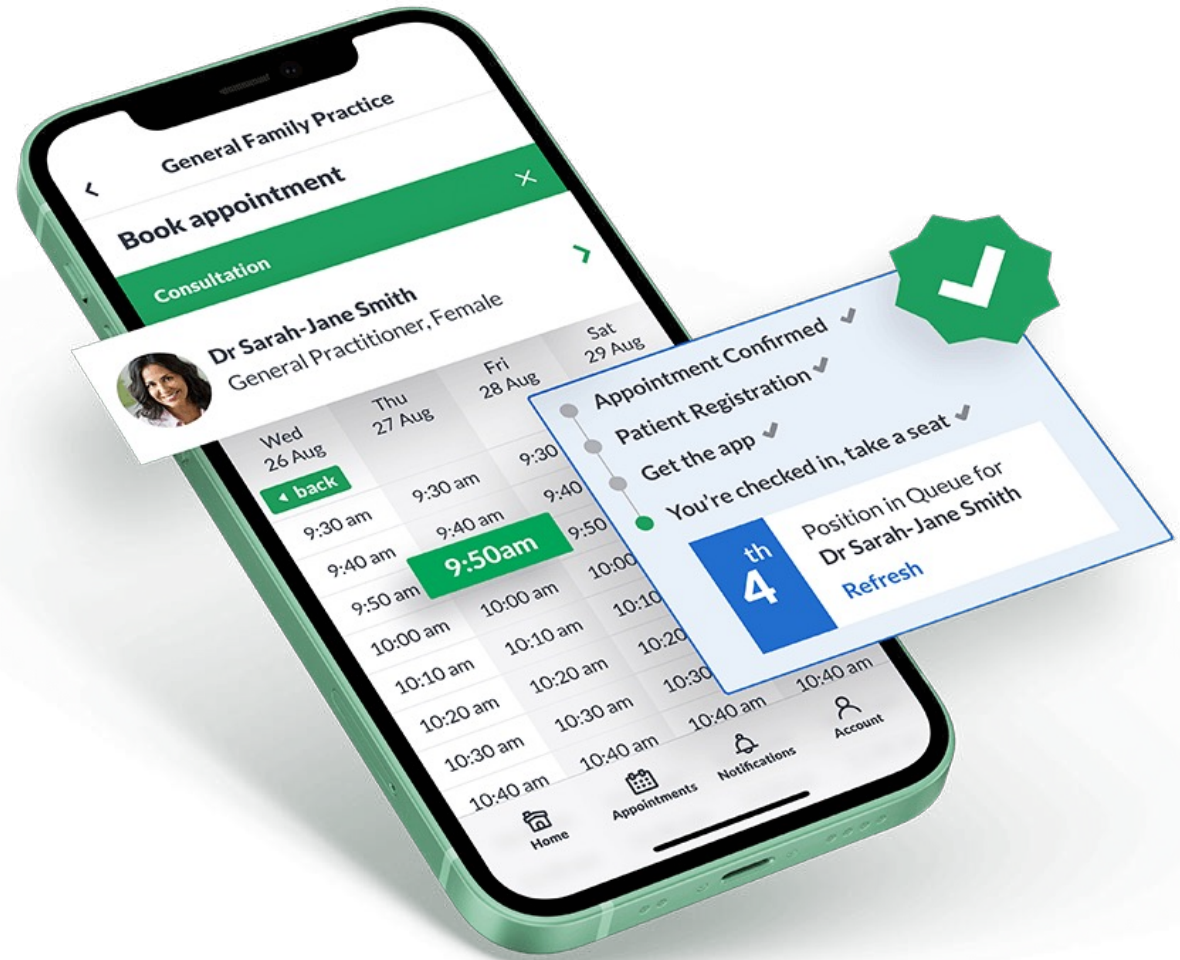
The HotDoc Patient Journey



The HotDoc App

Australia's #1 medical booking app

-  Used by over 11m Australians
-  Easily find and book appointments
-  Manage existing appointments
-  Complete digital new patient registration and vaccine consent forms
-  Check-In to appointments and see place in queue
-  Save your practice as a favourite, for quick and easy bookings in the future



4.8 star rating



4.7 star rating



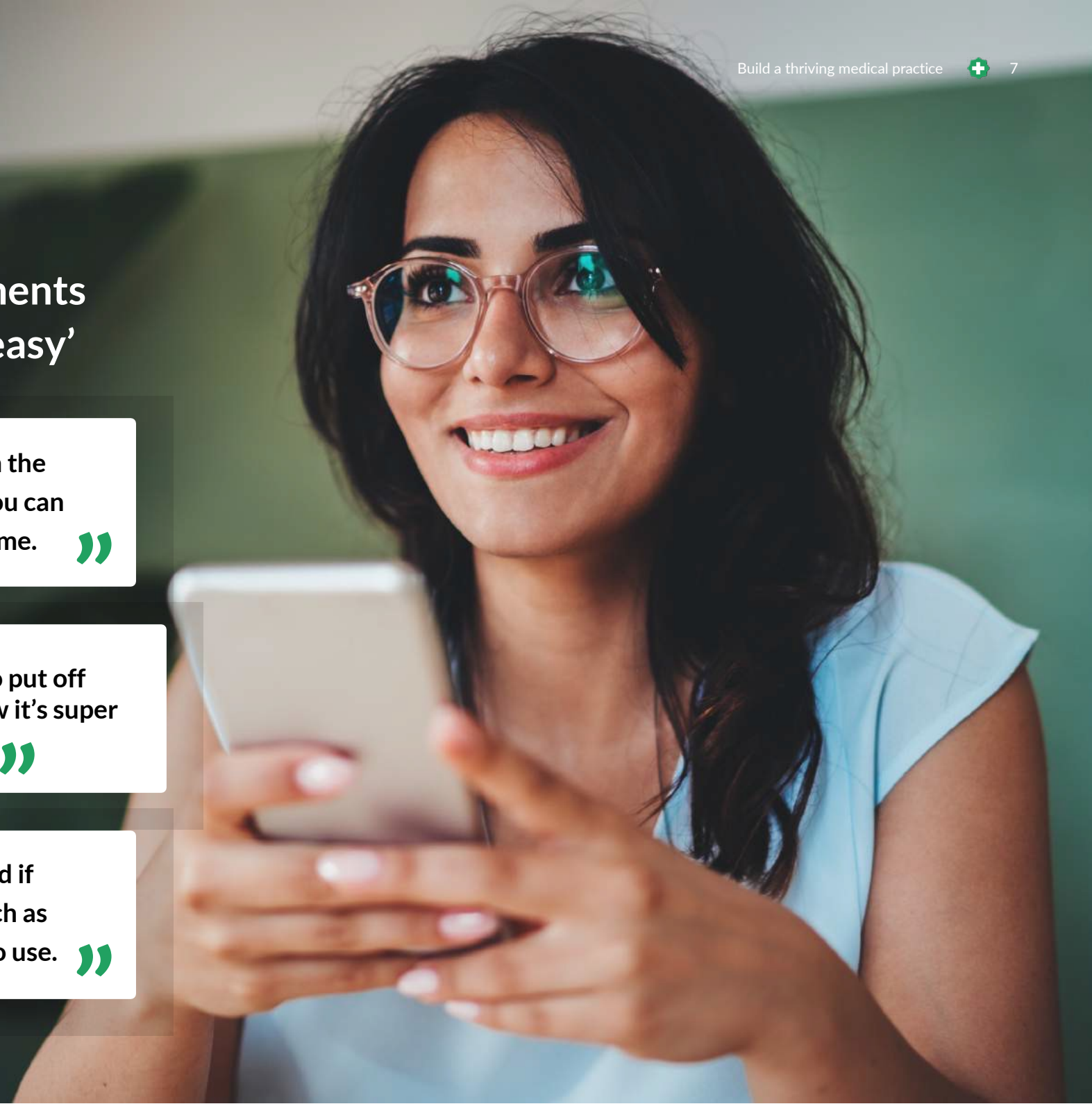
60%

of app review comments mention the word 'easy'

“ Easy to use, especially when the doctor’s surgery is closed you can make an appointment anytime. ”

“ Really easy to use. I used to put off going to the doctor but now it’s super quick to book in and go. ”

“ This is something we all need if you visit your doctor as much as I do. Very simple and easy to use. ”



Online Bookings

Book and manage appointments via the HotDoc app or your website.

