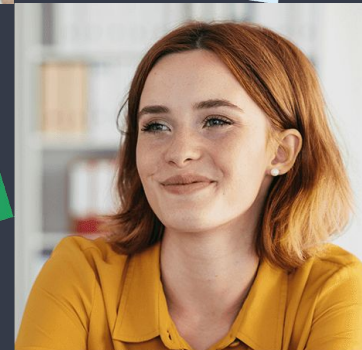





PRESENTS

Beyond Benchmarks:

Unleashing your Practice's
Revenue Potential



The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and yellow tones with a similar pebbled texture. A large, irregular white shape, resembling a splash or a piece of paper, is centered in the middle, overlapping the other colors. The text is placed within this white area.

In the spirit of reconciliation, HotDoc and Cubiko acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Today's Agenda

1 Introduction to the research

2 Benchmarks and Insights

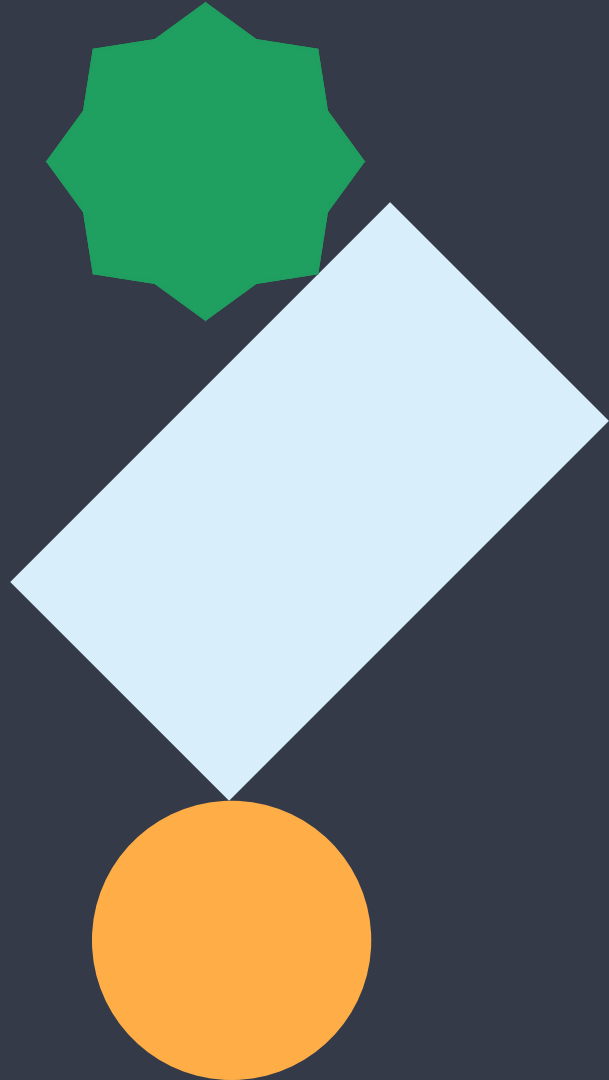
- Growing Billings
 - Virtual Care and the rise of alternative providers
 - The patient as 'consumer' - how to keep patient outcomes
-

3 Tracking the results

4 Conclusion



The Research



The Data Set (HotDoc)

Methodology



717
Responses

Respondents

We distributed the survey via email to subscribers of the HotDoc newsletter including customers. Respondents were practice owners and practice managers who voluntarily completed the survey.

Respondent profile

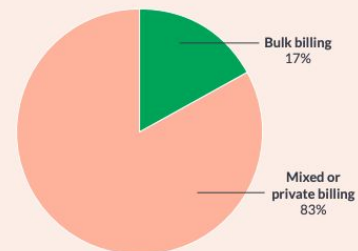
Clinic size



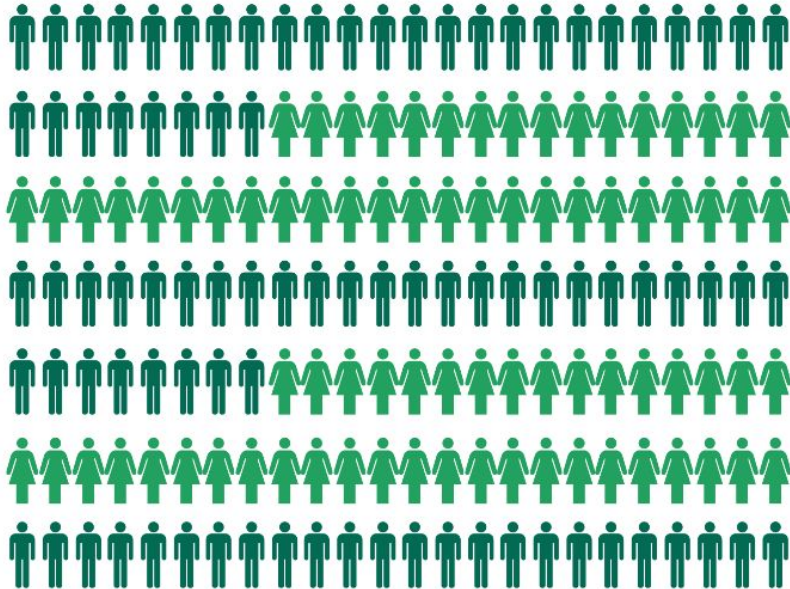
Clinic location



Clinic billing type



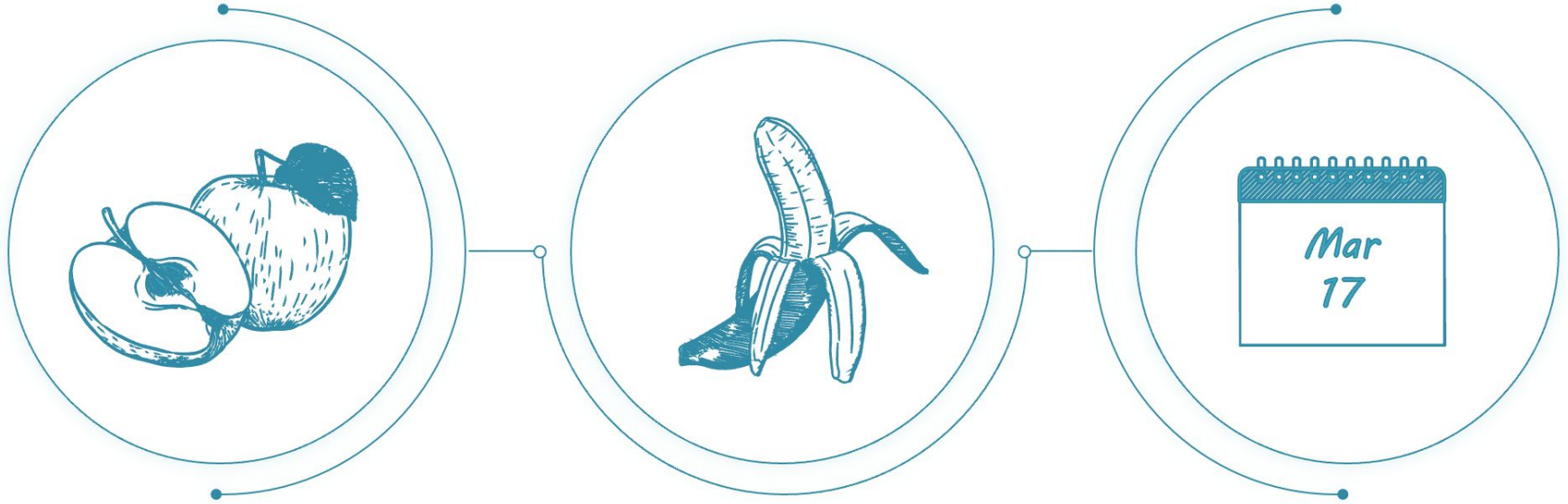
The Data Set (HotDoc)



We ask our **clinics** for regular feedback which result in **1000+** responses quarterly for us to capture insights from.

We ask our **patients** for regular feedback via post appointment booking surveys which gives us **1000+** responses each month to gauge patient needs and sentiments

We do **research** on the regular, our recent white paper research gave us **700+** responses from clinics along with **1000+** responses from patients on the **Changing Landscape in General Practice**

