



TeleHealth

Why you need AutoMed's Integrated Telehealth Solution

AutoMed provides a Fully Integrated TeleHealth Platform to clinic that use our Packaged Services.

Clinics can Set up as many appt types as required, linked to the correct practitioner and associated fees.

Patients book via your existing AutoMed platforms i.e. website, mobile app or reception's Caller ID.

Link your new Patient Registration form to online bookings and SMS to have all information on hand for the consult.

Appointments are booked directly into PracSoft or BP with the correct icons.

Appointment confirmations and reminders are automated and include all relevant instructions.

Patients are arrived automatically into the Waiting Room 10 minutes prior to consult.

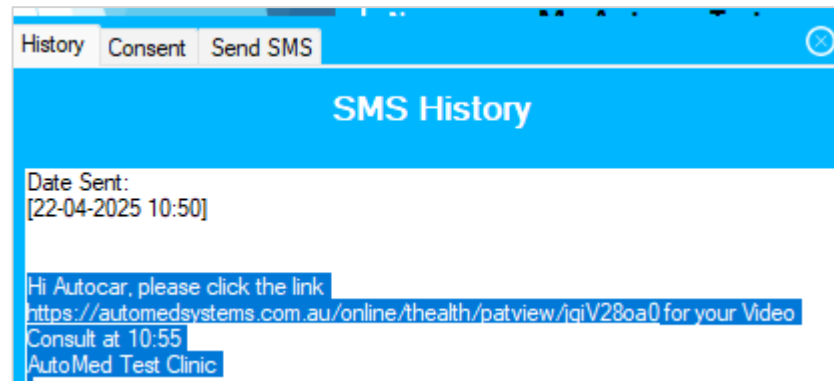
No video conference URL's are manually emailed or SMS'd to patients or practitioners although this can be done by the clinic in need.

Automatic Integrated Telehealth Solution

- ✓ Patients do not need to download video conferencing software, do not need to open URL's and do not require external microphones or cameras - connection is automated via the AMS Connect mobile app and the video call can also be accessed via a link that is sent via SMS 5 minutes prior to the call.
- ✓ Practitioners do not need to download video conferencing software, do not need to open URL's and do not require external microphones or cameras - connection is automated via the [AMS Doc Connect](#) mobile app.
- ✓ Practitioners' contact details are not made known to the patients.
- ✓ Practitioners using [AMS Doc Connect](#) can Ping patients when ready to connect.
- ✓ Payments can be linked in need

A Manual Option is also Available

- ✓ Patients can access the video call with **PC** or **Laptop** in need with a microphone and camera rather than with a mobile device.
- ✓ The clinic will send the link to the patient via SMS or email - the link can be accessed in the **Caller ID Message History** by staff, then copied and pasted into an email etc.
- ✓ Practitioner can either use the AMS Doc Connect app OR their own laptop or PC.
- ✓ Via Laptop / PC, they will open the URL from the booking in the Practice Management Software (PMS) Best Practice or MD PracSoft.
- ✓ Practitioners contact details are not made known to the patients.
- ✓ Payments can be linked in need.



Setup - Load Appointment Types

AutoMed will:

- ✓ Set up all the appointment types you can conduct via Video Consult e.g. Mental Health, Care Plan, Results.
- ✓ Set the duration for each appt type e.g. 10min, 20min.
- ✓ Link the practitioners to the appt types that they offer.
- ✓ Indicate which appt types are available to New Patients and activate your online New Patient Registration form.
- ✓ Add applicable pre-screening or qualifying questions.

Name	Duration (mins)	Start - End time(24hr)	Question Required	Enable	Is Default	New Patient
Video Consult - Standard Appt	10	07:00 - 23:00	No	☐	☒	☒
Video Consult - Long Appt	20	08:00 - 18:00	No	☒	☐	☒
Video Consult - Bulk Billed Eligible Patients	10	08:00 - 20:00	Yes	☒	☐	☐
Video Consult - Care Plan	20	08:00 - 18:00	No	☒	☐	☐
Video Consult - Mental Health Appt	20	08:00 - 18:00	No	☒	☐	☒

To qualify for a bulk-billed phone consult:

1. You must be a Commonwealth Concession card holder or a child under the age of 16
OR
2. Have a valid Medicare card AND be able to answer YES to one of the statements a,b,c,d,e,f,g or h below:

(a) I am required to self-isolate or self-quarantine in accordance with guidance issued by the Australian Health Protection Principal Committee in relation to COVID-19;
OR
(b) I am at least 70 years old;
OR
(c) I identify as being of ATSI descent and am at least 50 years old;
OR
(d) I am pregnant;
OR
(e) I am the parent of a child aged under 12 months;
OR
(f) I am being treated for a chronic health condition;
OR
(g) I am immune compromised;
OR
(h) I meet the current national triage protocol criteria for suspected COVID-19 infection.

