AutoMed Systems

YOUR COMPLETE
RECEPTION SOLUTION

SMART ENOUGH TO DELIVER, NICE ENOUGH TO CARE

✓ **Improve Patient Experience**

✓ **Decrease Staff Stress**

✓ **Decrease Bad Debts**

✓ **Improve Profitability**

AutoMed Systems

JOIN THE REVOLUTION

IN PRACTICE MANAGEMENT BY USING TECHNOLOGY TO TACKLE THE CHALLENGES OF EFFICIENCY, STAFF MORALE, HIGH PATIENT TURNOVER AND DECREASING PROFIT MARGINS.

*AutoMed provides a **COMPLETE** reception solution to improve patient experience, decrease staff stress and improve practice viability as a whole.*

SAVE RECEPTION TIME with:

✓ Online Appointments with unlimited appointment types, durations and auto nurse bookings

✓ Full patient online registration saving directly to PMS reducing corrupt data

✓ Mobile app with appointment management functions

✓ Caller identification and appointment book interface instantaneously identifying callers and their last doctor seen with appointment notes and recall alerts

✓ 5 second self check-in and intelligent waiting room allocation for walk-ins

✓ Concierge service with paperless new patient registration and existing patient update

✓ Automated messaging for appointment reminders, recalls and results

✓ Invoice creation and auto-billing on billing kiosk

REDUCE COSTS:

✓ Reduce the number of reception hours required per patient

✓ No cost for new patients via online appointments

✓ Reduce paper consumption by switching to digital new patient registrations

✓ Avoid appointment cards with kiosk printed confirmations or SMS's

✓ Reduce staff stress and improve staff retention

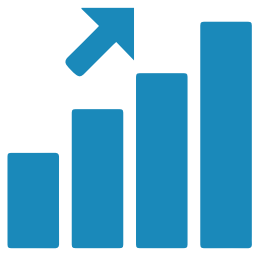**AutoMed** Kiosk   **AutoMed** Mobile   **AutoMed** Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

INCREASE REVENUE AND REDUCE BAD DEBT:

- ✓ Increase the number of patients that can be seen without increasing staff component.

- ✓ Self-arrival solutions ensure correct patient details recorded including valid Medicare details and concessions cards to qualify for incentives.

- ✓ Patients with outstanding debts have a payment option on arrival at kiosk prior to checking in.

IMPROVE PATIENT LOYALTY:

- ✓ Patients access your services directly rather than via a 3rd party account reducing duplicate files and "shopping around" for 1st available doctors.

- ✓ Use our powerful, unlimited fixed cost MMS Services to keep patients informed of new services and health information.

- ✓ Reach out to patients with newsletters and campaigns via email.

"AutoMed Systems impress with their well thought out and intuitive solutions which are designed with the consumer / patient in mind but equally as important, deliver key practice operational efficiencies. ANZ looks forward to continuing our collaboration with AutoMed Systems."

HEALTH SERVICES MANAGER, *ANZ BANK*

Visit https://automedsystems.com.au/start-free-trial/ for pricing schedule and service information.

AutoMed Systems

SELF-PAYMENT SOLUTIONS

AutoMed offers a unique, intuitive check-in solution reducing front-desk visits by up to 65% whilst maintaining compliance and increasing data integrity.

SERVICE FEATURES AND BENEFITS

5-SECOND SELF-ARRIVAL WITH DATA VERIFICATION & DECREASED BAD DEBTS

- ✓ Accommodate **more patients with less staff** and less per patient cost
- ✓ Medicare swipe-in or enter details option
- ✓ Select 8 languages (from 100) to display in
- ✓ Supports multiple locations on one database
- ✓ Privacy film to protect patient privacy

- ✓ Caters for walk-in patients with 1st available and specific doctor options

- ✓ Late arrival and early check-in validations
- ✓ **Checks for outstanding debts**
- ✓ Checks for expired Medicare / Pension / HCC cards
- ✓ Update mobile number, next of kin and SMS consent options

- ✓ Waiting times in sync with doctor's waiting room
- ✓ Optional configurations to allow Medicare patient check-ins only

- ✓ Future appointments with printed or SMS confirmations

- ✓ Post-consult payment options with invoice creation, Medicare rebates via real-time PCI claims and payment receipts (Billing kiosk only)

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

MANAGE 65% OF YOUR WAITING ROOM, WITH IMPROVED DATA INTEGRITY FOR THE COST OF ONE WEEKLY RECEPTION HOUR

- 1 month free trial on service fee with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

- $100/week for full sized kiosk with / without auto-billing or $25/week for desk mount kiosk (Based on a Medium sized practice)

- Once-off configuration fee including courier service payable on deployment

"Wow, the banking is so much easier to reconcile with the reports gerenated by the kiosk - it takes me half the time it used to!!"