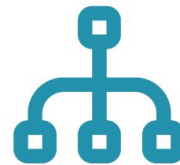




State



Modified Monash
Model



Primary Health
Network



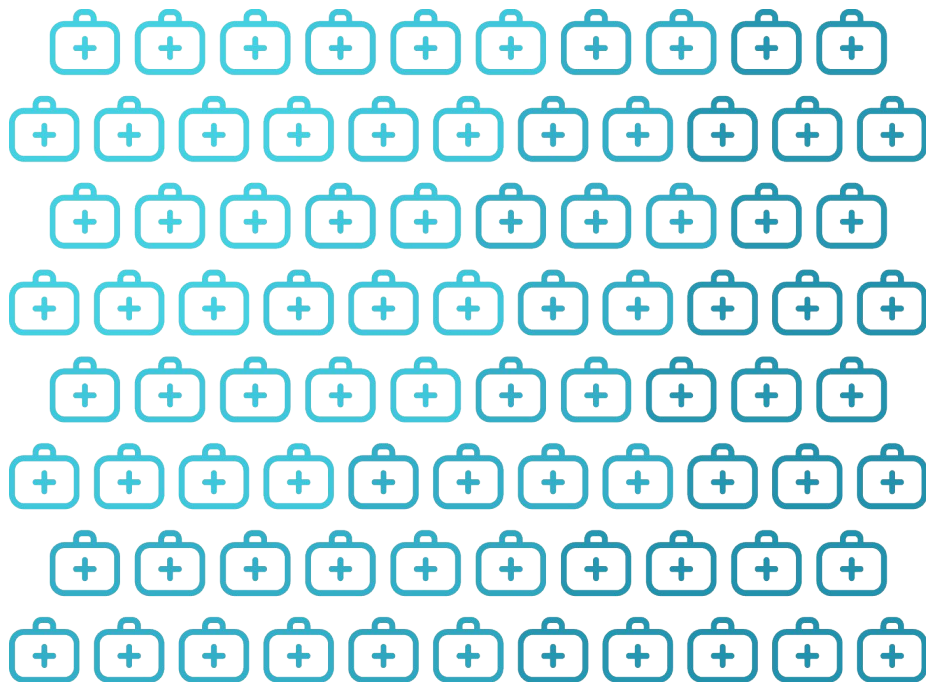
Billing model



Teaching
Practices



Doctor FTE Size



The Touchstone Data Set

750+

Total number of practices

A cross section of practices

The Data Set

A year ago



43%

Mixed / Private billing



57%

Bulk billing

The Data Set

A year ago



43%

Mixed / Private billing



57%

Bulk billing

Now



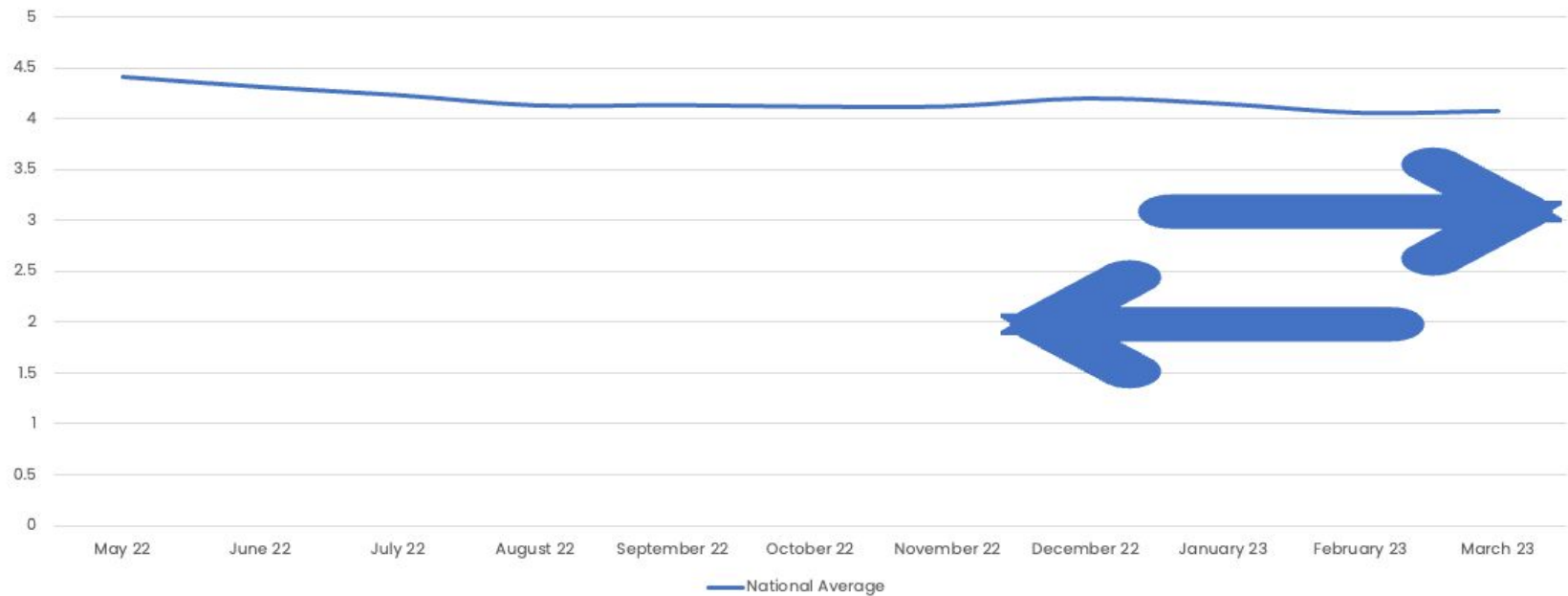
72%

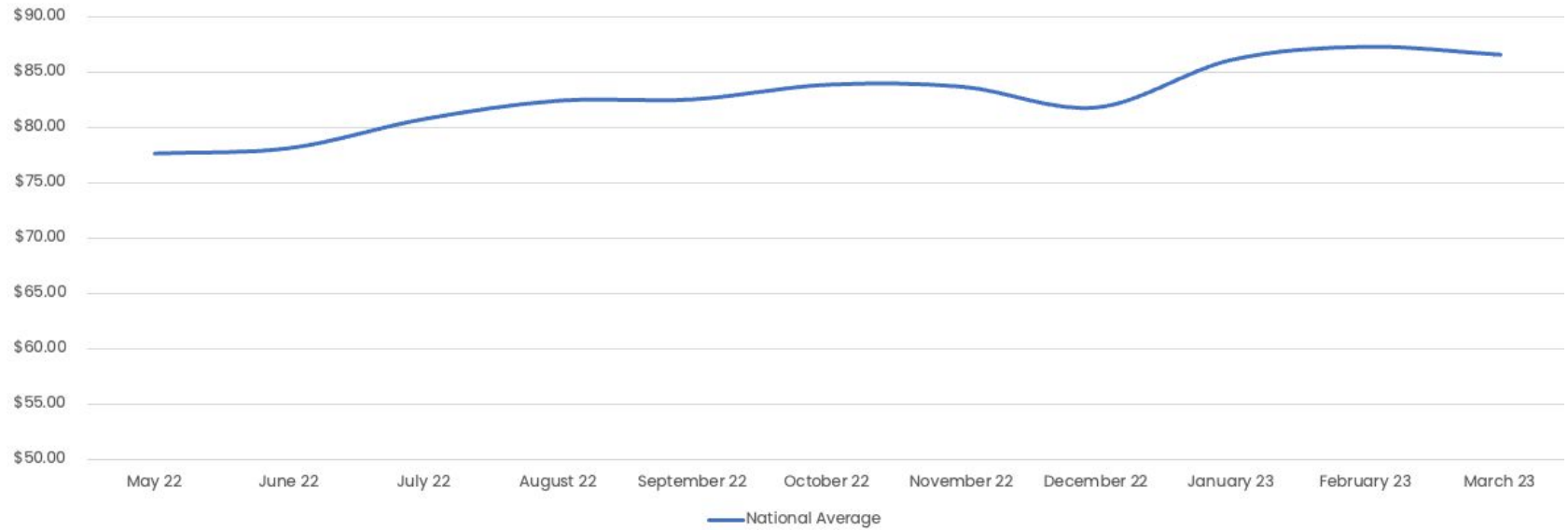
Mixed / Private billing



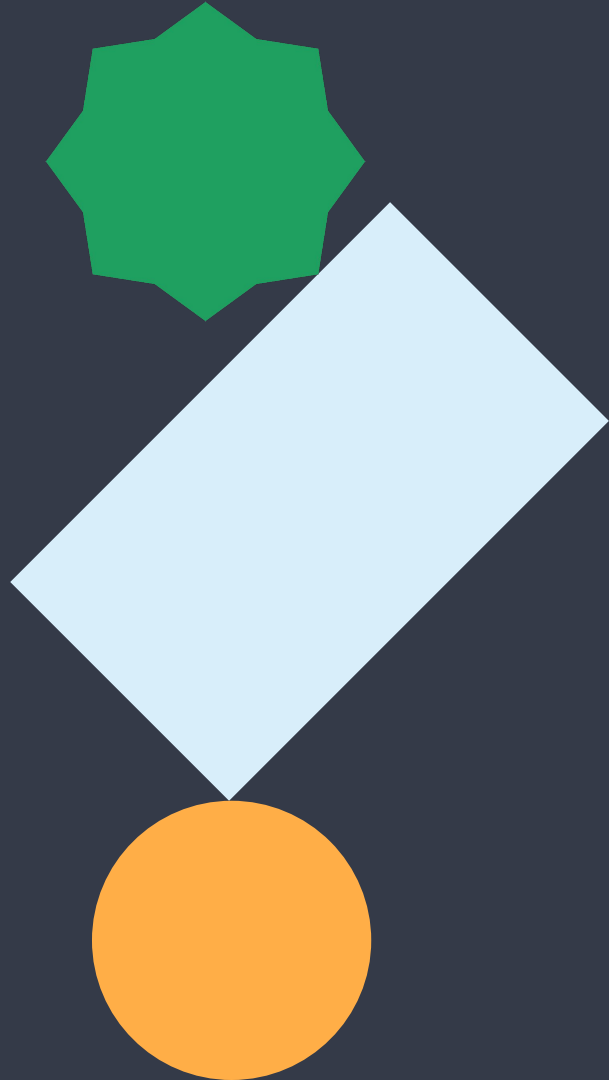
28%

Bulk billing





**Growing
Billings**



Keeping our practices sustainable is difficult in 2023

Practices are considering their options to increase revenue aligned with cost of operations

66%

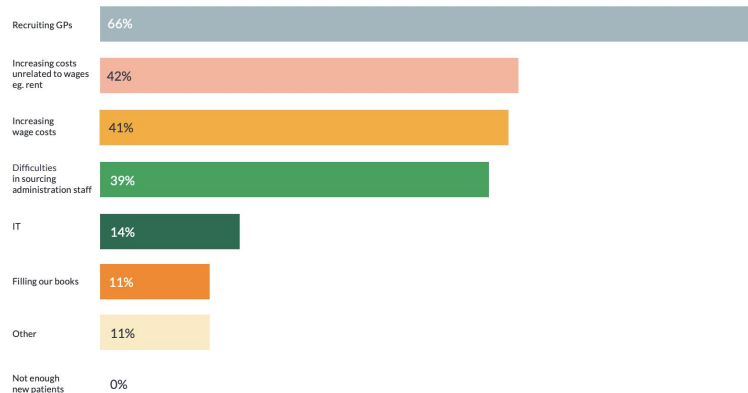
Of those surveyed, an overwhelming 66% stated that recruiting and keeping GPs was the biggest challenge