Do you have a valid Medicare card AND are you able to answer YES to statement 1 OR a,b,c,d, e,f,g or h above?

Please Note: If your doctor agrees that you meet this criteria your consultation will be bulk billed, if they feel you do not meet this criteria additional charges will apply.

Yes No

Setup - Select Your Billing Preferences

The service will also Bill on Post-Billed fee

Indicate the *fee or fee range per appt type* **if required**

Pop-ups advise the patient of associated fees **if applicable**

Patient's credit card is tokenised during the booking process if applicable

AMS generates an invoice & processes payment once GP /Reception have entered items to be billed.

Patient is emailed the receipt for payment.

AMS reconciles payment back to BP / Pracsoft.

The practice / patient submits the claim for any Medicare rebates.

Patient - Booking via Online | Mobile App

AutoMed Demo Clinic
Williams Landing, 02 8545 9600

Welcome to our clinic!

Please note that we are a Private Billing practice and fees are payable on the day.

AutoMed Test Clinic

Dr Sandy Wright
General Practitioner
Read More >>

Select Appointment Type

Sat 07 Sep	Sun 08 Sep	Mon 09 Sep	Tue 10 Sep	Wed 11 Sep
	02:00 PM	02:00 PM	02:00 PM	02:00 PM
	02:05 PM	02:05 PM	02:05 PM	02:05 PM
	02:10 PM	02:10 PM	02:10 PM	02:10 PM
	02:15 PM	02:15 PM	02:15 PM	02:15 PM
	02:20 PM	02:20 PM	02:20 PM	02:20 PM

Show all times

Dr James Frederick
Dr Frederick is the founding practitioner of the practice and has been a much loved part of the team.
Read More >>

Select Appointment Type

Sat 07 Sep	Sun 08 Sep	Mon 09 Sep	Tue 10 Sep	Wed 11 Sep
	08:00 AM	09:00 AM	09:00 AM	
	08:10 AM	09:10 AM	09:10 AM	
	08:20 AM	09:20 AM	09:40 AM	
	08:30 AM	09:30 AM	09:50 AM	
	08:40 AM	09:40 AM	11:00 AM	

Show all times

Dr Chris Matthews
General Practitioner
Read More >>

Select Appointment Type

Sat 07 Sep	Sun 08 Sep	Mon 09 Sep	Tue 10 Sep	Wed 11 Sep
10:00 AM	09:00 AM	08:00 AM	08:00 AM	08:30 AM
10:05 AM	09:05 AM	08:05 AM	08:05 AM	08:35 AM
10:10 AM	09:10 AM	08:10 AM	08:10 AM	08:40 AM
10:15 AM	09:15 AM	08:15 AM	08:15 AM	08:45 AM
10:20 AM	09:20 AM	08:20 AM	08:20 AM	08:50 AM



Caller ID

Book Appointment

Location: AutoMed Test Clinic

Type: Video Consult - Standard Ap Refresh

Date: April 2020

Practitioner / Nurse:

- 1st Practitioner
- 13:10 Dr James Frederick
- 13:10 Dr Chris Matthews

01:10 PM - 10 min

01:20 PM - 10 min

01:30 PM - 10 min

01:40 PM - 10 min

01:50 PM - 10 min

02:10 PM - 10 min

02:20 PM - 10 min

02:30 PM - 10 min

02:40 PM - 10 min

02:50 PM - 10 min

03:00 PM - 10 min

03:10 PM - 10 min

03:20 PM - 10 min

03:30 PM - 10 min

03:40 PM - 10 min

03:50 PM - 10 min

04:10 PM - 10 min

04:20 PM - 10 min

04:30 PM - 10 min

04:40 PM - 10 min

04:50 PM - 10 min

05:00 PM - 10 min

Caller Details

0410319493

Matches for this number:

- Ashley Ackerman
- Nina Notwell
- Samuel Notwell
- Richard Notwell

Name: Ms. Nina Notwell

Gender: Female

D.O.B.: 1970-08-11

Address: 18 Sackville Rd Canterbury

Home:

Mobile: 0410319493

Last Visited: Dr James Frederick

Medicare: 2952567861 11/2018

Send SMS confirmation

Dismiss Confirm

- Patient / Receptionist Selects Appointment Type
- Patient or Receptionist Enters Credit Card Details
- Booking is Entered in Your Appointment Book
- Video links are automatically generated

Patient - Booking Service Types and Pop-ups

These can be Customised per Appointment Type

× Manage My Appointments

Please select the type of service you would like to book an appointment for

Below services are provided by Dr James Frederick

 General Practitioner

 COVID Vaccine

 Telehealth

× Manage My Appointments ← Back

What type of appointment do you need?

Below services are provided by Dr James Frederick

 Phone Consult - Bulk Billed

 Video Consult - Private Fee

↓

You have selected a Video consultation which is conducted via a link that will be sent to you by SMS..

This consultation will be billed according to our standard billing schedule and policy.

If you have a valid DVA, Pensioner or Concession card you are welcome to call our reception to book an appointment, else proceed as below and your consult will be bulk billed if you are eligible.

To confirm your appointment you will be required to enter your card details. These details are stored securely and will only be debited according to the scheduled fee, *if applicable*, once the consultation has been completed. A surcharge of 1.9% + 35c applies for card payments.

Do you have your credit card details and would you like to proceed with making an appointment?
(We will process a \$1 payment which will immediately be refunded for card validation purposes.)

Yes No

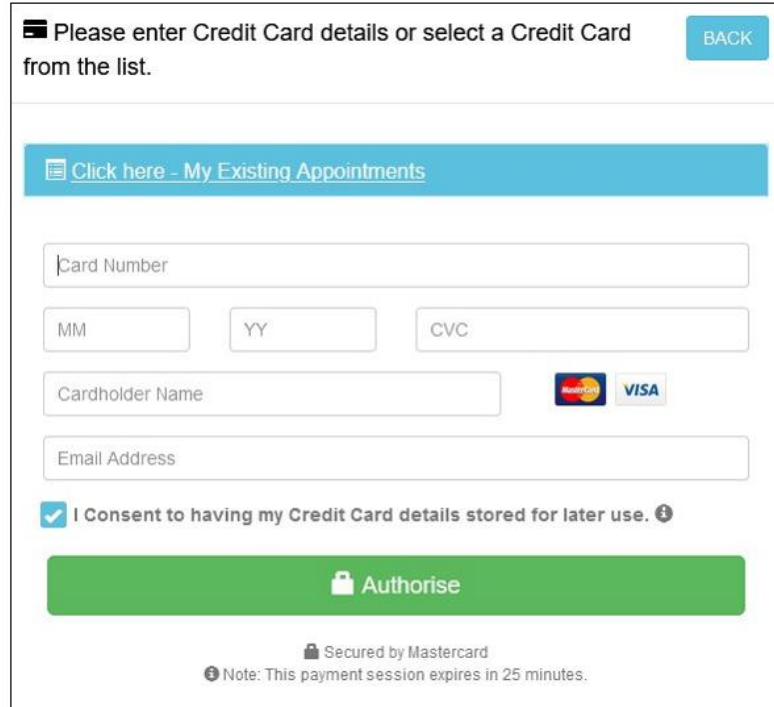
Close

Clinic - Payments (if required)

- ✓ Fees are processed automatically, post Consult.
 - ✓ AutoMed uses Tyro eCommerce to process payments that are linked to the TeleHealth Appointment Type.
 - ✓ Single (settle to Clinic account) and Multi (settle to Clinic and/or Doctors accounts) Merchant setup is available as required.
 - ✓ Current Settlement is 1 day delay
- <https://help.tyro.com/s/article/Guide-to-Tyro-settlements>

*NOTE: Tyro eCommerce required for Payments.
Tyro Transaction Rate % + AutoMed \$0.35 Processing Fee.
Can be passed on as a surcharge to patient.*