EMMA, ACCOUNTS MANAGER, *BURWOOD*

"We are using the Caller ID which our receptionists value highly, combined with the self-arrival kiosk, messages for results and clinical recalls, all of which decrease their workload too. The response to my questions during the setup phase has been immediate and customer service at an unprecedented standard as we integrated the AutoMed system into our practice."
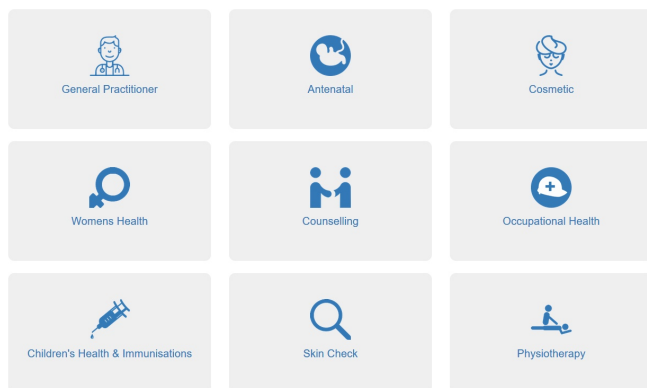
BRETT OGILVIE, GP, *CRANBOURNE*

Visit https://automedsystems.com.au/start-free-trial/ for pricing schedule and service information.

AutoMed Systems

ONLINE APPOINTMENTS
AND MOBILE APP

Give your patients a stable, intuitive platform for making and managing their appointments 24/7 according to your specific needs without having to register with a 3rd party account.

SERVICE FEATURES AND BENEFITS

General Practitioner	Antenatal	Cosmetic
Womens Health	Counselling	Occupational Health
Children's Health & Immunisations	Skin Check	Physiotherapy

OFFER ALL YOUR SERVICES WITH REAL-TIME, ACCURATE PATIENT BOOKINGS

✓ **Real-Time Online Appointments** via your website, AMS Connect Mobile App or https://bookmydoc.com.au/

✓ 1st available or specific doctor options

✓ Caters for complex appointment types with simultaneous nurse bookings

✓ Supports multiple locations on one database

✓ Advertise all your service types with specific and accurate appointment choices

✓ Mobile number update feature

✓ Patient banning options

✓ Optional, comprehensive New Patient Registration form

✓ Automatic Appointment Confirmation via email or MMS specific to appointment type and/or practitioner

✓ Patients can view and manage appointments online, made from any platform.

✓ Mobile app caters for additional family members

✓ **No sharing of patients between practices**

✓ No 3rd party account registration

✓ No duplicate records

✓ No external advertising to patients

✓ **Choose from 3 views**

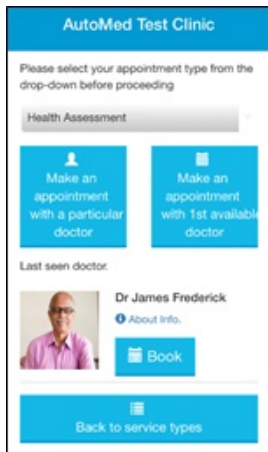**AutoMed** Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

THE TOTAL AUTOMED SOLUTION IS PAID FOR BY JUST ONE LESS NO-SHOW PER DAY

- No setup costs

- No cost for new patients

- 1 month free trial with no lock-in contract or minimum term

- Services can run independently – AutoMed does not require bundling of services.

- Special Offer Pricing: 25c + GST per online appointment up to a maximum of $25/week (Based on a Medium sized practice)

- Mobile app $5/week (Based on a Medium sized practice)

"AutoMed Systems have a high degree of knowledge and expertise and have always provided our business with prompt, expedient and efficient service. Online appointments have never been easier."

SANDRA, PM, *TRIPLE 333 MEDICAL CENTRE*

Visit *https://automedsystems.com.au/start-free-trial/* for pricing schedule and service information.

AutoMed Systems

ADVANCED

ONLINE APPOINTMENT FEATURES

AutoMed's Advanced Features are unique to the industry and will revolutionise the way in which you can utilise online appointments to suit your demographics, enhance your resource allocation and secure upfront payments for high value consults.