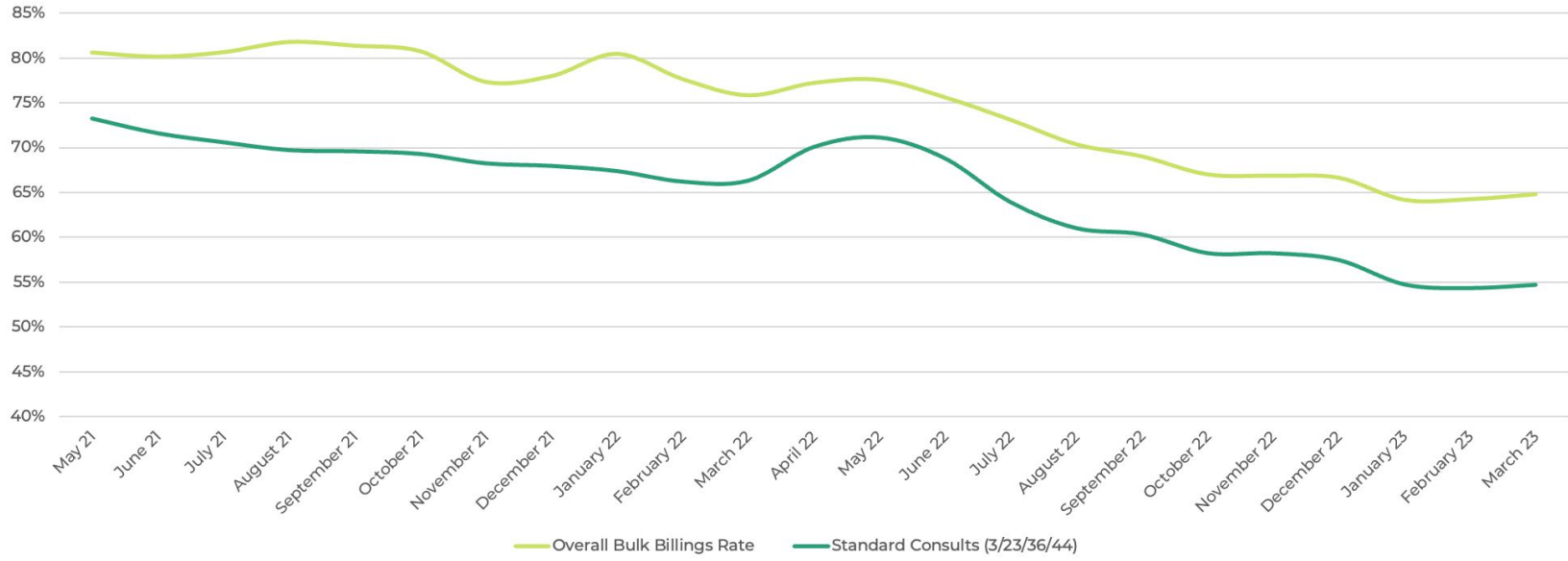
42%

42% of clinics identified increasing costs unrelated to wages as one of the biggest challenges they faced

32%

Our survey found that almost a third (32%) of bulk billing clinics had concrete plans to move to a mixed or private billing model





Average private gap for consultation items by patient eligibility ⓘ



Touchstone: No Show / DNA



Appointments marked as DNA

Total Counted Appointments

Touchstone: No Show / DNA

Mixed / Private Billing

2%

Did not attend rate

Bulk Billing

4%

Did not attend rate

How do you move to a more sustainable business model?

Tightly control DNAs by storing card details ahead of the consult with Payments

- Change terms and conditions to reflect your DNA policy
- Adjust total and capture payment in the Dashboard

How much do you wish to charge this patient?

Payment Details

Patient
Test HotDoc
Estimated
\$5.00
Practitioner
Dr. Anna G. Davis

We were unable to sync an invoice. Please specify how much to collect for this appointment (min. \$5).

Amount to collect

| | |
|--------------------|----------------|
| Patient pays | \$35.00 |
| Processing fee | \$0.91 |
| You receive | \$34.09 |

Cancel

Collect Amount

Filter by Practitioner Payment Status Appointment Date Range Compact View Search Patient

| Patient | Appointment Time | Appointment Type | Practitioner | Estimated | Charge | Payment Status | Payment Status Date |
|-------------------------------------|--|------------------|-------------------|-----------|--------|-----------------------|--|
| Test HotDoc Mobile 0407355477 | 06/07/2023 7:10 AM Booked By Test HotDoc | Nurse | Dr. Anna G. Davis | \$5.00 | - | ● Card Details Stored | 04/07/2023 4:07 PM HotDoc ID 3917329 |

Collect Cancel

How do you move to a more sustainable business model?

Request Manual Payments



When a DNA does occur and card details have not been stored, request manual payment with a method which is easy to pay for the patient

Payment Request Step 3 of 3 ✕

HotDoc will send the patient a secure payment link to pay via SMS ⓘ

| | | | | | | | | |
|---|---|---|--------------|---------|----------------|--------|--------------------|----------------|
| Patient Details Change | Payment Request Details | | | | | | | |
| Patient Jane Smith | Confirm or edit the details of the payment request below then click "Send Now" | | | | | | | |
| D.O.B 07/07/1997 | Mobile <input type="text" value="0432413889"/> | Practitioner <input type="text" value="Dr. Anna G. Davis"/> | | | | | | |
| Mobile 0432413889 | Description (appears in SMS) ⓘ <input type="text" value="Did not attend appt 07/07/23"/> | Amount <input type="text" value="35"/> | | | | | | |
| Appointment Details Change | Internal Reference <i>Optional</i> <input type="text" value="]"/> | <table><tr><td>Patient pays</td><td>\$35.00</td></tr><tr><td>Processing fee</td><td>\$0.91</td></tr><tr><td>You receive</td><td>\$34.09</td></tr></table> | Patient pays | \$35.00 | Processing fee | \$0.91 | You receive | \$34.09 |
| Patient pays | \$35.00 | | | | | | | |
| Processing fee | \$0.91 | | | | | | | |
| You receive | \$34.09 | | | | | | | |
| No appointment selected. | | <input type="button" value="Send Now"/> | | | | | | |



QI: DNA rate

Selected Cubiko metrics to help identify any issue with did not attend rate, highlight potential improvements, and track progress through a PDSA cycle.

Trend of DNA rate ⓘ

Group by: ▾ ☆

DNA rate
5.02%

of DNAs
1,916

Potential billings
\$118,517

of frequent DNAers
32



Unconfirmed appts today ⓘ



| | INTERNALID | Record no. | Time | DNA... | Patient |
|----|------------|------------|----------|--------|-------------------------|
| 1 | 6999 | | 11:00 AM | 33% | surname 7315, firstname |
| 2 | 3089 | 35613 | 3:20 PM | 25% | surname 5815, firstname |
| 3 | 83 | 24739 | 4:00 PM | 25% | surname 6324, firstname |
| 4 | 3244 | | 10:20 AM | 20% | surname 8772, firstname |
| 5 | 1116 | 00015004 | 11:20 AM | 17% | surname 7278, firstname |
| 6 | 2593 | 30354 | 2:20 PM | 14% | surname 5515, firstname |
| 7 | 420 | 32948 | 11:20 AM | 13% | surname 9558, firstname |
| 8 | 2375 | | 1:20 PM | 11% | surname 6142, firstname |
| 9 | 327 | 15545 | 1:00 PM | 10% | surname 9581, firstname |
| 10 | 359 | | 1:40 PM | 5% | surname 8657, firstname |
| 11 | 124 | 002870 | 10:40 AM | 4% | surname 8531, firstname |
| 12 | 392 | 00012966 | 1:00 PM | 0% | surname 8237, firstname |
| 13 | 1525 | | 1:30 PM | 0% | surname 2147, firstname |

Frequent DNAers booked ⓘ



| | INTERNALID | Record no. | Next appt d... | Next app... | Patient |
|---|------------|------------|----------------|-------------|------------------|
| 1 | 1384 | 22597 | 02/08/2023 | 10:20 | surname 1731, fi |
| 2 | 38249 | | 14/08/2023 | 15:40 | surname 8532, fi |
| 3 | 398 | 007945 | 17/08/2023 | 11:40 | surname 3477, fi |
| 4 | 2852 | | 01/09/2023 | 08:00 | surname 5959, fi |
| 5 | 2247 | | 08/11/2023 | 09:00 | surname 1846, fi |