Payments - Card Details Captured (if required)



The screenshot shows a web form for entering credit card details. At the top, a message says "Please enter Credit Card details or select a Credit Card from the list." with a "BACK" button. Below this is a blue button labeled "Click here - My Existing Appointments". The form contains several input fields: "Card Number", "MM" (month), "YY" (year), "CVC", "Cardholder Name", and "Email Address". There are also MasterCard and Visa logos. A checkbox is checked, with the text "I Consent to having my Credit Card details stored for later use." and a help icon. A large green button labeled "Authorise" is at the bottom. Below the button, it says "Secured by Mastercard" and "Note: This payment session expires in 25 minutes."

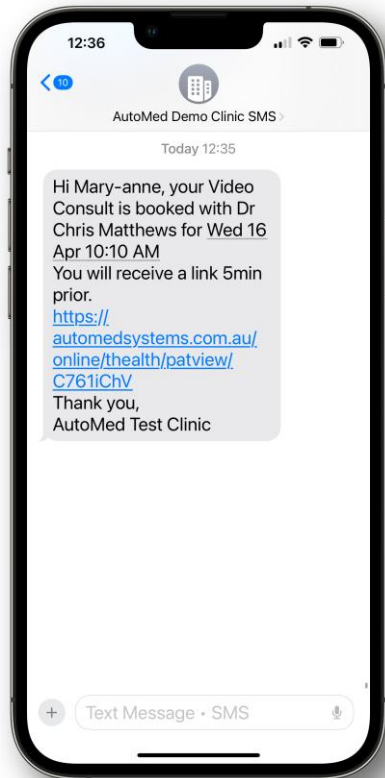
- ✓ Patients Card Details can be Captured during Booking.
- ✓ Payment will be processed post consult.
- ✓ Patient will receive an email with the paid invoice.

NOTE: Tyro eCommerce required for Payments.
Tyro Transaction Rate % + AutoMed \$0.35 Processing Fee.
Can be passed on as a surcharge to patient.