Additional Resource Allocation

	Doctor	Registered Nurse ☑	Treament 1 ☐	Treatment 2 ☐	Skin Room ☐
Duration In minutes, between 1 to 180	10	10	Enter duration	Enter duration	Enter duratic
Join At In minutes, between 1 to 180	1	11	Enter join at	Enter join at	Enter join at

MULTIPLE RESOURCE ALLOCATION

Automatically book up to 4 additional resources in your appointment book

✓ Configure your online and mobile app appointment types to auto-book multiple resources in conjunction with your practitioners

✓ Configure which resources are required during the appointment

✓ Configure the sequence in which the resources are required

✓ Configure how long each resource is required

EXAMPLES:

✓ Book a doctor and a treatment room simultaneously for the duration of a Skin Check

✓ Book a nurse and a treatment room for 15 min for Health assessments and a doctor for 15 min thereafter

✓ Book a practitioner with a treatment room and IPL equipment for a Cosmetic laser treatment

出生日期 Date of birth （必需填写）(Required)

| Day ∨ | Month ∨ | Year ∨ |

名字 First Name （必需填写 - 请参照您的全民医疗健保卡上的名字）(Required - as appears on your medicare card)

Enter First Name

姓 Last Name （必需填写）(Required)

Enter Last Name

性别 Gender （必需填写）(Required)
○ Male   ○ Female

手机号码 Mobile Number （因短信确认需要，必需填写）(Required for SMS confirmation)

Enter Mobile Number

☑ 我同意诊所通过短信与我联系，以获取健康信息和预约提醒 I consent to the practice contacting me by sms for the purpose of health information and appointment reminders.

BILINGUAL ONLINE APPOINTMENTS

Select your language of choice to display on your Online Appointments

✓ Use the built-in Google Translation to automatically translate the online fields to your language of choice.

✓ All AutoMed appointment confirmations and other messaging services support special characters and language specific fonts.

UPFRONT ONLINE DEPOSITS

Make your high value consults available online with secure upfront payments

✓ AutoMed uses a secure payment gateway for patients to pay online and integrates the record into your PMS.

✓ Configure your own patient fees to secure appointments

✓ Reduce no-shows on high value consults

✓ Reduce reception time required to confirm and process deposits.

Please enter your details to confirm your appointment.

| Card Number | ▭ |

| MM / YY | CVV / CVC |

| Cardholder Name |

Register Card

Secure payments provided by **bambora**

ALL ADVANCED FEATURES
ARE STANDARD TO AUTOMED'S
ONLINE APPOINTMENTS

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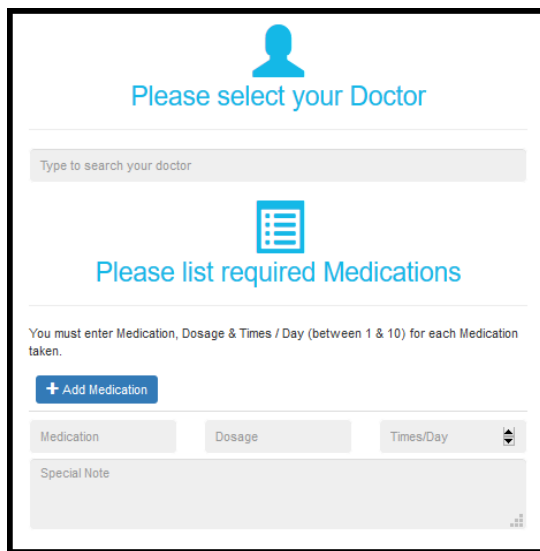
AutoMed Systems

ONLINE REPEAT SCRIPT

REQUESTS WITH SECURE PAYMENT

AutoMed's online repeat script service provides a streamlined process for patients to request their repeat scripts online, select their delivery preference and pre-authorise their payment all with automated messaging to keep them informed and significantly reduce processing required by reception.

Please select your Doctor

Type to search your doctor

Please list required Medications

You must enter Medication, Dosage & Times / Day (between 1 & 10) for each Medication taken.

+ Add Medication

| Medication | Dosage | Times/Day |

Special Note

SERVICE FEATURES AND BENEFITS

**Payments processed on approved sc
only and billing integrated directly in
your PMS**

- ✓ Configure your delivery options and fee schedules
- ✓ Configure participating practitioners
- ✓ Patients verified directly with your patient records reducing erroneous requests
- ✓ Patient enters pre-authorisation payment details online via a secure payment gateway
- ✓ Requests auto-emailed to practitioner or staff

- ✓ One click to approve or decline reques
- ✓ Automatic status updates to patients b MMS with configurable messages.
- ✓ Payments processed automatically on approved scripts
- ✓ AutoMed automatically creates an invoice, allocates the payment in the P and emails the receipt to the patient.