Get seen by more patients

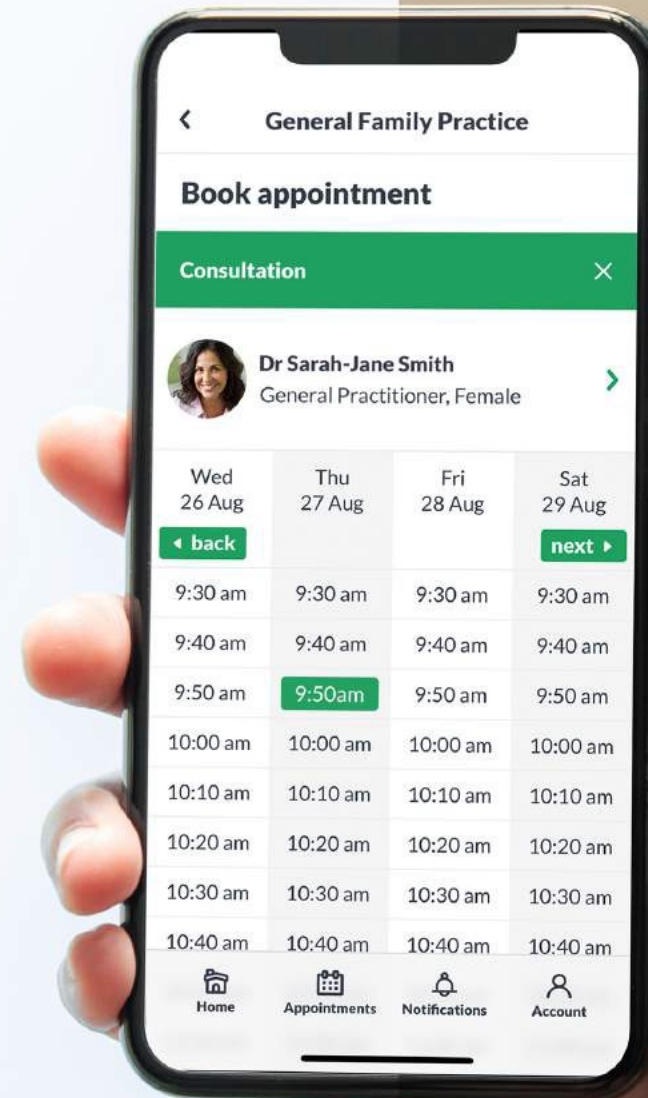
Your practice is open for bookings anytime, day or night.

Free up your reception staff

No more booking appointments over the phone.

Customised to suit your practice

Set up your online bookings to suit your practitioners and your practice.



Caller ID

Streamline phone calls for faster, friendlier service.

Identify patients instantly and accurately

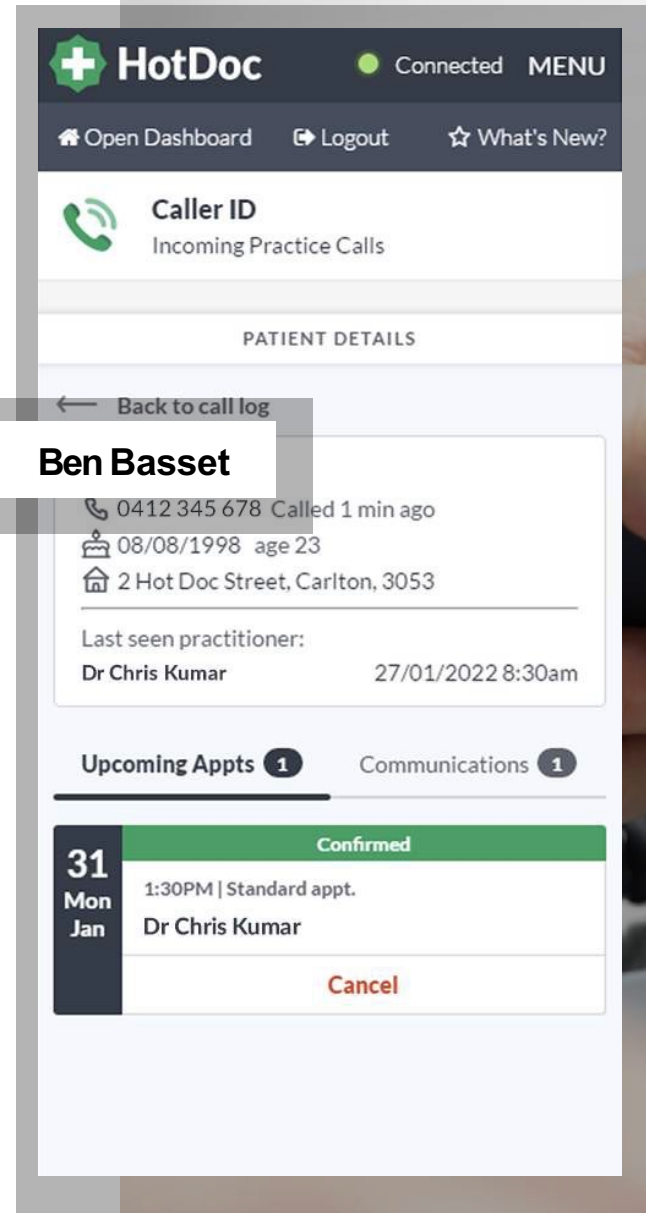
Existing patients are automatically identified by phone number so you know exactly who's calling before you pick up the phone.

Patient details right at your fingertips

Save time and say goodbye to hold music with direct access to the patient's details, including SMS notification history, past and future appointments.

Review call logs to minimise missed messages

HotDoc's Caller ID allows you to view call log activity for up to 12 hours.



**Caller ID is included in our platform access at no additional cost*

Digital Patient Forms

Throw away your clipboards and pens. Get your patients completing digital forms before they arrive at your practice.

Registration on your patients' terms

64% of patients prefer to fill out a new patient form online when seeing a new practice, rather than arriving early and completing it in person.

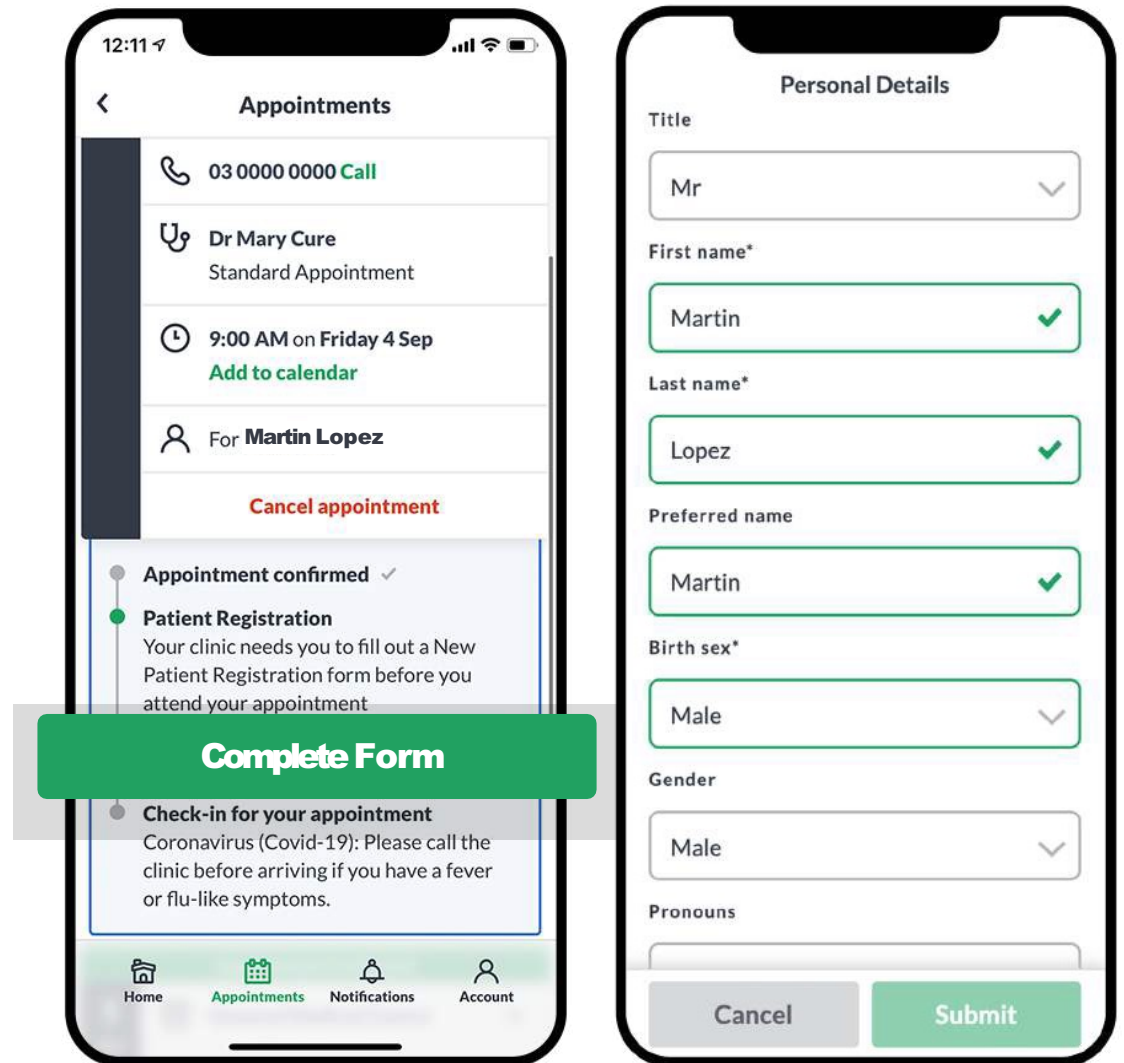
HotDoc Patient Survey 2020

Less waiting

With the paperwork done before they arrive, your patients can arrive at their appointment just minutes before it's due to start.