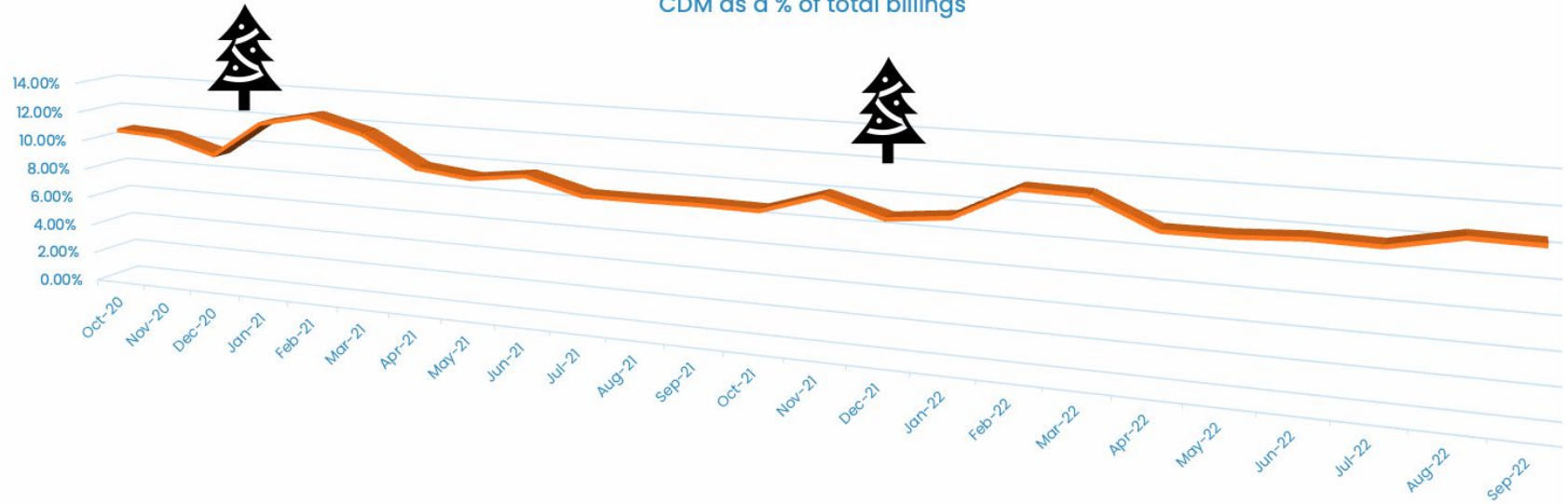
Unconfirmed appts today ⓘ ☆

! 50

Frequent DNAers booked ⓘ ☆

! 5

CDM as a % of total billings



How do you move to a more sustainable business model?

Find ways to drive patient interest in other billing options to increase revenue through:



Inform Promotions and Activations

Increase awareness through a promotion and target specific billables towards the right demographic for higher conversion

New

Heart Health Check

45-74 years old

Show on

Bookings Reminders

Kiosk Forms

General Medical Centre

✓ Appointment Confirmed

Please take a few moments to answer the questions below:

Do you have one or more medical condition(s) that have lasted over 6 months (eg. Asthma, Diabetes, Arthritis, Heart Condition, Kidney Disease)?

Yes No

How do you move to a more sustainable business model?

Find ways to drive patient interest in other billing options to increase revenue through:



Care Plans

Extract data using a tool like Cubiko to feed into Broadcast to blast applicable patients, target for demographics specific to billable opportunities

Create Broadcast

To create a broadcast enter a Broadcast name and customise the SMS copy by following our recommended guidelines. Use our placeholders to help whilst customising.

Broadcast Name ⓘ

Care Plan

SMS Message 276/160 characters

Hi {{patient-first-name}}, chronic disease management plans can help people chronic medical conditions by providing an organised approach to care. Book for a comprehensive consult to determine your eligibility and best approach {{clinic-uri}} {{opt-out}}

Insert placeholder ▼ Clear Message

SMS Preview

Hi LongestNamePossible, chronic disease management plans can help people chronic medical conditions by providing an organised approach to care. Book for a comprehensive consult to determine your eligibility and best approach <https://hotdoc.com/0123456789>
Reply STOP to opt out

276 characters | 2 credits

ⓘ This message will use 2 SMS messages when it is sent.

“Broadcasts [helps us] to connect with our patients for reminders for cares they are due for. Its quick, effective and I can send the message to multiple people at once.”

Patients who may be eligible for 75+ Health Assessment

Eligibility is based on previous billings of health assessments, these include both VR and non-VR item numbers.

Possible 75+ HA billings ⓘ



\$100,894

Item 703 fee: \$145.80

Possible patients 75+ HA ⓘ



692

List of patients for possible 75+ HA ⓘ



| | INTERNALID | Record no. | Date | Time | Appt with | Appt type | Patient | Days since last hea... | Last attended appt |
|---|------------|------------|------------|-------|----------------|---------------------|--|------------------------|--------------------|
| 1 | 3044 | 34792 | 27/07/2023 | 08:00 | firstname 1948 | N2 new GPMP & new | surname 4377, firstname 6232 (79yrs - city 9854) | Never had a 75+ Health | 13/07/2023 |
| 2 | 566 | 001049 | 27/07/2023 | 08:20 | firstname 4294 | Standard appt. | surname 6691, firstname 1991 (82yrs - city 9233) | Never had a 75+ Health | 20/07/2023 |
| 3 | 1176 | 00015390 | 27/07/2023 | 08:30 | firstname 3685 | Long appt. | surname 4792, firstname 4444 (80yrs - city 5269) | Never had a 75+ Health | 12/07/2023 |
| 4 | 446 | 1496 | 27/07/2023 | 08:40 | firstname 5783 | Telehealth - Recall | surname 1957, firstname 2117 (79yrs - city 9786) | Never had a 75+ Health | 20/07/2023 |
| 5 | 629 | 000200 | 27/07/2023 | 09:20 | firstname 3685 | Standard appt. | surname 7196, firstname 4272 (82yrs - city 4993) | Never had a 75+ Health | 29/06/2023 |
| 6 | 3450 | 35340 | 27/07/2023 | 10:10 | firstname 3685 | Standard appt. | surname 5179, firstname 8963 (94yrs - city 4419) | Never had a 75+ Health | 13/07/2023 |
| 7 | 731 | 3913 | 27/07/2023 | 10:50 | firstname 6957 | N2 Health | surname 8635, firstname 1342 (77yrs - city 7113) | Never had a 75+ Health | 21/04/2023 |
| 8 | 786 | 035871 | 27/07/2023 | 11:00 | firstname 4294 | Standard appt. | surname 2212, firstname 6651 (86yrs - city 7245) | Never had a 75+ Health | 04/05/2023 |

What are the possible service opportunities today

What are they eligible for?

Patients with opportunities ⓘ

| Record no. | Appt date | Appt time | Appt with | Appt type | Patient | May be eligible to book for |
|------------|------------|-----------|-----------------|-------------------|---|--|
| 1 3877 | 2017/02/21 | 08:30 | Respiratory 034 | Standard appt | Suriname 8366, Resurime 9822 (19)rc - city 3882 | Item 712, Item 10007 |
| 2 00734 | 2017/02/21 | 08:30 | Resurime 644 | Standard appt | Suriname 2012, Resurime 9722 (8)rc - city 7420 | 75+ Health Assessment, Item 650, Flu vaccine |
| 3 13077 | 2017/02/21 | 08:30 | Resurime 1441 | Standard appt | Suriname 4752, Resurime 9810 (7)rc - city 6070 | Item 721, Item 723, 75+ Health Assessment, Item 650, Flu vaccine |
| 4 | 2017/02/21 | 08:30 | Resurime 1438 | Non patient | Suriname 4778, Resurime 9244 (1)rc - city 6230 | Item 619 |
| 5 25447 | 2017/02/21 | 08:30 | Resurime 644 | Standard appt | Suriname 1766, Resurime 1211 (2)rc - city 3776 | Item 10007, Mental Health Treatment Plan, Item 650 |
| 6 | 2017/02/21 | 08:30 | Resurime 1432 | Standard appt | Suriname 1766, Resurime 9722 (8)rc - city 3766 | Item 712, Item 723, Item 10007 |
| 7 14440 | 2017/02/21 | 08:30 | Resurime 1438 | Selfwith - Recall | Suriname 5471, Resurime 2564 (2)rc - city 7776 | Item 721, Item 723, Item 732, Item 10001, Item 650 |
| 8 17477 | 2017/02/21 | 08:30 | Resurime 1438 | Standard appt | Suriname 3448, Resurime 9820 (7)rc - city 3766 | Item 712, Item 10007, Item 650 |
| 9 7604 | 2017/02/21 | 08:30 | Resurime 6294 | Selfwith - Recall | Suriname 1766, Resurime 6222 (2)rc - city 4876 | Item 10007, Item 650 |
| 10 42704 | 2017/02/21 | 08:40 | Resurime 1432 | Standard appt | Suriname 5764, Resurime 9527 (4)rc - city 3282 | Item 721, Item 723, Item 650 |