**YOUR CLINIC CAN NOW EASILY CHARGE PATIENTS FOR REPEAT SCRIPTS ONL
AND SIGNIFICANTLY REDUCE WASTAGE ON PATIENTS FAILING TO COLLECT THEIR SC**

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoM**

Hi Susan Notwell, your repeat script is ready for collection.

The payment of $25 has been processed and the receipt will be emailed to you shortly.

You can collect your script from our reception between 9am and 6pm, Monday to Friday.

Kind regards,
AutoMed Demo Clinic

NO MONTHLY SERVICE FEE

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.
  *(MMS feature does require an SMS Sim Card)
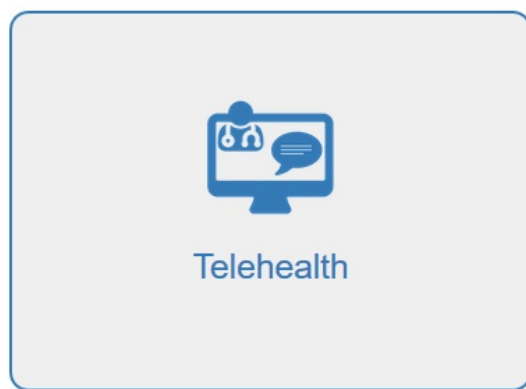
- $0.75 service fee is charged per repeat script.

AutoMed Systems

TELEHEALTH

WITH INTEGRATED BILLING

AutoMed's TeleHealth makes your services available nationwide via its integrated online appointments platform using accessible technology to connect your practitioner and patient.

SERVICE FEATURES AND BENEFITS

Telehealth

CONNECT WITH YOUR PATIENTS ANYWHERE IN THE WORLD VIA AUTOMED'S MOBILE APP

- ✓ Patients book their Telehealth appointments via AutoMed's existing online appointment interface.

- ✓ Configure participating practitioners

- ✓ Configure which appointment types are available as Telehealth and when

- ✓ Configure TeleHealth fees according to duration or consult type for auto-billing

- ✓ Patient enters pre-authorisation payment details online via a secure payment gateway.

- ✓ Instructions are messaged to patients on confirmation of appointment booking.

- ✓ Patients automatically notified by SMS 5 minutes prior to consult according to practitioners real-time waiting room.

- ✓ Patients automatically arrived in practitioner's waiting room 30 min before appointment

- ✓ Patients join consult via a URL or via AutoMed's mobile app, AMS Connect.

- ✓ Practitioners join consult via a URL in the patient's notes

- ✓ Patients are auto-billed on completion of consult with invoice, receipt and billing reconciliation completed by AutoMed

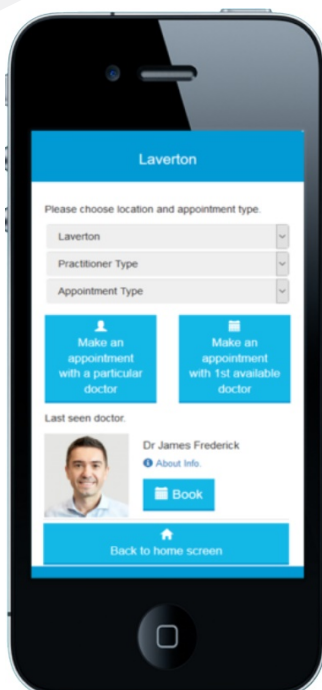**AutoMed** Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

EXPANDED ACCESSIBILITY, INCREASE THE REVENUE AND REACH OF YOUR SERVICES FOR NO MONTHLY SERVICE FEE

- No lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.
  (MMS feature does require a SMS Sim Card)

- $3.00 connection fee per completed consultation.

AutoMed Systems

FIXED-COST MESSAGING

AutoMed provides their automated SMS Services via a fixed cost SMS Sim Card dedicated to your practice.

FEATURES AND BENEFITS

Hi Jane, we'd like to welcome Dr John Smith to our practice. He has extensive experience in specialised skin checks, treatments and procedures.

Having an annual skin check is always a good idea.

Book your next appointment online or call us on 03 9931 1564.

Kind regards,
The AutoMed Team

CAMPAIGN MESSAGING IS INCLUDED IN THE SUBSCRIPTION FEE ALLOWING YOU TO REACH YOUR PATIENT BASE

✓ All your patient messaging is via a single number from your practice-dedicated SMS Sim card giving your patients peace of mind

✓ Messages can contain unlimited characters as opposed to the 160 character limit for standard SMS's

✓ The Campaign messaging service includes filters for targeting a specific segment of your patient base with opt out features and campaign delivery statistics

✓ Single messaging is included in the weekly fee allowing you to send any single, once-off messages to patients.