Customisable templates

HotDoc's forms allows clinics to create forms from scratch or utilise the multiple forms feature to link forms to specific appointment types.



Appointment Reminders

Automatically notify patients about upcoming appointments and let them confirm, cancel or reschedule in just a few clicks.

Reduces DNAs and late cancellations

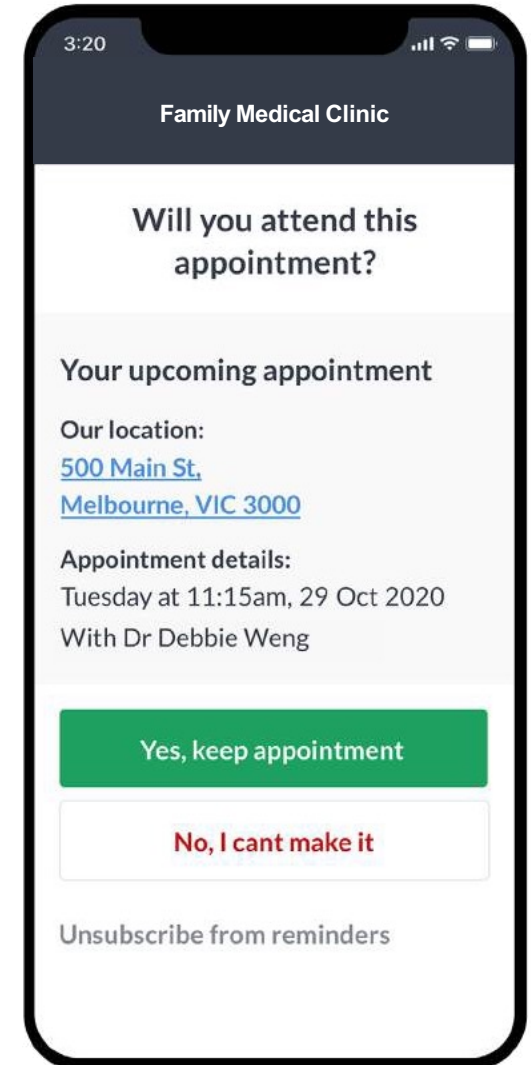
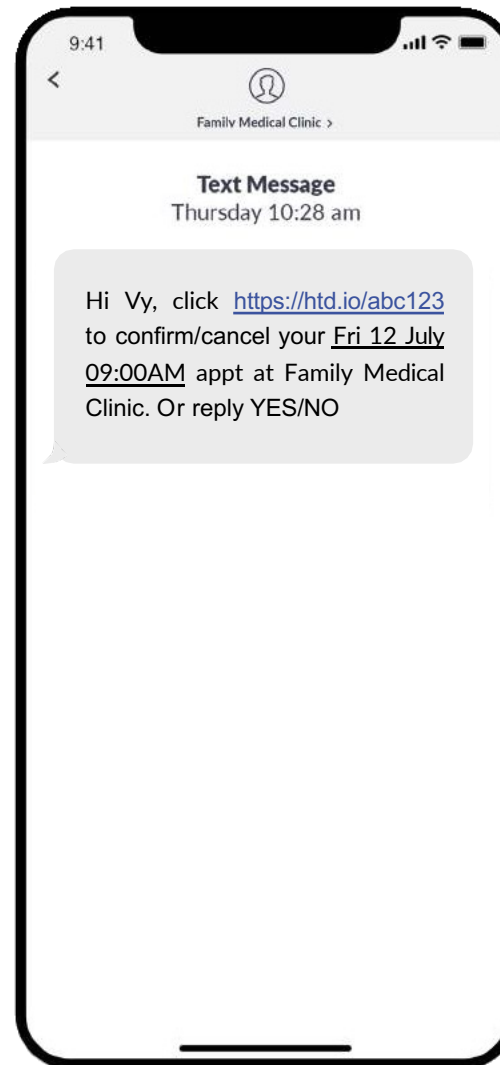
51% fewer no shows for clinics that use HotDoc Reminders compared to a non-automated system.

Prevents lost revenue

A practice that normally has two 'no shows' per day can save \$450 per week based on \$85 for a standard consult.

Saves time manually sending reminders

No more exporting lists from your practice software, or manually sending reminder notifications.



Mobile Check-In

Patients can check-in to their appointment direct from their mobile phone when they're within 100m of your practice.

Everything in one place

Patients can manage their check-in, update their details and make new bookings all in the one place.

Keep patients informed

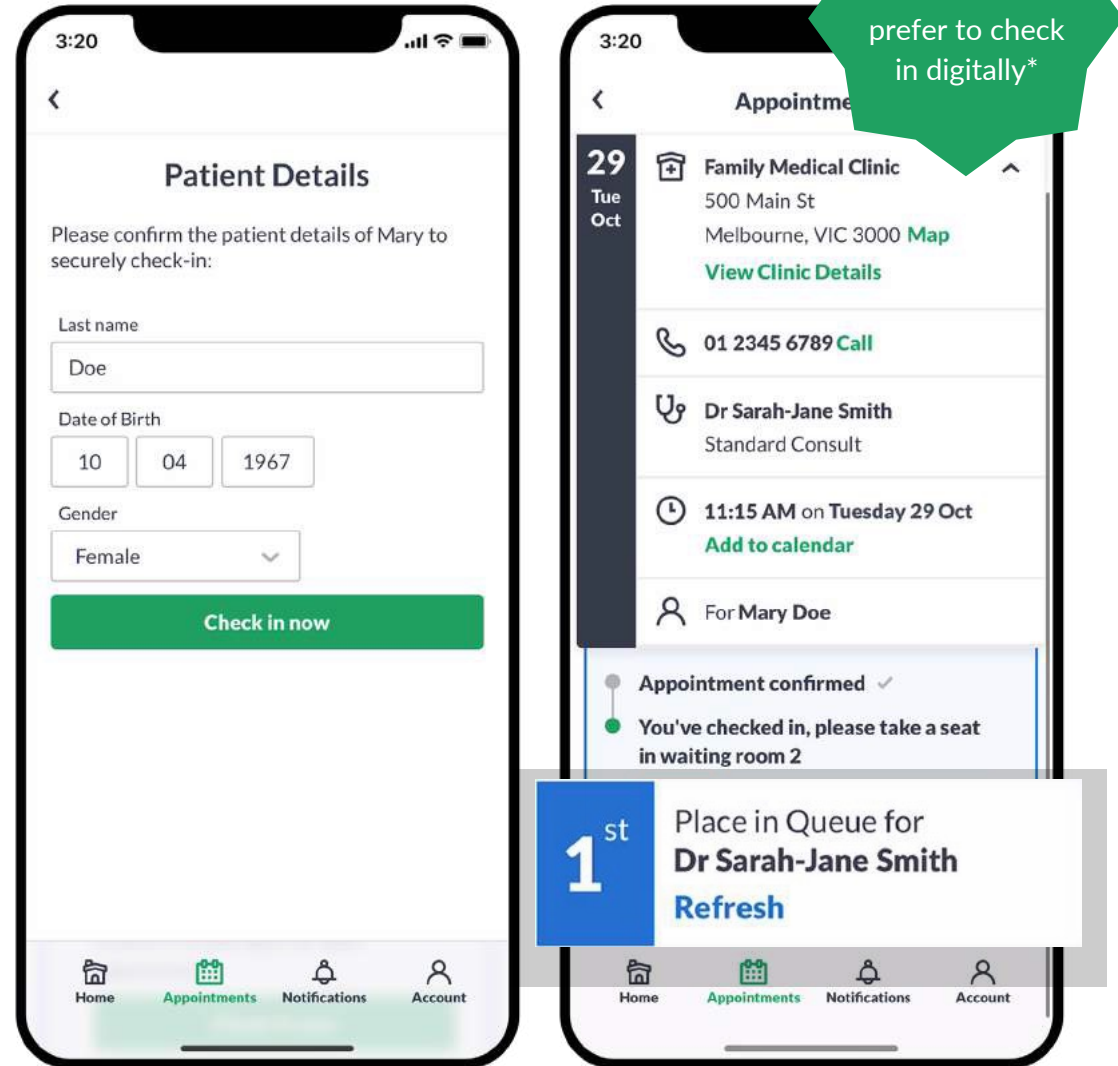
Place in Queue lets patients see how many other patients are ahead of them in the queue.