List of Patients who may be eligible



Appointment with
Practitioner



Doctor Direction
Sheet or notes to
reception in PMS



Reception to book

QuickCheck appointments

Potential eligibility

Verified eligibility

6/10 patients selected

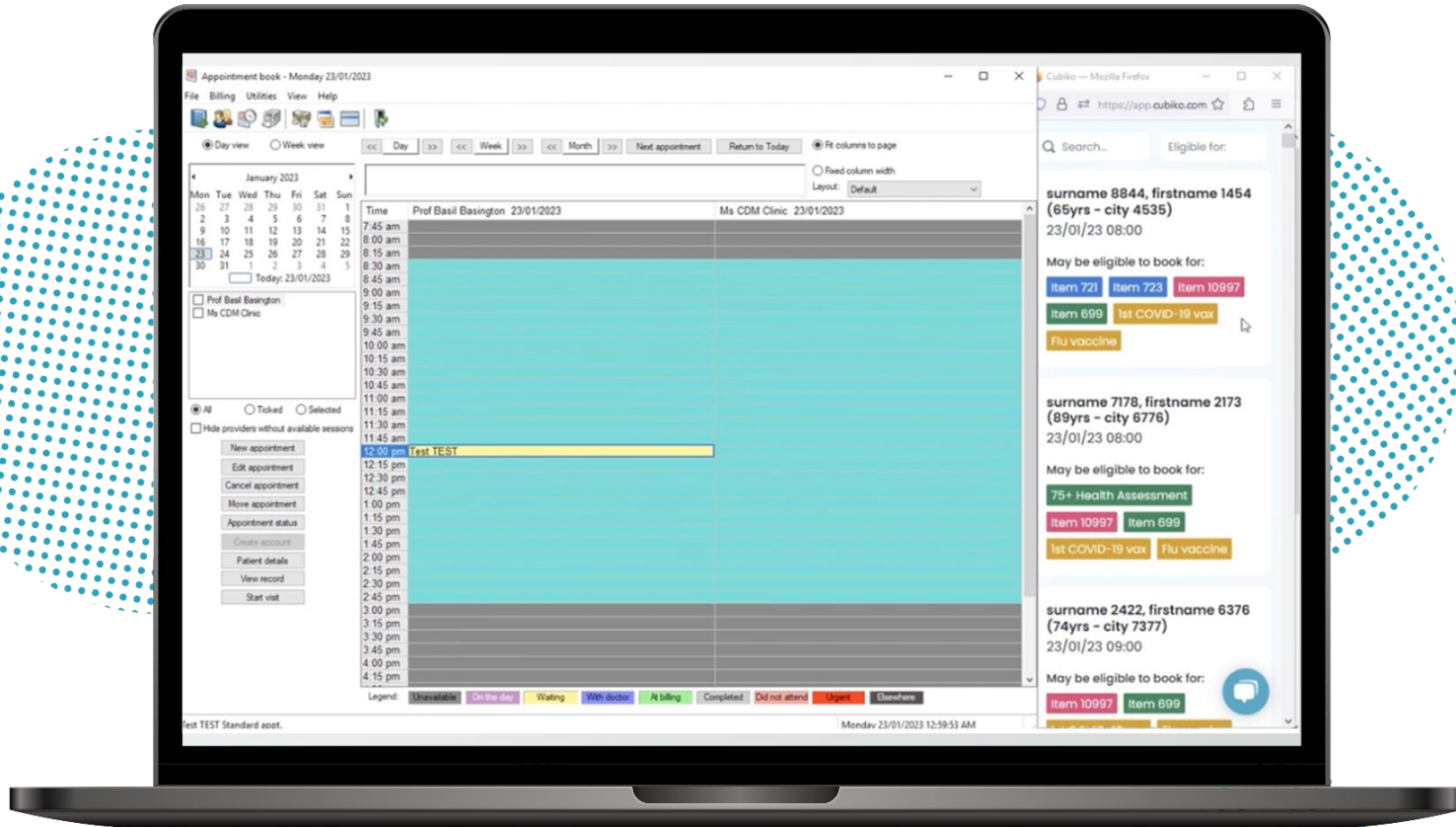
Clear Selection

Run Eligibility Check (6)

Appointments with potential eligible items ⓘ



| | <input type="checkbox"/> | Appt date | Appt time | Appt with | Appt type | Patient | May be eligible for ⓘ | View legend | Checked today? | # of |
|---|-------------------------------------|------------|-----------|--------------------------------|--------------------|--|--|-----------------------------|----------------|------|
| 1 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:00 | firstname 5689 surname 4558 | Long appt. | surname 3585, firstname 3181 (41yrs - city 3374) | Item 732 | | | 10 |
| 2 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:00 | firstname 3685 surname 7533 | Long appt. | surname 1651, firstname 5157 (69yrs - city 3747) | Item 723, Item 732 | | | 9 |
| 3 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:00 | firstname 4294 surname 1731 | Standard appt. | surname 5738, firstname 8586 (49yrs - city 3491) | Item 721, Item 723, Item 732 | | | 17 |
| 4 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:20 | firstname 4294 surname 1731 | Standard appt. | surname 6691, firstname 1991 (82yrs - city 9233) | Item 723, Item 732 | | | 28 |
| 5 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:20 | firstname 5689 surname 4558 | Long appt. | surname 9984, firstname 6633 (43yrs - city 4974) | Item 721, Item 723 | | | 5 |
| 6 | <input checked="" type="checkbox"/> | 27/07/2023 | 08:20 | firstname 3685 surname 7533 | Telehealth Consult | surname 6151, firstname 3223 (52yrs - city 5259) | Item 721, Item 723, Item 732, Mental Health Treatment Plan | | | 26 |



Appointment book - Monday 23/01/2023

File Billing Utilities View Help

Day view Week view << Day >> << Week >> << Month >> Next appointment Return to Today Fit columns to page

January 2023

| | | | | | | |
|----|----|----|----|----|----|----|
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | 1 | 2 | 3 | 4 | 5 |

Prof Basil Basington
Ms CDM Clinic

All Ticked Selected

Hide providers without available sessions

- New appointment
- Edit appointment
- Cancel appointment
- Move appointment
- Appointment status
- Create account
- Patient details
- View record
- Start visit

| Time | Prof Basil Basington 23/01/2023 | Ms CDM Clinic 23/01/2023 |
|----------|---------------------------------|--------------------------|
| 7:45 am | | |
| 8:00 am | | |
| 8:15 am | | |
| 8:30 am | | |
| 8:45 am | | |
| 9:00 am | | |
| 9:15 am | | |
| 9:30 am | | |
| 9:45 am | | |
| 10:00 am | | |
| 10:15 am | | |
| 10:30 am | | |
| 10:45 am | | |
| 11:00 am | | |
| 11:15 am | | |
| 11:30 am | | |
| 11:45 am | | |
| 12:00 pm | Test TEST | |
| 12:15 pm | | |
| 12:30 pm | | |
| 12:45 pm | | |
| 1:00 pm | | |
| 1:15 pm | | |
| 1:30 pm | | |
| 1:45 pm | | |
| 2:00 pm | | |
| 2:15 pm | | |
| 2:30 pm | | |
| 2:45 pm | | |
| 3:00 pm | | |
| 3:15 pm | | |
| 3:30 pm | | |
| 3:45 pm | | |
| 4:00 pm | | |
| 4:15 pm | | |

Legend: Unavailable On the day Waiting With doctor At billing Completed Did not attend Urgers Elsewhere

Test TEST Standard acct.

Monday 23/01/2023 12:59:53 AM

Cubiko - Mozilla Firefox

https://app.cubiko.com

Search... Eligible for:

surname 8844, firstname 1454
(65yrs - city 4535)
23/01/23 08:00

May be eligible to book for:

- Item 721 Item 723 Item 10997
- Item 699 1st COVID-19 vax
- Flu vaccine

surname 7178, firstname 2173
(89yrs - city 6776)
23/01/23 08:00

May be eligible to book for:

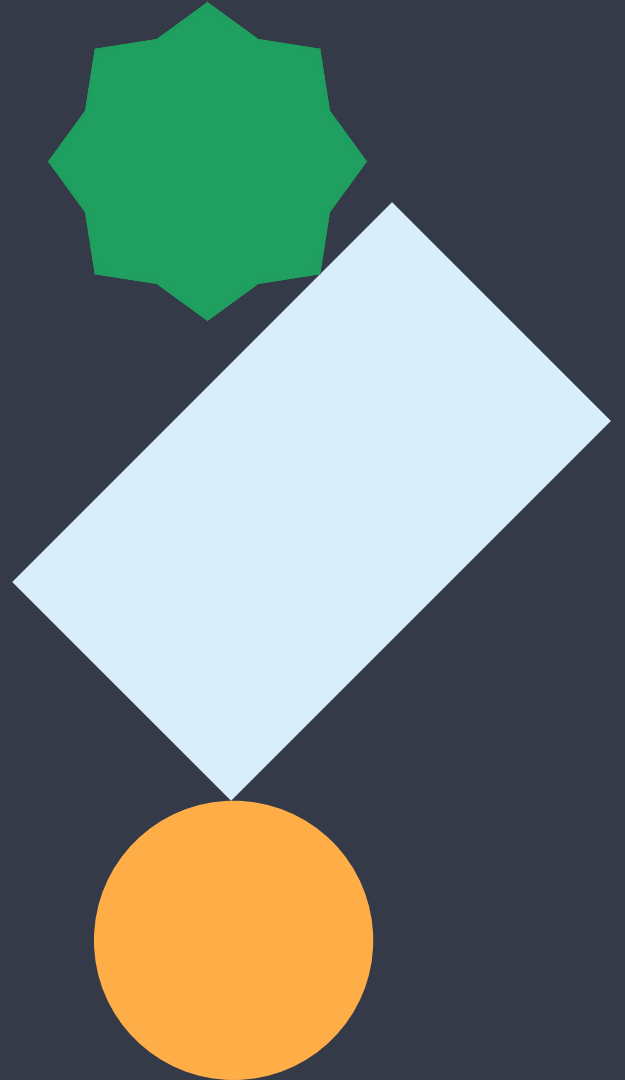
- 75+ Health Assessment
- Item 10997 Item 699
- 1st COVID-19 vax Flu vaccine

surname 2422, firstname 6376
(74yrs - city 7377)
23/01/23 09:00

May be eligible to book for:

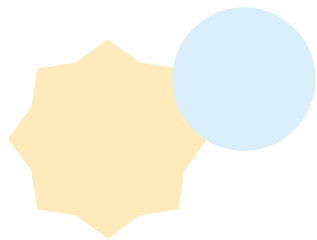
- Item 10997 Item 699

The Rise of Virtual Care



There are more Virtual Care options than ever before

53% of patients are likely to book a telehealth appointment



66% of patients would pay more for the convenience of an after hours appointment


22%


of patients surveyed have used a virtual health service in the past 12 months like InstantScripts

**This is even higher in the 18-34 year old age group where 30% have accessed virtual services instead of their usual GP*

How to do more with less by providing Virtual Services

Offer more Telehealth appointment types

 Consider what types of services you can convert e.g. Results

 Make it easy to for a patient to book these services

How it Appears to Patients

Appointment Name

Enabled for online appointments

Ask patients to enter the reason for their appointment

Add a message to appear as soon as this appointment type is selected

When patients cannot book this appointment type with a practitioner:

Invite them to call the clinic

Inform them they cannot make an appointment

Telehealth Settings

This is a Telehealth Appointment

Medicare eligibility screening

Screen patients for Medicare eligibility

Allow patients without Medicare to book full fee

[Read more about patient eligibility screening questions here.](#)

Telehealth Video

Enable Telehealth Video

Generate a unique video link for all telehealth appointments. The link is sent to patients and written to the appointment notes for the practitioner to access. No additional software or account is required and practitioners contact information remains confidential.