✓ The Sim card forms the basis of the automated messaging handled by AutoMed, including Appointment Confirmations, Reminders, Recalls & Results

✓ Patient SMS consent can be handled internally by AutoMed

✓ Comprehensive logs are provided for all messaging

✓ All automated messaging services are integrated with MD/PracSoft and Best Practice

✓ Supports Chinese characters

✓ AutoMed creates mail merges, with a bulk export function, for patients who cannot be contacted via SMS

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

UNLIMITED MESSAGES WITH UNLIMITED CHARACTERS FOR JUST $60 PER MONTH

- No setup fees

- Includes unlimited MMS's, single messaging services and campaign features

- * (Automated messaging services are charged at an additional $5-$8/week per service)

- The SIM card pays for itself after 100 messages per week (Based on average SMS credits charged at 15c each)

"Amongst the AutoMed services we utilise, we have sent thousands of messages to our patients using their campaign messaging service – its so effective in getting information across to a targeted base, not to mention the increased number of visits after each campaign."

ESME, *PM - TARINGA*

AutoMed Systems

AUTOMATED APPOINTMENT REMINDERS

AutoMed automatically sends appointment reminders via MMS according to your unique requirements, reducing no shows and reception hours spent managing appointment books.

SERVICE FEATURES AND BENEFITS

> AutoMed Test Clinic
>
> Hi Jane, this is a friendly reminder of your Skin Check on 23-08-2018 at 14:10.
>
> Kindly reply YES to confirm or NO to cancel.
>
> Please remove all make-up prior to arrival.
>
> We look forward to seeing you.

AUTOMATED FIXED-COST REMINDERS WITH UNLIMITED CHARACTERS

- ✓ Real-Time integration between your appointment book and AutoMed's automated messaging service

- ✓ Messages are tailored to specific appointment types

- ✓ Optional automatic 2nd message run to patients that have not replied

- ✓ Optional automatic 2nd message run for patients that booked after 1st run

- ✓ Optional same-day messaging 2hrs prior to appointment

- ✓ Sends only 1 message for consecutive nurse and doctor appointments

- ✓ Detects all appointments regardless of how they were made

- ✓ Patient replies and contact attempts integrate with appointment book colour coding

- ✓ Supports multiple locations on a single database

- ✓ Supports Chinese characters

- ✓ Automatic no-show / DNA messages

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

THE TOTAL AUTOMED SOLUTION IS PAID FOR BY JUST ONE LESS NO SHOW PER DAY

- No setup fees

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

- Fixed cost service fee of $5-$8/week with no additional cost per MMS

  (Requires a dedicated Sim Card @ $15/week which includes unlimited MMS's)

Remind all your patients, twice if need be, for the cost of 1 coffee per week.

"AutoMed send reminders twice a day for us to ensure we reach all our patients; the cost savings on messages and time saving for our receptionists is invaluable. We have reduced our no-shows by 30%, what a fantastic result!"

TESS, BUSINESS MANAGER, *BHC*

Visit https://automedsystems.com.au/start-free-trial/ for pricing schedule and service information.

AutoMed Systems

AUTOMATED RECALL REMINDERS

AutoMed automatically sends recall reminders via MMS increasing follow-up visits, keeping you compliant and reducing nursing hours spent on administrative tasks.

SERVICE FEATURES AND BENEFITS

AutoMed Test Clinic

Hi Jane, your record shows that your are now due to be seen for your Care Plan Review.

We recommend you make a recall appointment in the next 2 weeks by calling us on 03 9931 1564 or visiting us online at automedclinic.com.au

Kind regards,
The AutoMed Team

AUTOMATED FIXED-COST RECALL REMINDERS WITH UNLIMITED CHARACTERS

- ✓ Real-Time integration between your practice management software and AutoMed's automated messaging service

- ✓ Unlimited characters for professional, tailored messages

- ✓ Configurable SMS consent options available

- ✓ **Select whether to send as plain or secure message**

- ✓ Texts and schedules tailored to recall types

- ✓ Supports multiple locations on a single database

- ✓ Supports Chinese characters

- ✓ Automatic 2nd message if patient has not booked an appointment within the required number of days

- ✓ Automatically creates mail merges, with bulk export function, for patients who can't be contacted by SMS or have not attended after all contact attempts.