RACGP compliant

Three point identification check required so only the right person checks in.

“Reception has so much more time, so we can actually say hello to everybody and chat to them.”

Jane Macrossan, Practice Manager at Battery Point Medical



51% of Australians prefer to check in digitally*

*HotDoc Patient Survey 2020

Telehealth

Telehealth the way it should be. Hassle free phone and video consultations for practices and patients.

Easy to book

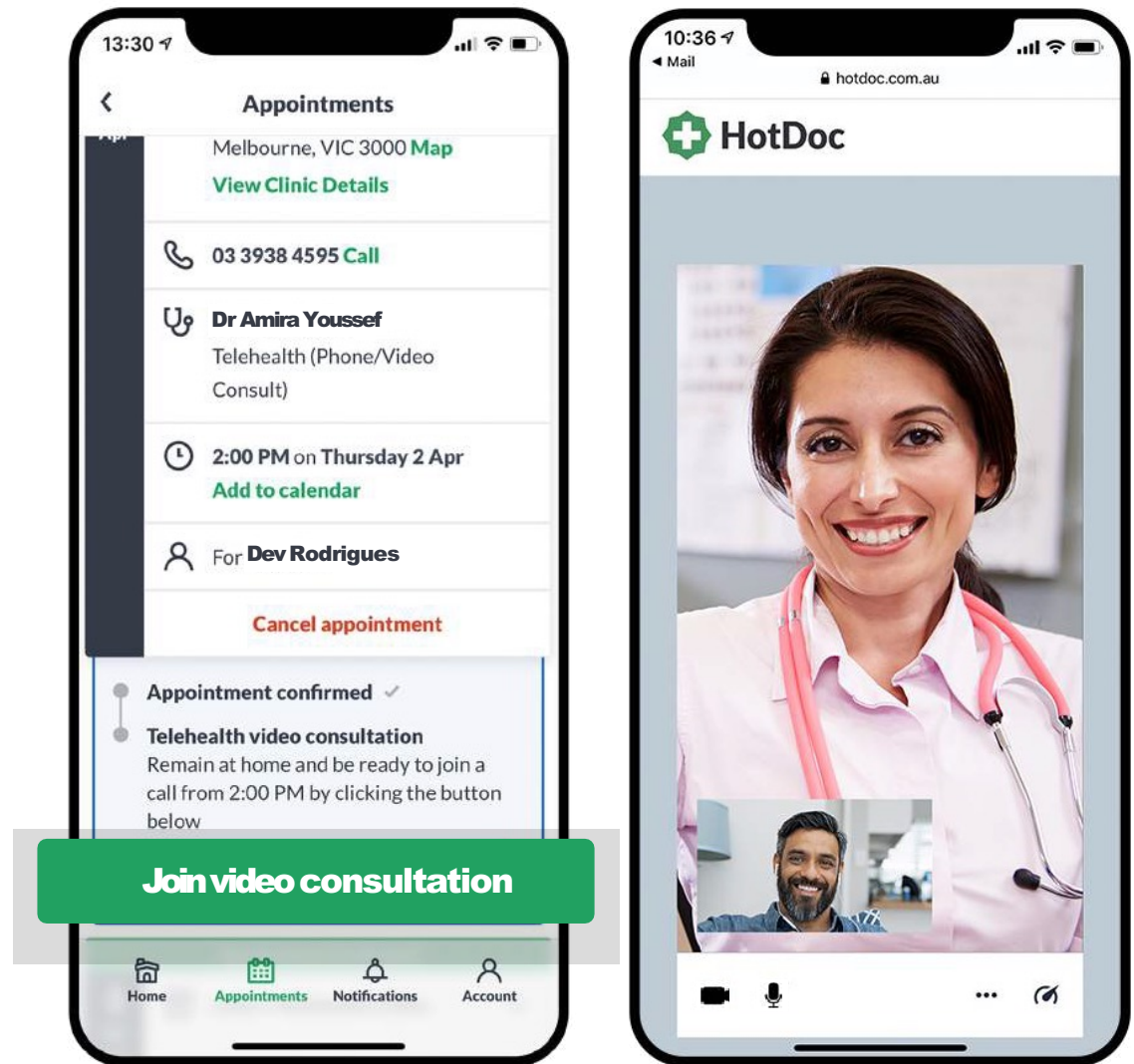
Book a video or phone telehealth appointment direct from the HotDoc app, or your website.

Easy to use

A secure link to the patient's video telehealth appointment is sent via email, SMS or push notification.

Easy to pay

When used with HotDoc Payments, credit card details are securely stored, with no need to take card details over the phone.



Recalls (Clinical Reminders)

Send automatic clinical reminders to your patients via SMS or push notification.

More time for your receptionists

No need to manually create recall letters or call patients each month.

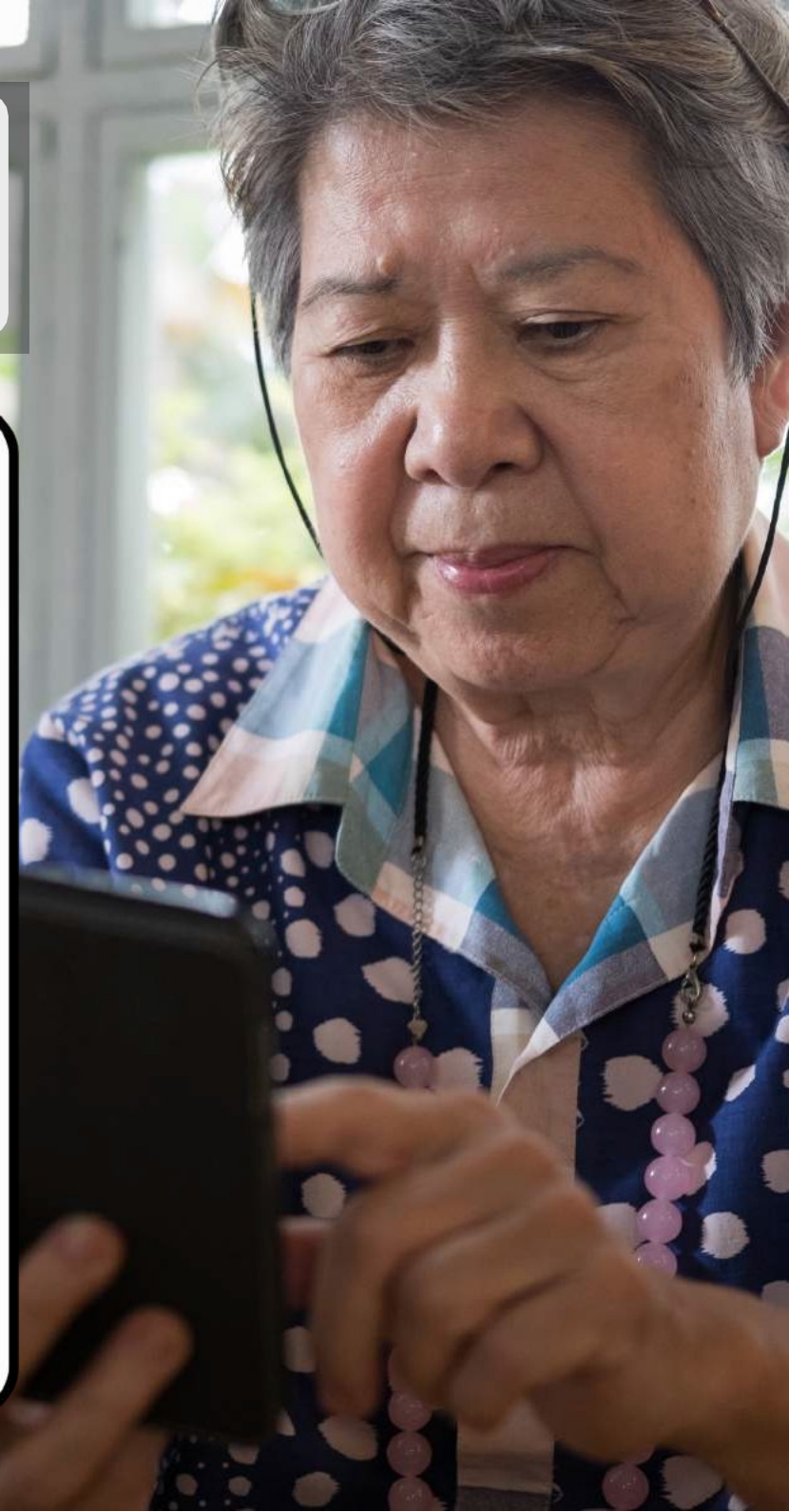
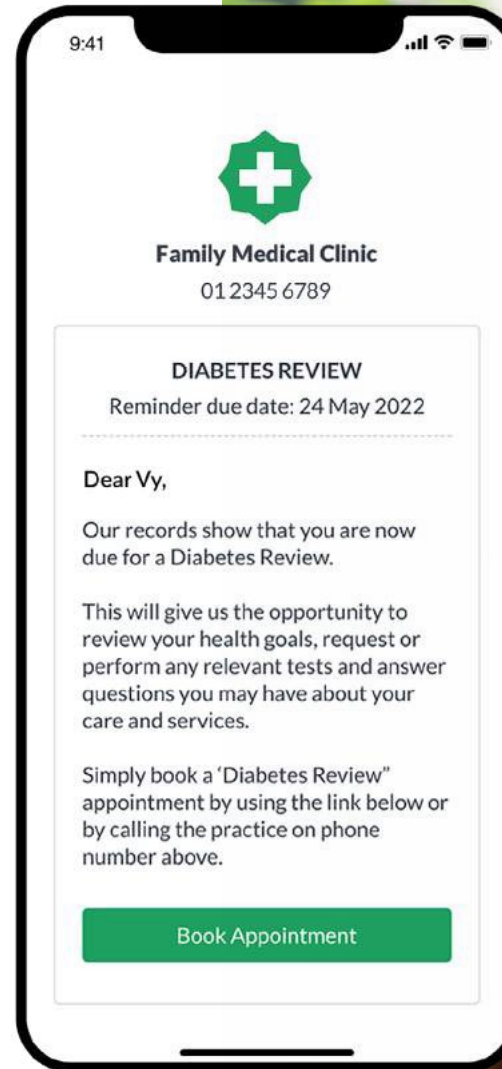
Slash your postage costs