[Read more about telehealth video privacy and security here.](#)

Note: We'll also generate video links when the linked appointment type is used to create appointments in Best Practice. Ensure the patient file contains an email and we'll send the patient telehealth video information.

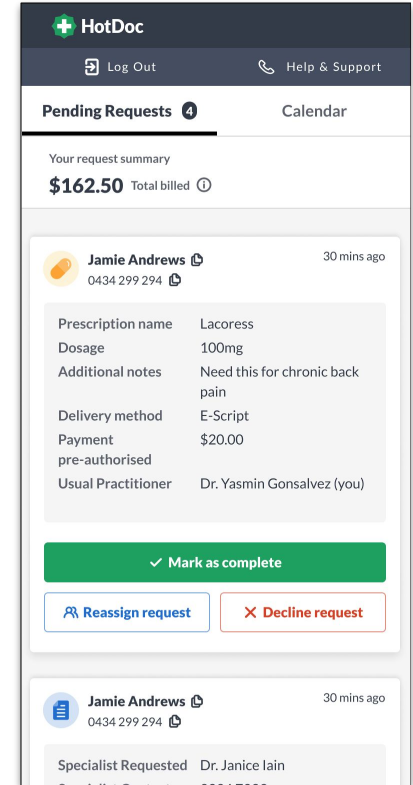
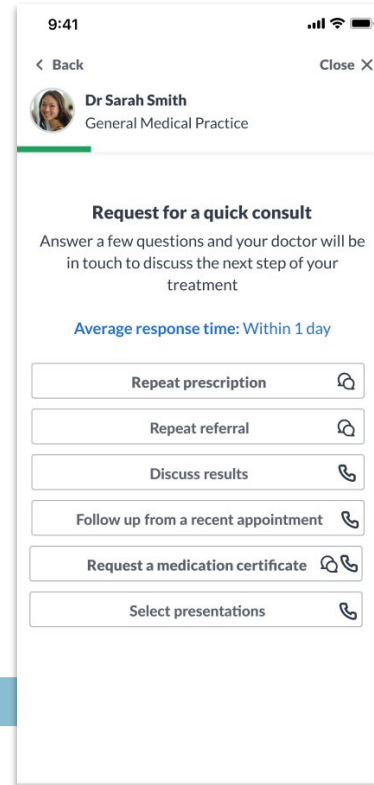
Pricing per consultation \$0

Telehealth video appointments will be provided free of charge, with our fair usage policy applied.

How to do more with less by providing Virtual Services

Offer asynchronous appointment options

- Use features like HotDoc Quick Consults (*launching in the next fortnight*) to automate a queue of billable services for the doctor to action in their own time
- Use Broadcast or Inform to promote the knowledge of the service within your patient base



How to do more with less by providing Virtual Services

Make it easy for patients to pay for Virtual Services

- Patients are used to online payments and can often be frustrated by having to pay for something over the phone
- Set your telehealth or virtual services to online payments to make it easier for the patient to pay
- Set your billing preferences to automatically exempt patients who don't need to pay

Payment for Online Booked Appointments

Request patient's payment method at the time of booking

Note: Patients will be required to add a payment method in order to book an appointment. Payment will be collected once the patient is marked as seen.

Cost of appointment (minimum \$5)

Payment Breakdown
Processing fee is 1.75% + 30c per transaction

| | |
|----------------|---------|
| Patient pays | \$35.00 |
| Processing fee | \$0.91 |
| You receive | \$34.09 |

Bulk Billing Payment Exemption

Exempt payment for bulk billed patients

Patients who meet bulk billing criteria will not be required to provide a payment method for appointments.

| | |
|-----------------------|-------------------------|
| Bulk Billing Criteria | ✎ |
| Age: | - |
| Concession Cards*: | Veteran (DVA) Gold Card |

Go to [Setup > Practice Profile](#) under Billing Information to make any changes to your Bulk Billing Criteria.

*Concession card screening only works for online booked appointments. ⓘ

“Just set up scripts and online payments, it has been a game changer!”

Do Online Payments really matter?

Recent survey data shows that the practices using online payments see the following benefits over those who don't

50%

Time savings and boosted efficiency

of clinics said the use of Online Payments reduced the time spent in collecting fees manually and allows the team to focus on other tasks

30%

Enables Great Telehealth Experience

noted that Online Payments is useful for facilitating telehealth appointments in particularly and eliminates the need for follow up calls or no show appointments

20%

Improves debt management

agreed that Online Payments allowed them to better manage debt, recover accounts and reduce the need for following up fees by providing immediate post consultation processing and invoicing

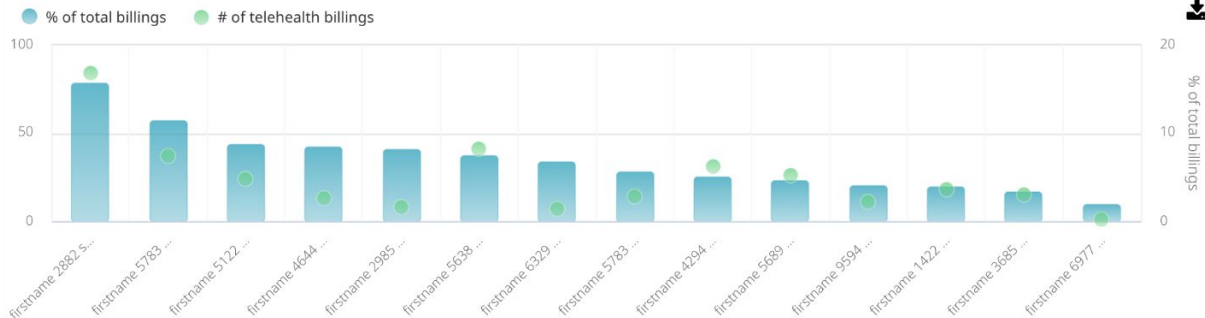
Uptake of Telehealth item numbers

Telehealth appointment count and billings by Practitioner ⓘ

Show as: % of total billings ▾



Telehealth billings ⓘ

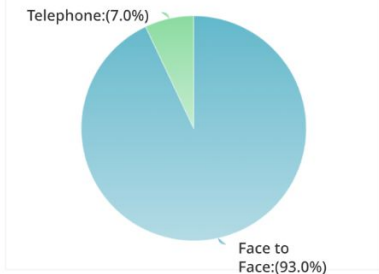


\$12,331
7% of total billings

Billings by type of consult ⓘ



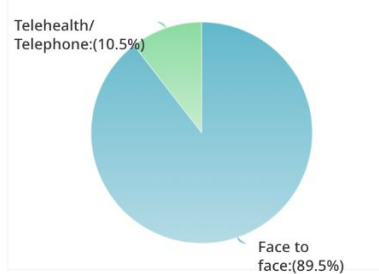
● Face to Face ● Telephone



Appt count by type of consult ⓘ



● Face to face ● Telehealth/ Telephone



Trend of Telehealth billings as a % of total billings ⓘ

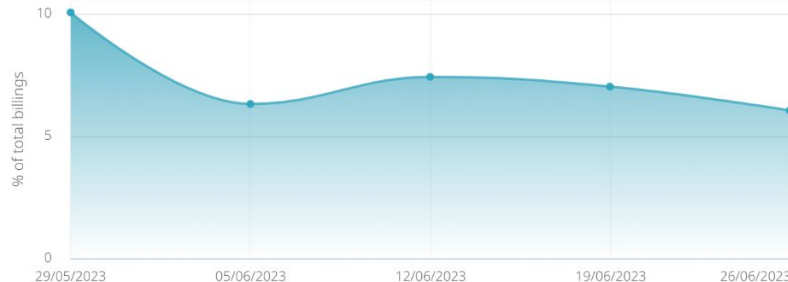
Show as:

% of total billings ▾

Week ▾



● % of total billings



Non Telehealth appointments with Telehealth billings ⓘ



| | Appointm... | Appointm... | Appointment with | Patient | Appointment type | Telehealth item | \$ billed | | | |
|----|-------------|-------------|------------------|--|------------------|-----------------|-----------|----------|--|--|
| 1 | Totals: | | | | | | | \$921.25 | | |
| 2 | 01/06/2023 | 09:01:37 | firstname 5783 | surname 5473, firstname 9515 (65yrs - city 8419) | description 3639 | Item 91890 | \$75.00 | | | |
| 3 | 01/06/2023 | 14:27:21 | firstname 5689 | surname 9566, firstname 9639 (41yrs - city 2629) | description 3639 | Item 91891 | \$39.75 | | | |
| 4 | 01/06/2023 | 16:49:32 | firstname 3685 | surname 1323, firstname 5535 (65yrs - city 8547) | description 3639 | Item 91891 | \$39.75 | | | |
| 5 | 02/06/2023 | 09:00:00 | firstname 2882 | surname 9469, firstname 9722 (65yrs - city 2627) | description 3639 | Item 91891 | \$39.75 | | | |
| 6 | 02/06/2023 | 13:15:01 | firstname 1422 | surname 6993, firstname 1198 (59yrs - city 9279) | description 3639 | Item 91891 | \$39.75 | | | |
| 7 | 02/06/2023 | 15:43:55 | firstname 5689 | surname 5446, firstname 7636 (18yrs - city 4524) | description 3639 | Item 91890 | \$18.20 | | | |
| 8 | 06/06/2023 | 08:00:00 | firstname 6977 | surname 4926, firstname 2488 (51yrs - city 5556) | description 6867 | Item 91891 | \$39.75 | | | |
| 9 | 08/06/2023 | 10:57:42 | firstname 5689 | surname 4838, firstname 8734 (24yrs - city 2856) | description 3639 | Item 91890 | \$18.20 | | | |
| 10 | 09/06/2023 | 11:47:15 | firstname 5122 | surname 1894, firstname 2429 (78yrs - city 5212) | description 3639 | Item 91891 | \$39.75 | | | |
| 11 | 09/06/2023 | 12:14:02 | firstname 6329 | surname 3997, firstname 8838 (85yrs - city 8388) | description 3639 | Item 91891 | \$39.75 | | | |