- ✓ Comprehensive message logs

- ✓ All contact attempts and correspondence saved to the patient's record

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed** Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge

THE SERVICE PAYS FOR ITSELF IF JUST ONE ADDITIONAL PATIENT PER MONTH ATTENDS THEIR RECALL APPOINTMENT.

- No setup fees

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

- Fixed cost service fee of $5/week with no additional cost per MMS

  (Requires a dedicated Sim Card @ $15/week which includes unlimited MMS's)

Inform and remind all your patients, twice if need be, of their upcoming reviews for the cost of 1 coffee per week.

"With AutoMed we know our results and recall messaging is in good hands, patients are notified within the hour of urgent results and recalls are sent reliably according to our needs. We have seen a marked increase in patients attending follow up appointments. We appreciate their commitment to fantastic service."

TESS, BUSINESS MANAGER, *BHC*

FIXED COST SMS SERVICES

AUTOMATED RESULTS MESSAGING

AutoMed automatically informs patients via MMS that their results have been reviewed and what action is required according to your unique requirements; increasing follow-up visits, keeping you compliant and reducing nursing hours spent on administrative tasks.

SERVICE FEATURES AND BENEFITS

AutoMed Test Clinic

Hi Jane, your recent test results or specialist correspondence has been reviewed by your doctor.

Please make a non-urgent Results appointment in the next 7 days by calling us on 03 9931 1564 or visiting us online at automedclinic.com.au

If you have already made your follow-up appointment, kindly disregard this message.

Thank you,

AUTOMATED FIXED-COST RESULTS NOTIFICATIONS WITH UNLIMITED CHARACTERS

- ✓ Real-Time integration between your practice management software and AutoMed's automated messaging service

- ✓ Unlimited characters for professional, tailored messages

- ✓ Configurable SMS consent options available

- ✓ Select whether to send as plain or secure message

- ✓ **Texts tailored specifically to no action, non-urgent and urgent notations to match your results policies**

- ✓ Ability to exclude certain action types

- ✓ Supports multiple locations on a single database

- ✓ Supports Chinese characters

- ✓ Automatic 2nd message if patient has not booked an appointment within the required number of days

- ✓ Automatically creates mail merges, with bulk export function, for patients who can't be contacted by SMS or have not attended after all contact attempts.

- ✓ Comprehensive message logs

- ✓ All contact attempts and correspondence saved to patient's record

- ✓ Insert Doctor's comments for specific personalised messages.

THE SERVICE PAYS FOR ITSELF IF JUST ONE ADDITIONAL PATIENT PER MONTH ATTENDS THEIR FOLLOW-UP APPOINTMENT

- No setup fees

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

- Fixed cost service fee of $5/week with no additional cost per MMS

   (Requires a dedicated Sim Card @ $15/week which includes unlimited MMS's)

Inform and remind all your patients, twice if need be, of their reviewed results for the cost of 1 coffee per week.

"With AutoMed we know our results and recall messaging is in good hands, patients are notified within the hour of urgent results and recalls are sent reliably according to our needs. We have seen a marked increase in patients attending follow up appointments. We really appreciate their commitment to fantastic service."

SALLY, OFFICE MANAGER, *NFC*

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AutoMed Systems

CONCIERGE SERVICE

PATIENT ARRIVAL, PATIENT UPDATE, NEW PATIENT REGISTRATION AND DIGITAL CONSENT FORMS

AutoMed's Concierge Service enables existing patients to update their information and new patients to complete an electronic version of your registration form on a tablet device saving directly to your practice management software.

SERVICE FEATURES AND BENEFITS

Update Existing Patient

New Patient Registration

Patient Arrival

NO MORE DATA ENTRY MISTAKES

✓ Eliminates data entry mistakes resulting in significantly improved data integrity of both new and existing patients

✓ Auto-population of captured info into corresponding fields in practice management software (*Only demographics currently auto-populate for BP)

✓ A copy of completed registration including patient's electronic signature saves directly to patient's clinical record, ready for consult

✓ Electronic consent forms for procedures, vaccinations, etc

✓ **Removes mundane capturing and scanning tasks with increased reliability.**

✓ Supports multiple locations on a single database

✓ Can be linked to online appointments as an option for new patients to complete

✓ Gather clinical, preventative health and marketing related information with more than 85 questions to select from

✓ Built-in security features with IP address locks and PIN code verification

✓ Marketing related answers saved to dashboard with export function

✓ Customize your terms and conditions

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DO AWAY WITH PAPER, INK, PRINTING, DATA CAPTURING & SCANNING FOR THE COST OF ONE WEEKLY RECEPTION HOUR

- No setup or configuration fees

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

- BYO device - can be hosted on any Android or Apple tablet-like device

- $25/week (Based on a medium sized clinic)

"From the first week we implemented AutoMed Concierge we knew it was going to be a game changer for efficiency. Our patients appreciate entering their new patient details quickly on a tablet interface and our reception team love the efficacy of zero data entry and no more scanning forms. We are saving a fortune on pens and paper and generate much less waste so there is real environmental benefit in addition to a financial one. We would highly recommend AutoMed Concierge for any medical practice waiting room."