Notifications sent by SMS or Push Notification – unlimited messages included in your package.

Fully automated

Set up a recall after an initial consultation without worrying about remembering to send it in the future.

Hi Vy, you have a health message from Family Medical Clinic. Please click <https://htd.io/abc123> for details or ph [01 2345 6789](tel:0123456789)



Results

Notify patients about non-urgent test results via SMS or push notification and help them quickly book a follow up appointment.

Send no action results messaging

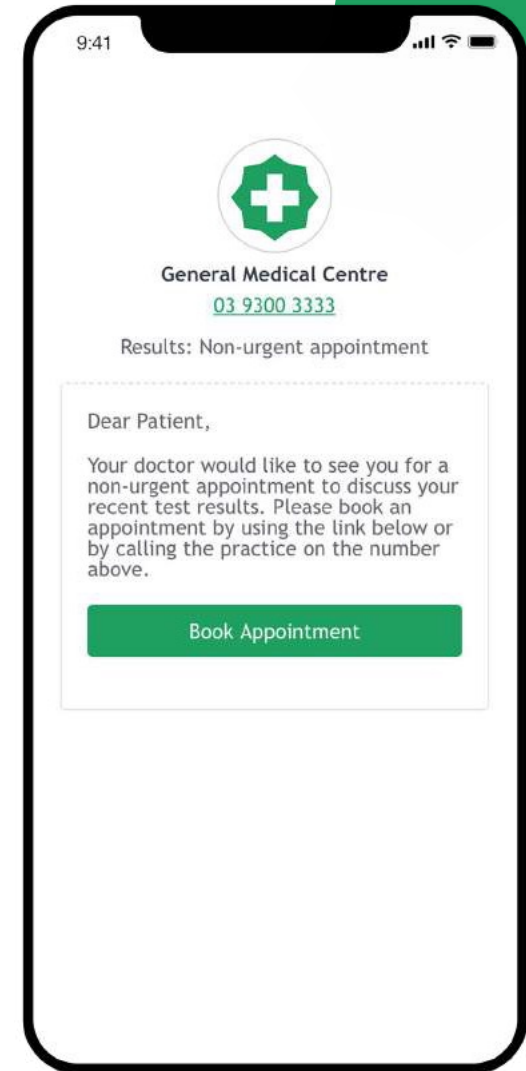
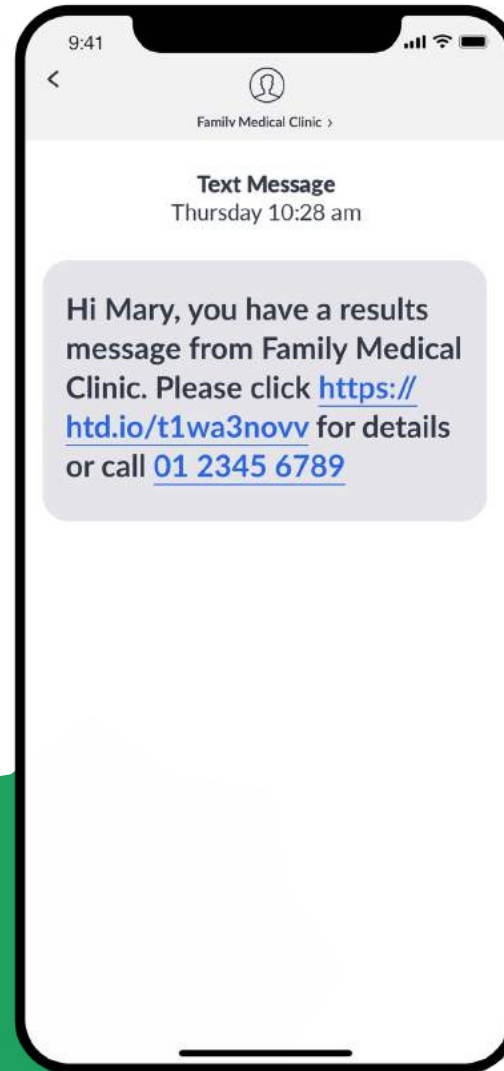
Reduce manual work spent calling patients with automated results messaging

Easy and convenient booking

Patients can book an appointment to discuss their results directly from their results notification.

Reduces patient anxiety

Be confident that your patients are informed as soon as their results are ready.



Quick Consults

Less hassle for your patients, more time for your practitioners. Repeat prescriptions and referrals requested and paid for from your patients' mobile devices.

Provide accessible care to meet patient demand

HotDoc enables patients' greater access to practitioners through our Direct to Doctor feature.

Enable your practitioners

HotDoc's sidebar and practitioner view feature allows your practitioners to manage appointments and requests remotely, including telehealth video calls.

Safe and secure

HotDoc handles all the payment compliance and the patient is only charged when you approve the request.



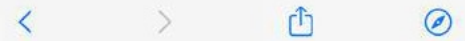
HotDoc Repeats

For

General Medical Centre

If you need to get a prescription, you've come to the right place.

[Let's get started](#)



16:59 repeats.hotdoc.com.au



Confirm your details and pay

Collect prescription from clinic

Your Details [Edit](#)

Name Susie Cooper
DOB 18/03/1968
Address 123 Home Street Melbourne VIC 3000
Mobile 0401123456
Email susie@gmail.com
Practitioner Dr Mary Cure

Prescription Details [Edit](#)

Pay \$15.00

Payments

Collect or request payments from patients before or after appointments.

Safe and secure

Cut awkward debt collection calls by sending SMS requests via secure payment link for practice and online booked appointments. Patient card details are stored securely without details needed to be taken over the phone.