Appointments that may not be eligible for Medicare-subsidised telehealth services

Medicare has announced that from July 20, patients who have not visited the practice for a face to face consult in the past 12 months are no longer eligible for bulk-billed telehealth services. For further information and to check exceptions, [click here](#)

List of appointments that may not be eligible for Medicare-subsidised telehealth services ⓘ

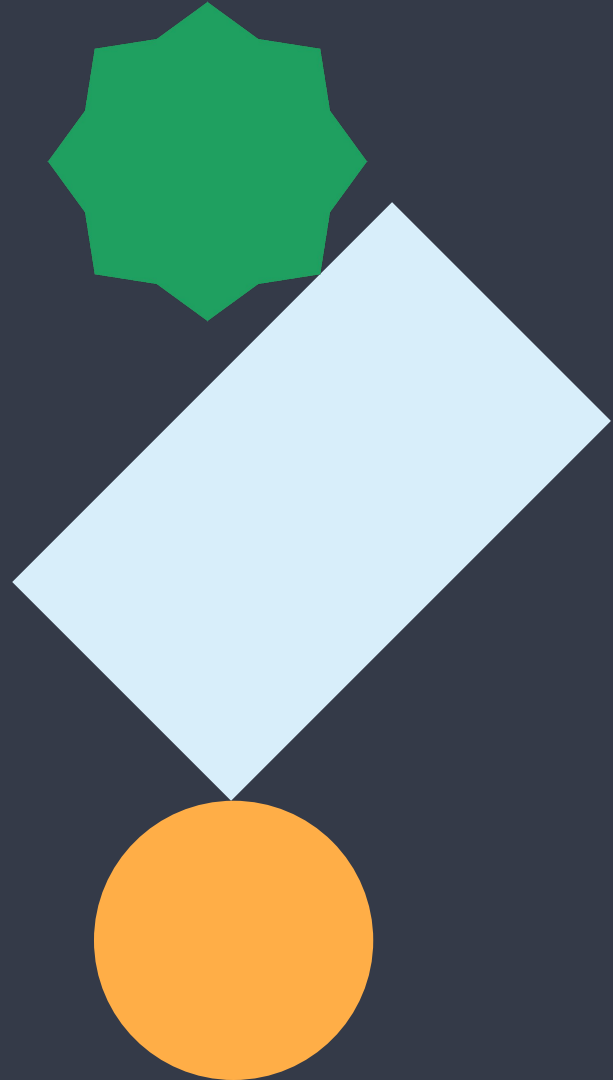


| | INTERNALID | Record no. | Date | Time | Patient | Practitioner | Appointment t |
|----|------------|------------|------------|----------|---|----------------|------------------|
| 1 | 41038 | | 28/07/2023 | 08:00:00 | surname 4793, firstname 9515 (8yrs - city | firstname 2882 | description 1745 |
| 2 | 1832 | 23647 | 28/07/2023 | 08:00:00 | surname 8882, firstname 2964 (27yrs - | firstname 1422 | description 3639 |
| 3 | 41038 | | 28/07/2023 | 08:00:00 | surname 4793, firstname 9515 (8yrs - city | firstname 5164 | description 1164 |
| 4 | 41072 | | 28/07/2023 | 08:00:00 | surname 4778, firstname 2664 (44yrs - | firstname 7939 | description 1164 |
| 5 | 41072 | | 28/07/2023 | 08:00:00 | surname 4778, firstname 2664 (44yrs - | firstname 5638 | description 1745 |
| 6 | 41057 | | 28/07/2023 | 08:20:00 | surname 8239, firstname 5339 (22yrs - | firstname 2882 | description 1745 |
| 7 | 41057 | | 28/07/2023 | 08:20:00 | surname 8239, firstname 5339 (22yrs - | firstname 7939 | description 1164 |
| 8 | 41042 | | 28/07/2023 | 08:30:00 | surname 6572, firstname 9515 (3yrs - city | firstname 5164 | description 1164 |
| 9 | 41042 | | 28/07/2023 | 08:40:00 | surname 6572, firstname 9515 (3yrs - city | firstname 5122 | description 1745 |
| 10 | 41038 | | 28/07/2023 | 08:40:00 | surname 4793, firstname 9515 (8yrs - city | firstname 2882 | description 3639 |

Appointments that may not be eligible for Medicare-subsidised telehealth services ⓘ



Patient as
'Consumer'

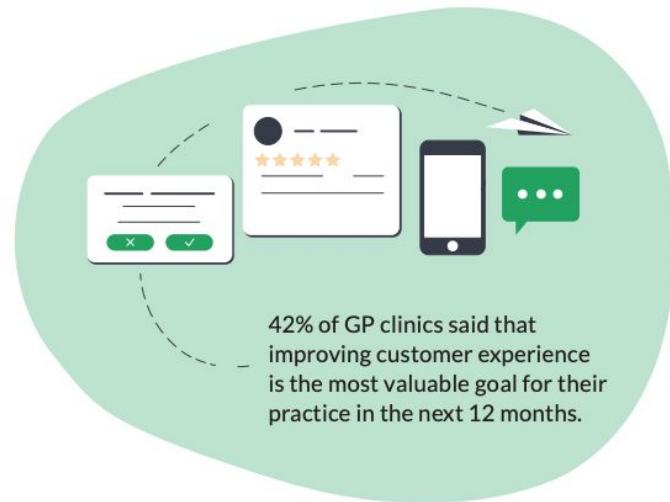


Why make any changes?

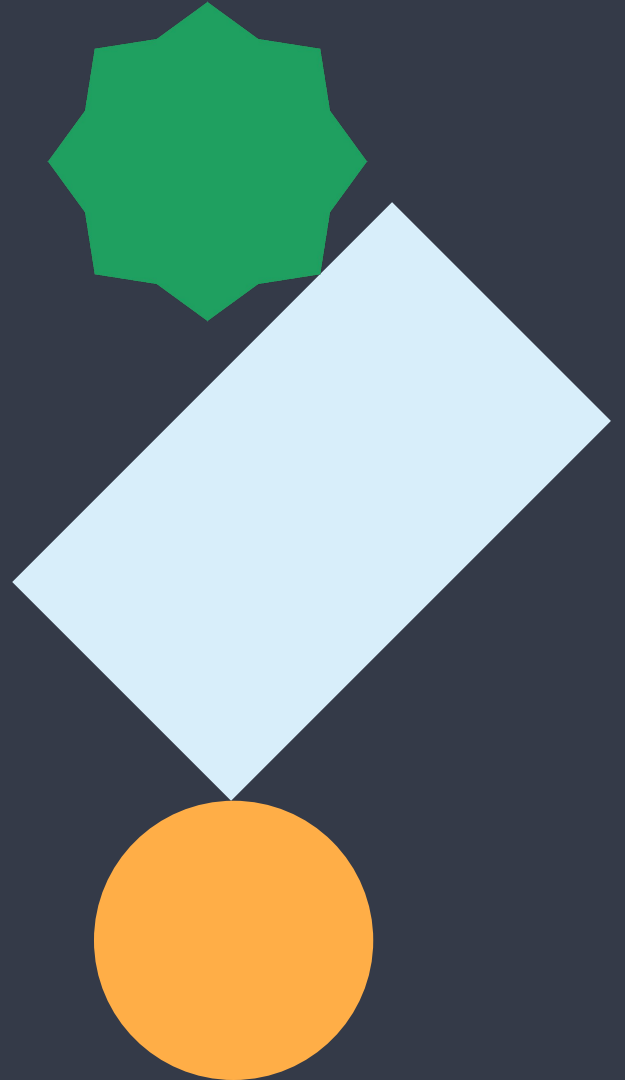
The rise of multiple options on the market means the patient has more choice than ever before.

Our patient survey highlighted that **83%** of respondents trust HotDoc, with 62% stating its how they book their Usual GP.

Despite out of pocket costs being the second highest determinant of specialist and allied health practitioner choice, **availability** was first priority with over 60% of patients willing to pay **higher fees** to get an appointment outside of regular business hours.