DIRECTOR, *BONDI NSW*

AutoMed Systems
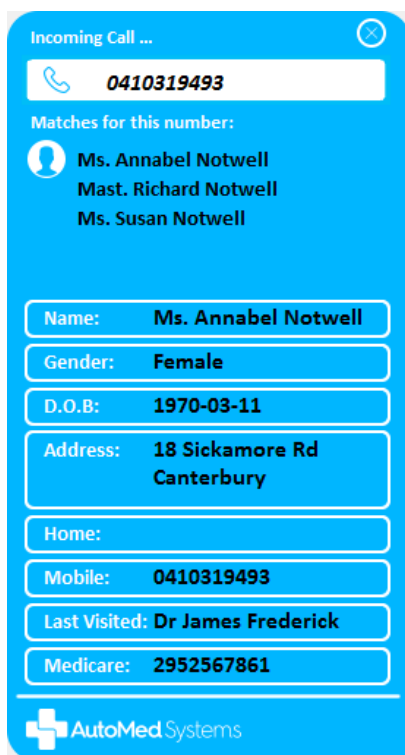
CALLER IDENTIFICATION

WITH APPOINTMENT BOOK INTERFACE

AutoMed's revolutionary Caller ID presents the patient data associated with an incoming call, allowing reception staff to quickly and accurately identify the patient.

SERVICE FEATURES AND BENEFITS

Incoming Call ... ⊗

📞 **0410319493**

Matches for this number:

👤 **Ms. Annabel Notwell**
   Mast. Richard Notwell
   Ms. Susan Notwell

Name:	**Ms. Annabel Notwell**
Gender:	**Female**
D.O.B:	**1970-03-11**
Address:	**18 Sickamore Rd Canterbury**
Home:	
Mobile:	**0410319493**
Last Visited:	**Dr James Frederick**
Medicare:	**2952567861**

AutoMed Systems

MAKE AN ACCURATE, PERSONALISED PHONE APPOINTMENT IN 5 SECONDS

✓ Identify patients immediately with real time PMS/PABX integration

✓ Displays last doctor seen and demographic identifiers

✓ Increase efficiency and reduce call times significantly

✓ **Improve experience for patients and reception**

✓ Supports multiple locations on a single database

✓ See patient's appointment notes and/or recalls due

✓ Copy patient details with a clipboard function or book via a real-time appointment book interface

✓ **Caters for complex appointment types with up to 4 additional resources booked automatically**

✓ Automatic Appointment Confirmation via MMS specific to appointment type and / or practitioner, reducing no shows

✓ Built-in SMS feature to message patients

✓ QR-code label generator for arrival kiosk check-ins

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AutoMed Test Clinic

Hi Jane, this is a friendly reminder of your Skin Check on 23-08-2018 at 14:10.

Kindly reply YES to confirm or NO to cancel.

Please remove all make-up prior to arrival.

We look forward to seeing you.

THE TOTAL AUTOMED SOLUTION IS PAID FOR BY JUST ONE LESS NO SHOW PER DAY

- 1 month free trial with no lock-in contract or minimum term

- Service can run independently – AutoMed does not require bundling of services.

  (SMS feature and Appointment Confirmation does require an SMS Sim Card or Messaging Gateway)

- $35/week based on a medium sized clinic

- $300 once-off configuration fee

"We are now using the caller ID which our receptionists value highly, combined with the self-arrival kiosk, messages for results and clinical recalls, all of which decrease their workload too. The response to my questions during the setup phase has been immediate and customer service at an unprecedented standard as we integrated the AutoMed system into our practice."

Brett Ogilvie, GP, *CRANBOURNE*

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PATIENT CALLING INTERFACE

WITH OPTIONAL PUSH NOTIFICATIONS

AutoMed's latest addition to its suite of reception solutions provides a patient calling display interface for your waiting room with optional automated MMS's for next in line patients.

SERVICE FEATURES AND BENEFITS

A DYNAMIC DISPLAY FOR YOUR PATIENTS IN THE WAITING ROOM

✓ Patients automatically notified by SMS 5 minutes prior to consult according to practitioners real-time waiting room.