Preferred for telehealth appointments

61% of Australians prefer to make payment online if not at the practice. 2020 HotDoc Patient Survey

Automatically write back into your PMS

Reduce manually reconciling payments to your PMS with payments automatically written back as paid in your patient accounts.*

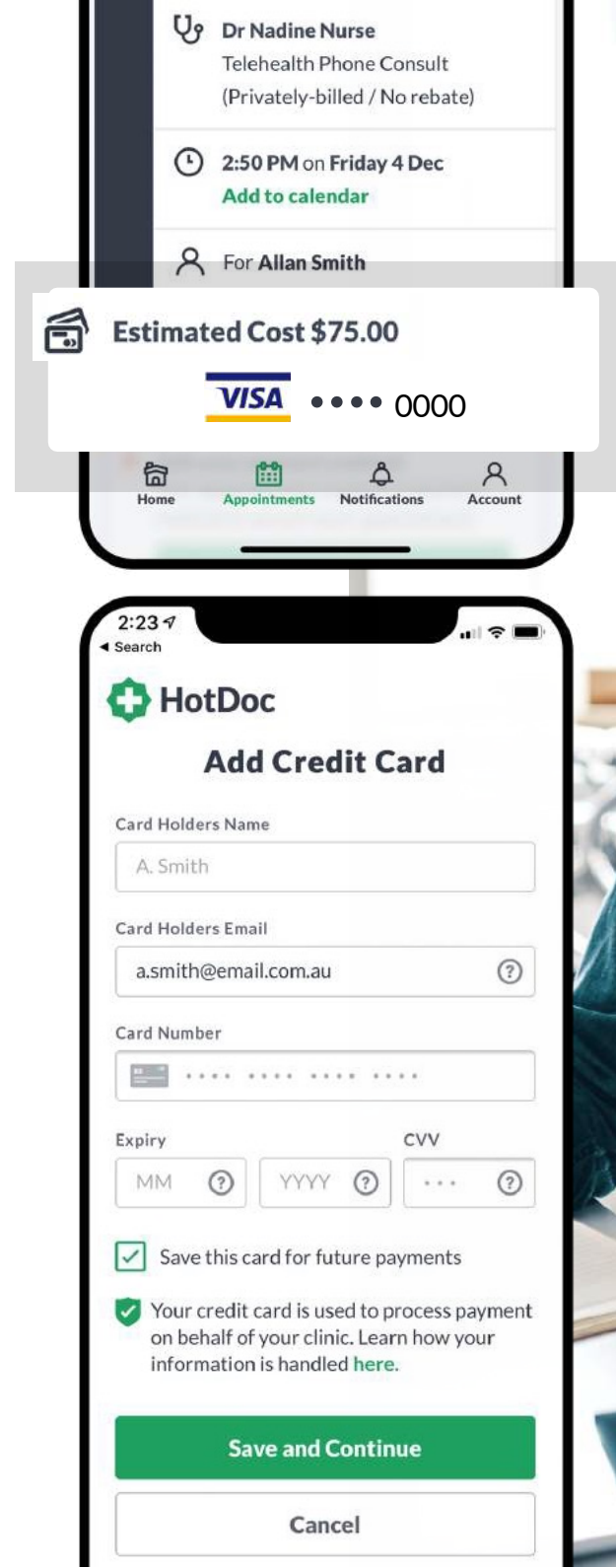
Exempt bulk billed patients from requests

Improve the patient experience by limiting payment requests.

Pay directly to your practitioner accounts

Set up direct to practitioner payouts to streamline payments to practitioners.

*Best Practice Users



Inform

Educate patients on preventative health and wellness services with targeted campaigns.

Promote your practice services

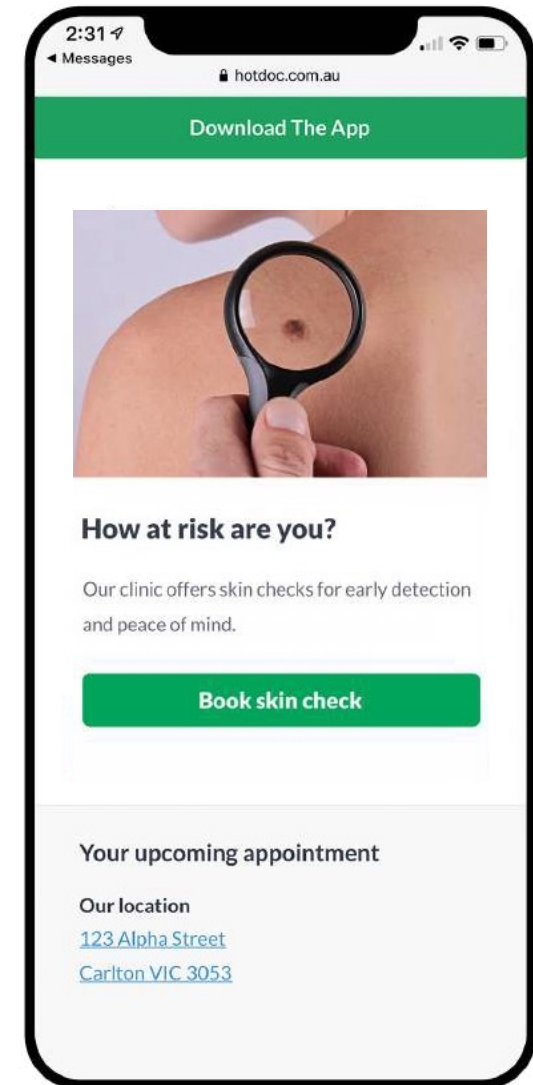
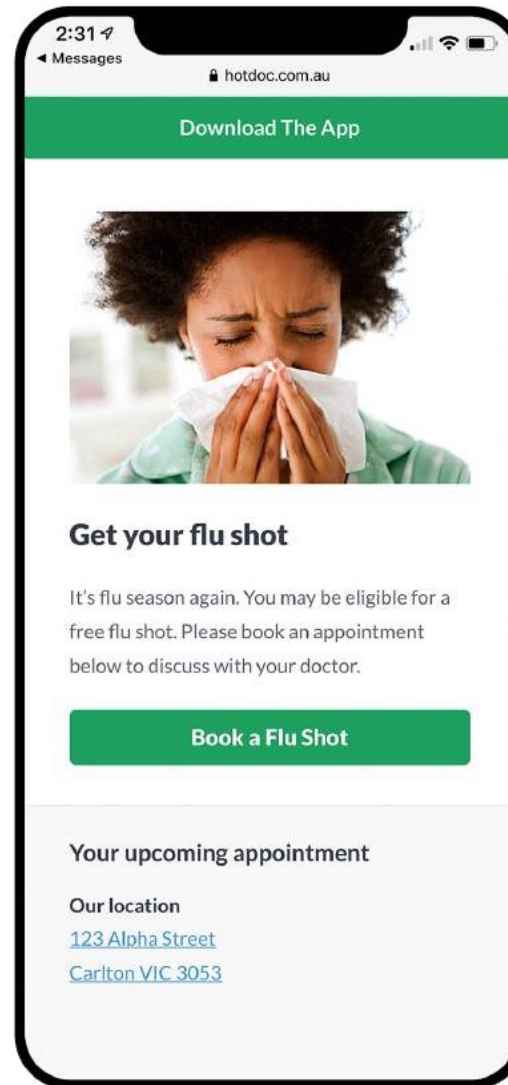
Target patients for specific services based on their activity at your practice with ready to use templates.

Boost preventative health appointments

Get your patients coming back for health checks and care plans.

Show that you care

52% of patients want to see information about procedures and appointments that are relevant to them.



Broadcast

Send quick and easy messages to your patients

Full control of your message

Write the message you want to send, or choose from one of our templates

Custom targeting

Send to the right people by selecting age and gender of your patients, or uploading your own patient list