Tracking the results



Last week

Last month

Last quarter

Total billings ⓘ



\$175,477

Target: \$158,818

Total unique patients ⓘ



1,494 patients

1,475 saw GPs
2,816 appointments

Diary wait time ⓘ



6.7 mins

6.0 mins last month
(12%)

Bulk billing % ⓘ



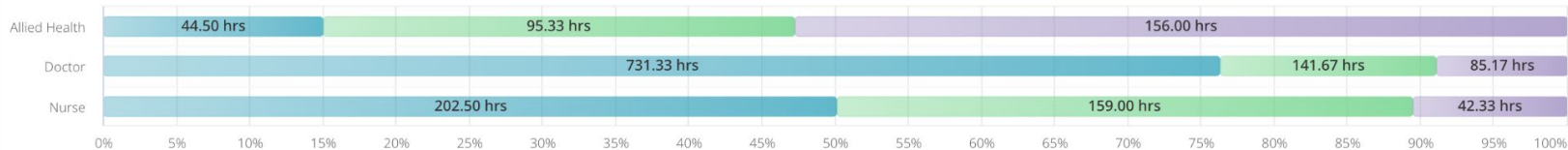
86%

89% last month
(-3%)

Time breakdown ⓘ



● Consulting time ● Admin time ● Unbooked appts



Average billings per hour ⓘ

Week ⌵ ☆

● \$ per consulting hour



Total CDM billings

CDM billings as a % of total billings ⓘ ☆



Total CDM billings ⓘ ☆

\$18,007

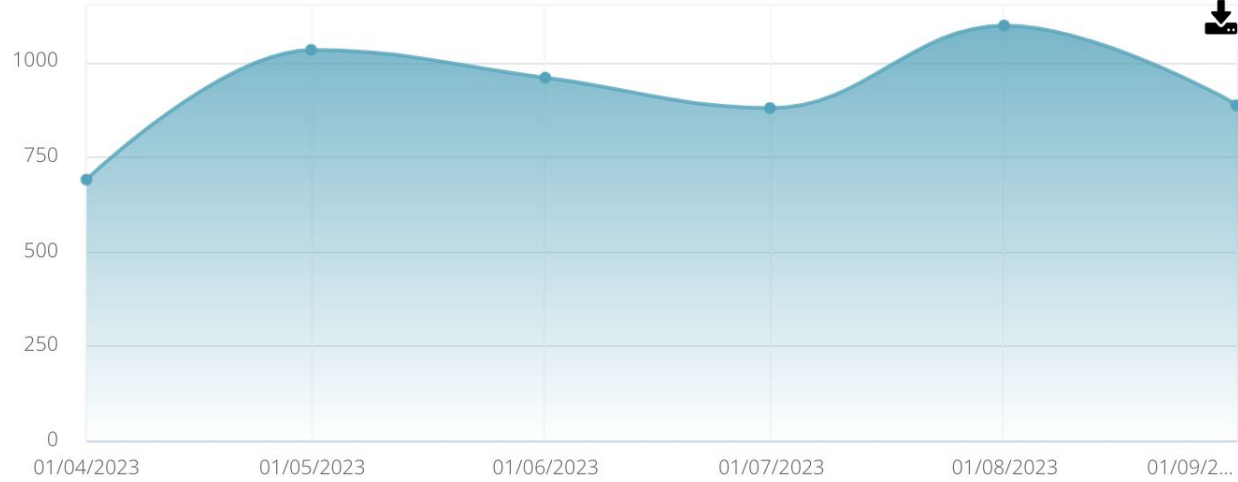
Billings last year: \$29,533
(-39.0%)

CDM opportunity ⓘ ☆

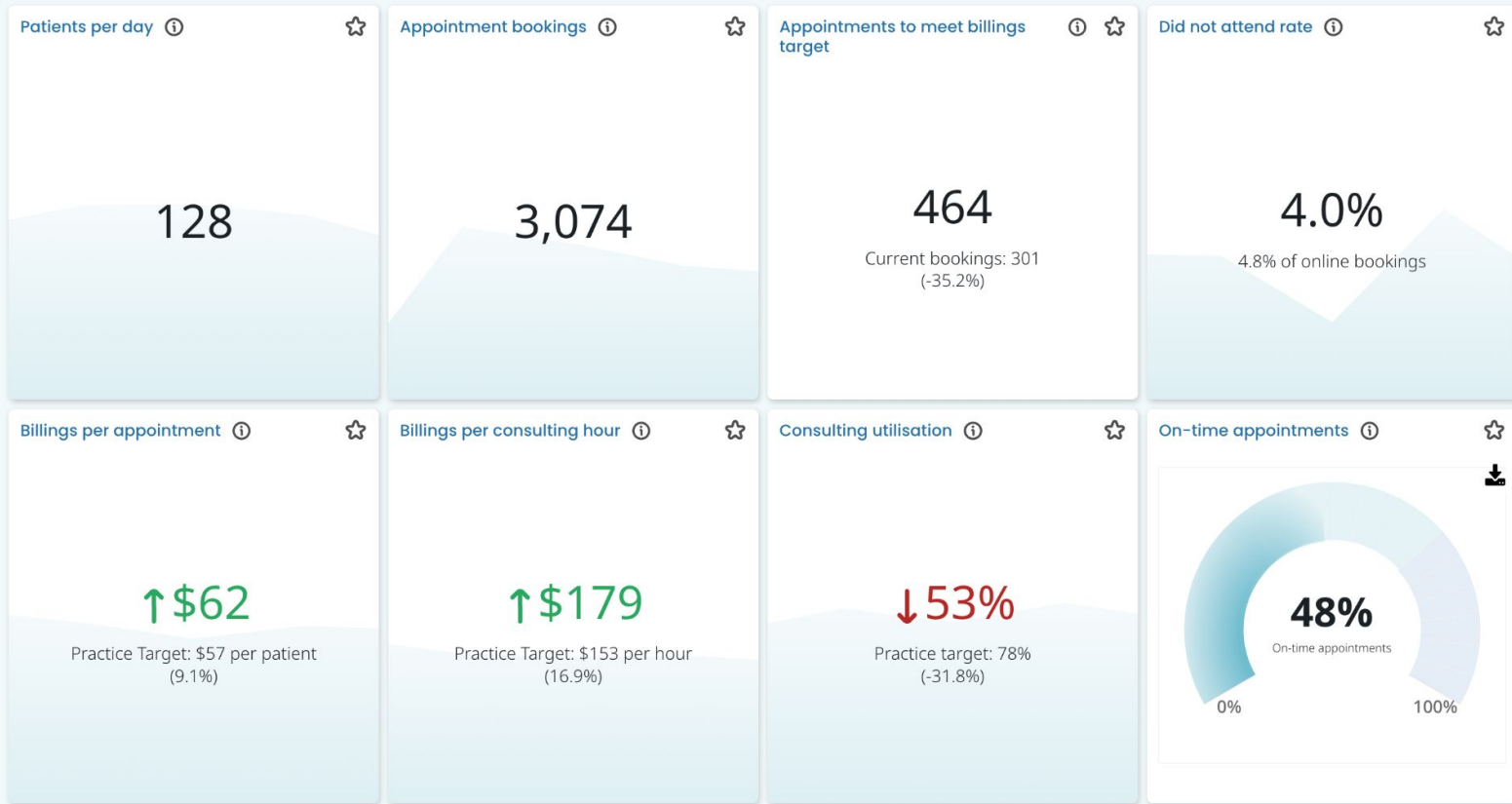
● 721 ● 723 ● 732 ● 10997



GP session hours and forecast ⓘ



Healthy practice indicators



Outstanding debt

Debtors ⓘ ☆

416

483 invoices owed

Outstanding debt ⓘ ☆

\$25,576

Unbatched invoices ⓘ ☆

77

77 last 90 days

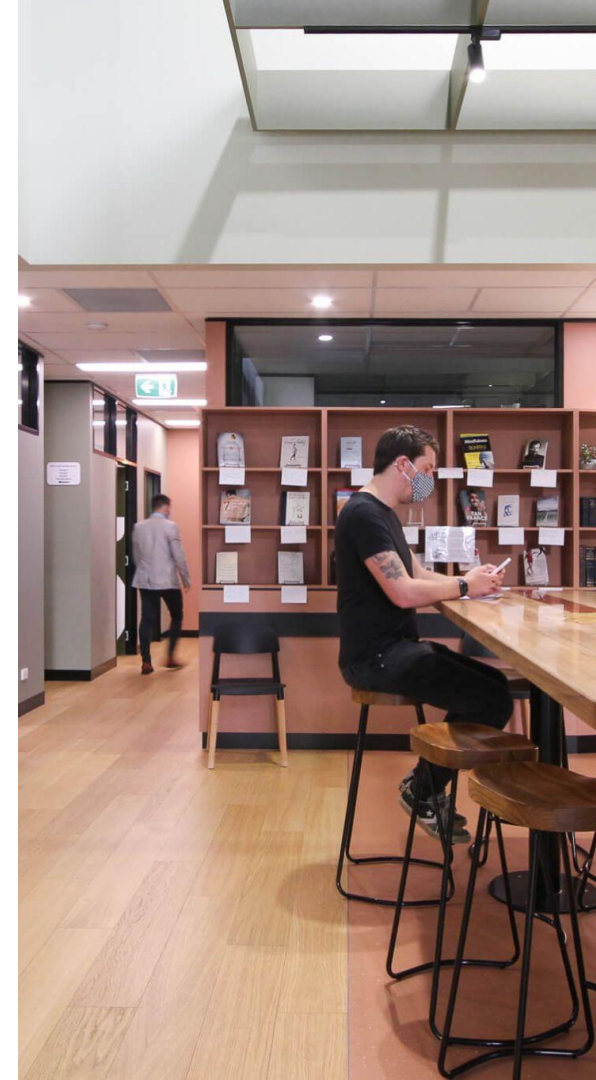
Outstanding rejections ⓘ ☆

69

23 older than 90 days

Conclusion

- ◆ Increase **billings** by raising awareness of more appointment type options
- ◆ Think of what you can move to **virtual or telehealth care**
- Incorporate **online payments** for virtual and telehealth care options
- ◆ Prioritise **Patient Experience**





Thanks for watching

Contact Us
info@hotdoc.com.au