✓ Address the most common patient complaint by keeping them informed with a display of next in line and real-time waiting times.

👤 Patient	🕐 Wait Time	🏠 Room No.		➕ Doctor
Harriet B.	Now	5		Dr James Frederick
Jason A.	Next	5		Dr James Frederick
Spider M.	Approx. 30 mins	5		Dr James Frederick

Please remain in the waiting room until called.

FREE TO ALL AUTOMED ONLINE CONCIERGE SUBSCRIBERS

AUTOMED PAY DESKTOP APPLICATION

AutoMed Pay simplifies your front desk billing providing an easy-to-use interface for receiving payments with automatic Medicare integrated PCI rebates.

SERVICE FEATURES AND BENEFITS

REPLACE CUMBERSOME BILLING PROCESSES WITH A STREAMLINED INTEGRATED APPLICATION

- ✓ Real-Time integration between your practice management software, the AutoMed Pay application and payment terminal.

- ✓ Displays entire current billing queue with indication as to billing type; ie Direct, Private or DVA

- ✓ Access to patient's outstanding invoices with guided payment options including automatic Medicare PCI rebates where applicable.

- ✓ Intuitive interface for updating invoice items or billing details

- ✓ Add temporary details for Medicare rebates

- ✓ Automatically submit individual or batched DVA claims

- ✓ Printed receipts and Medicare statements
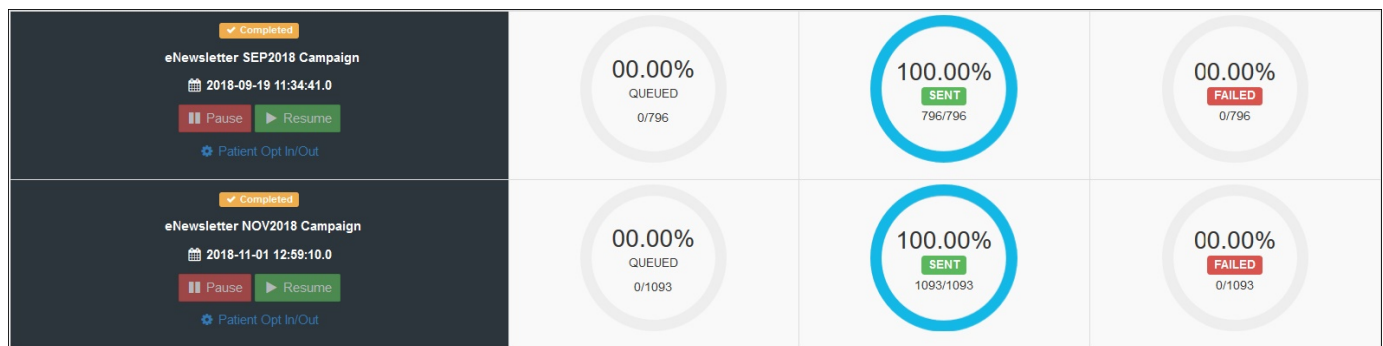
- ✓ Detailed reconciliation reports.

AutoMed Systems

EMAIL CAMPAIGNS

*Design your email campaign or newsletter and send it to
your target audience with a seamless interface.*

EDUCATE YOUR PATIENTS AND PROMOTE YOUR PRACTICE AND ITS SERVICES

- ✓ Specify target audience
- ✓ Ideal for newsletters and campaigns
- ✓ Easy-to-use template upload functions
- ✓ Campaign test options
- ✓ Select whether to consider patient SMS consent
- ✓ Campaign pause, edit and resume features
- ✓ Statistics on email delivery
- ✓ Built-in opt out management tools

✓ Completed			
eNewsletter SEP2018 Campaign	00.00%	100.00%	00.00%
2018-09-19 11:34:41.0	QUEUED	SENT	FAILED
⏸ Pause ▶ Resume	0/796	796/796	0/796
⚙ Patient Opt In/Out			
✓ Completed			
eNewsletter NOV2018 Campaign	00.00%	100.00%	00.00%
2018-11-01 12:59:10.0	QUEUED	SENT	FAILED
⏸ Pause ▶ Resume	0/1093	1093/1093	0/1093
⚙ Patient Opt In/Out			

FREE TO ALL AUTOMED ONLINE APPOINTMENTS SUBSCRIBERS

AutoMed Kiosk   **AutoMed** Mobile   **AutoMed**Connect   **AutoMed** Online   **AutoMed** Caller ID   **AutoMed** Payment   **AutoMed** Concierge