Quick and easy

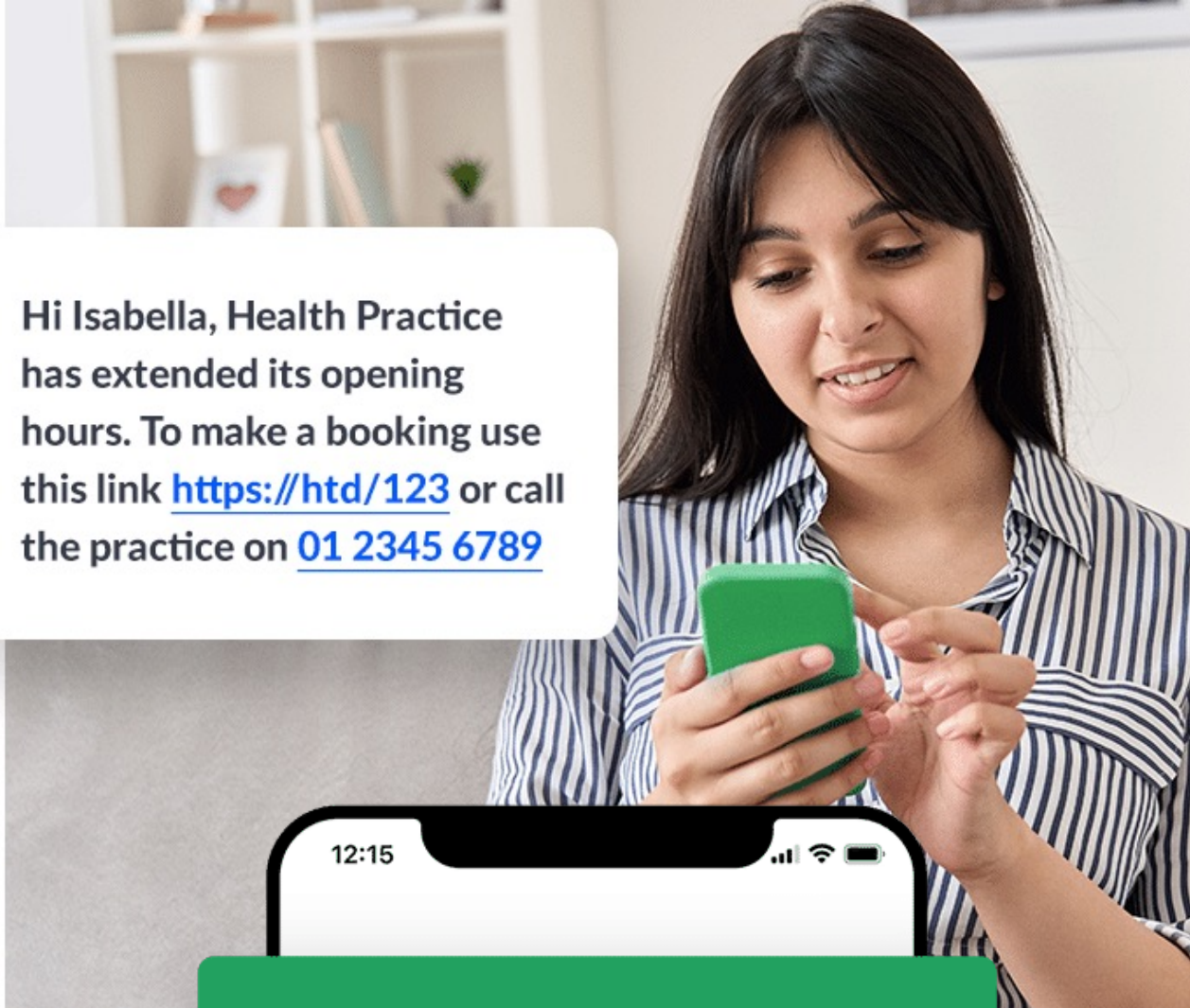
Simple to set up, send and measure your success

Pre-filled templates

Save time by using our SMS templates to advertise services at your practice such as flu clinics, skin checks or telehealth

Personalised for your practice

Include your patients' names, as well as links to book an appointment with a specific practitioner



Hi Isabella, Health Practice has extended its opening hours. To make a booking use this link <https://htd/123> or call the practice on [01 2345 6789](tel:0123456789)



The COVID-19 vaccine is now available for eligible patients at our clinic. Book here: <http://hotdoc.com/1234>. Reply STOP to opt out.

Reviews

Use the power of your patients' exceptional experiences to skyrocket your online reputation. Automatically request Google Reviews from patients who have just had an appointment.

Helps attract new patients organically and sustainably

Boosts your practice's Google review rating and local search results.

Less paid advertising

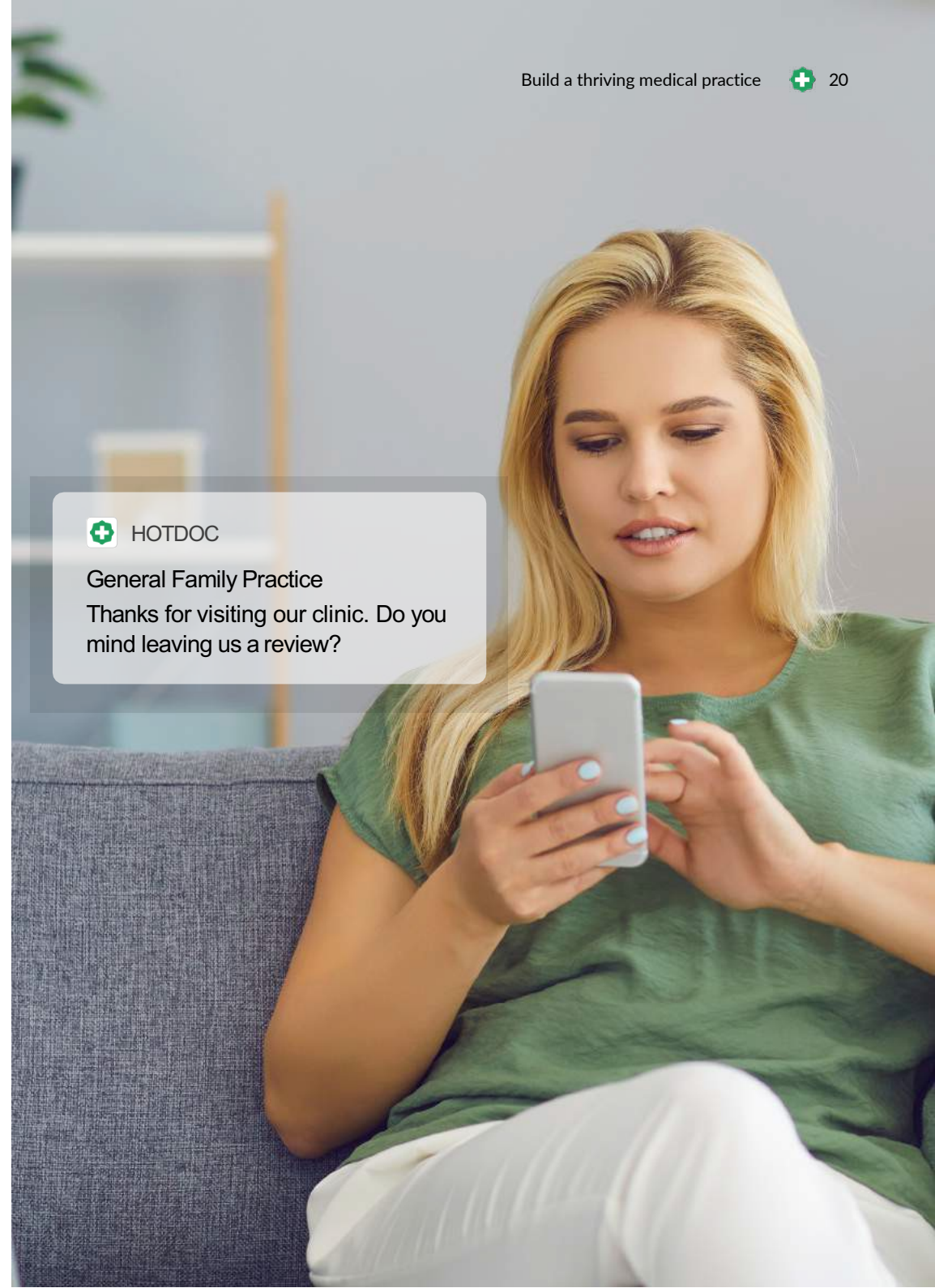
Use the power of your patients' recommendations to reduce your marketing budget.

Proven results for practices

4.8 stars



The average rating for clinics using HotDoc Reviews



 HOTDOC

General Family Practice
Thanks for visiting our clinic. Do you mind leaving us a review?

Vaccines

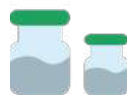
Safe, efficient and patient friendly COVID-19 and flu vaccinations.

Vaccine bookings made easy

Patients can quickly see that your practice is taking COVID-19 appointments and then make a booking in seconds.

A seamless process

Patients can check their vaccine eligibility and give their consent direct from their computer or mobile device.



Over 9.5 million

COVID-19 vaccine appointments have been booked at clinics using HotDoc (...and counting!)

HotDoc internal data - February 2022





Find and book a vaccination appointment

Your practice will appear in search results on HotDoc when patients search for COVID-19 vaccine clinics in their area.



Screen for eligibility

Patients are asked mandatory screening questions before being allowed to book.



Two dose bookings

Patients can book their first and second vaccine dose appointments at the same time. The minimum time between each appointment is automatically set based on government guidelines for each vaccine brand.



Multiple staff appointments

Easily schedule two practice staff for each vaccine appointment. Eg. A doctor and a nurse



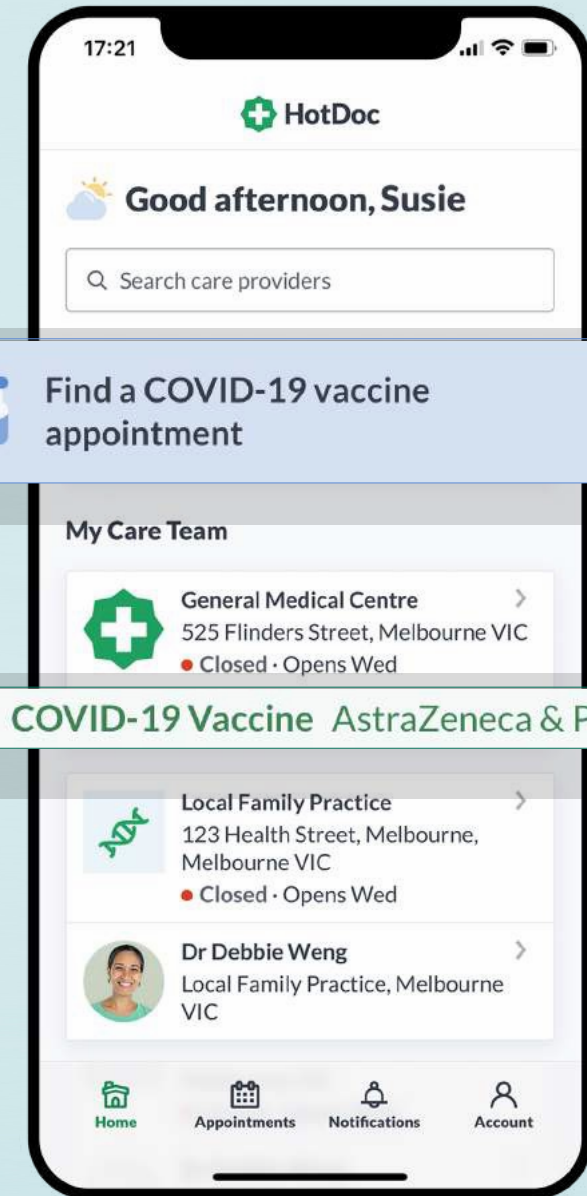
Vaccine Management

Manage appointment availability based on your practice's vaccine stock levels. Your practice is notified when you reach your limit so you can prevent further online bookings being made.



Digital patient consent

Patients are sent a digital form before their appointment and give consent on their computer or phone before they arrive.



CUSTOMER STORY

How Berry Medical Centre benefits from the entire HotDoc platform

Berry Medical Centre is an eight GP private practice in the rural town of Berry, NSW. The clinic was established as a solo GP practice back in 1995 by Dr Neil Donovan. Over the decades it has expanded to service the demands of the growing Berry township which has just over 3,000 residents.

Today Berry Medical Centre has eight doctors, three nurses and seven reception staff.

Practice Manager Linda Anderson says, “We have a real team approach at our practice. We take a lot of pride in how we greet our patients and spend time with them.

“At [the practice], we all work together to deliver the best possible patient experience starting from our reception team through to our doctors, nurses, allied health and the local hospitals.”

Practice Principal Dr Neil Donovan says the thing that first drew him to HotDoc was the seamlessness of the product. “When we opened our doors, we were one of the only practices with computer-based files. I’m not a technophile but I can see when technology is ready to be adopted. We have always been at the forefront of practical innovation, but, honestly, I only want to know enough to make it work.

“HotDoc interfaces are nimble and elegant, they make a complex task very doable. [HotDoc] obviously listened to patients and doctors, and were so quick off the mark producing a seamless product,” Dr Donovan says.

Why HotDoc—online appointments to improve the patient experience

Practice Manager Linda Anderson says the initial thing that drew her to HotDoc was the ability to give patients access to online bookings. “We wanted a flawless online booking system,” Linda says.

“We wanted to free up the phone lines and give patients the option to see all appointments available and let them book 24/7.”

“We get lots of comments on Facebook from patients that say HotDoc is a great platform to use and how easy it is to book online. They in particular commend the Recall and Reminders system.”

“We get lots of comments on Facebook from patients that say HotDoc is a great platform to use and how easy it is to book online.”

In the last 30 days:

- 500 bookings through HotDoc
- 29 new patient registration forms completed
- 19 new patients joined the practice

“Recalls are great. They reduce our DNAs and also the cost in postage. Our recalls are now sent via SMS and that means less letters need to be printed.”

Linda says “When we introduced HotDoc to our practice, we started with only the online bookings. After the smooth transition, we slowly incorporated HotDoc’s other features including Recalls, Reminders, Inform, Broadcast, Check-In and most recently New Patient Registration Forms.”

Receptionist Abbey, who Linda affectionately calls Berry Medical’s HotDoc Hero, says the transition to HotDoc was smooth sailing.

“Every query we had, HotDoc were always one step ahead. It’s like you had already run through every possible scenario.”

New patient forms—digital forms to save practices and patients time

Linda says that New Patient Registration have been the feature the team loves the most. “The forms have

been a game changer for our practice. Patients fill these forms in ahead of time, prior to their appointment, so when they arrive the stress of paperwork has been eliminated.”

“The appointment flows more efficiently, as all demographic and patient history have already been entered [prior to the appointment].

“The feedback we get from patients is that they are finding our forms simple and easy to follow,” Linda says.

Recalls—reducing costs and DNAs

Linda also cites Recalls as the HotDoc product helping the clinic the most.

“Recalls are great. They reduce our DNAs and also the cost in postage. Our recalls are now sent via SMS and that means less letters need to be printed. Previously we would have been printing and posting 100 letters a week. We also love that we are reducing environmental impact.”

In one month:

- **400+ letters saved**
- **\$500+ saved printing & postage**
- **44 SMS recalls booked**

“What we like best is the reassurance knowing that the patient has received their reminder or recall, and that it’s documented in the patient EMR.”

“Before when recalls were via phone or letter, we did not know if a patient actually listened to their voice message or read a letter. Now we know,” Linda says.

Broadcast—preventative health outreach

Berry Medical Centre is also getting a lot of value out of Broadcast.

Linda says, “We’ve been using Broadcast for clinical services like our Women’s Wellness Clinic. I can pull a report of all female patients overdue for a cervical screening test, and I can send a bulk message inviting them to come to our Women’s Wellness Clinic.”

“Also during flu season we have sent broadcasts to specific target groups such as patients with asthma, COPD, or Diabetes to inform them of the benefits of having a flu vaccination.”

“Using the HotDoc video platform in conjunction with our software has made it much more streamlined.”

Linda shares a recent campaign success with Broadcast. “We conducted an MMR vaccine booster clinic. Over 1,000 patients were informed they were eligible for a free MMR vaccine. Thirty percent of people we messaged came in and were vaccinated.”

In one Broadcast campaign:

- **1,000 SMS sent**
- **30% response rate**
- **300+ bookings**

“We also used Broadcast when COVID hit to let patients know we were offering video telehealth. While our practice remained open, offering telehealth helped us avoid large numbers of patients coming into our practice during the pandemic.”

Telehealth—easier for doctors and patients

When COVID-19 hit, Berry Medical Centre was one of the first clinics to start using HotDoc Telehealth. They are also one of the first clinics to use the video platform.

“In the beginning [before HotDoc] we trialled Skype, Zoom and FaceTime. With eight different doctors and every patient wanting something different it was inconsistent. Using the HotDoc video platform in conjunction with our software has made it much more streamlined.”

Linda says, “We love how HotDoc Telehealth shows when the patient has joined the video appointment. It changes the patient’s appointment to yellow in our appointment book so the doctor knows the patient is ready and waiting for the consultation to begin.

“If a patient needs assistance, Abbey will talk them through the process of joining a telehealth consultation. The simple steps from HotDoc has allowed for this process to run smoothly.”

Linda believes their doctors use video when many others only use the phone because they feel video telehealth is a more valuable consultation for both doctor and patient.

“Doctors connect better with a patient if they can see them as this can provide visual cues. Patients can show the doctor any visible concerns they might have. Body language can be seen rather than just a voice. It’s a better experience for the patient and the doctor.”

Support—dedicated training and help

Linda also credits HotDoc’s Support team for winning her favourable opinion of HotDoc.

“Cheri’s [HotDoc Customer Success Manager] service has been exceptional. It doesn’t matter how small or silly my question seems, Cheri is there to help and always understands what I am trying to ask.

“It is clear Cheri is passionate about what she does, as she always goes above and beyond to assist our practice in every aspect. [She] has even helped with our Google My Business posts, website and Facebook marketing. We are so grateful to have her as our first point of contact.”



HotDoc for Optometry and Dental have now launched.

Scan the QR codes for more
information

OPTOMETRY



DENTAL





Scan to visit our
website

Talk to us
hello@hotdoc.com.au