Patient - Automated Confirmation SMS

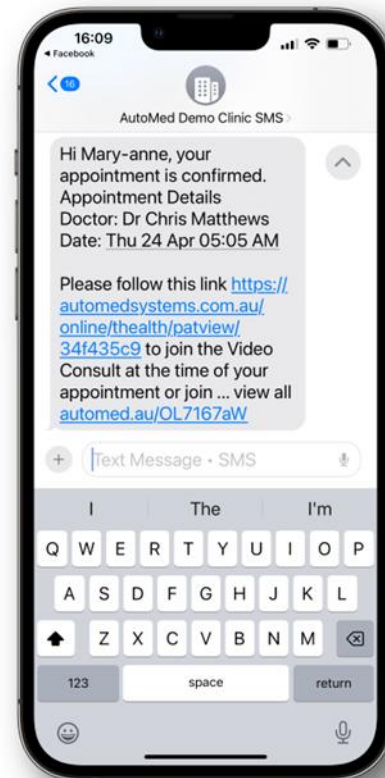
Short Confirmation

Following Booking

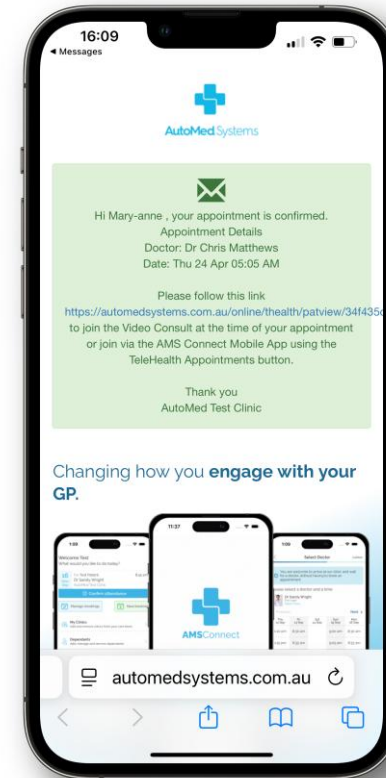


Long Confirmation

with View All link



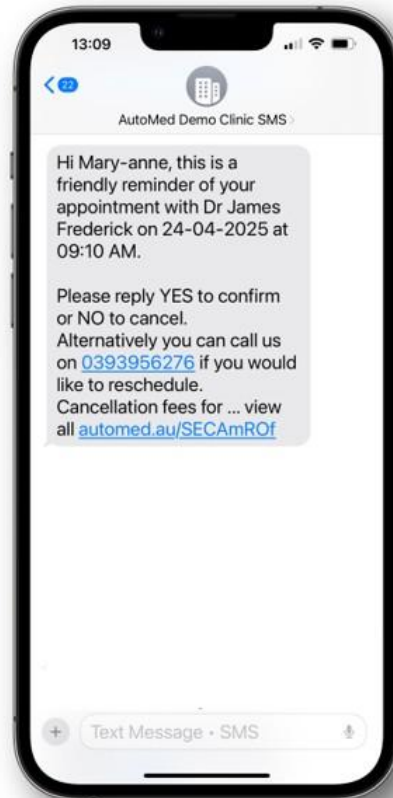
Expanded



Patient - Automated Appointment Reminder SMS

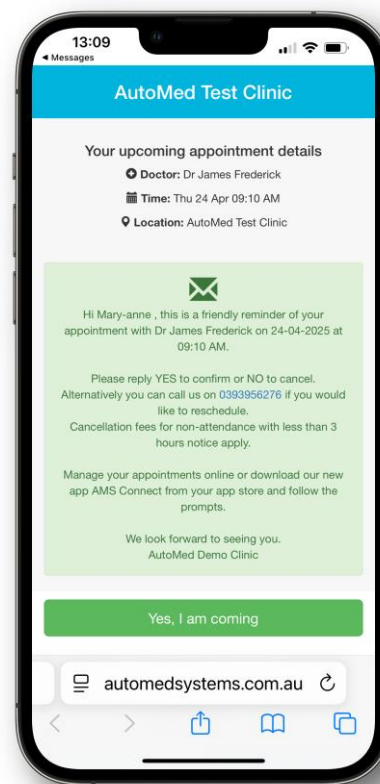
Appointment Reminder

Typically, 1 day Before



Expanded

Click open link



Confirmed

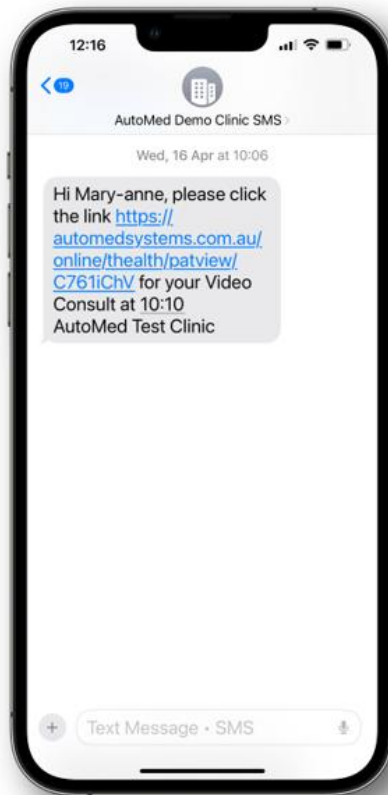
Via Button



Patient - On the Day

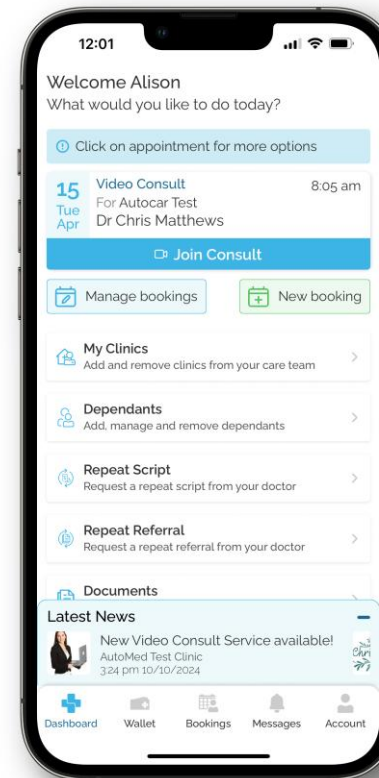
Via AMS Connect App

Automated 5 Minute Reminder SMS



OR

Join Consult via App



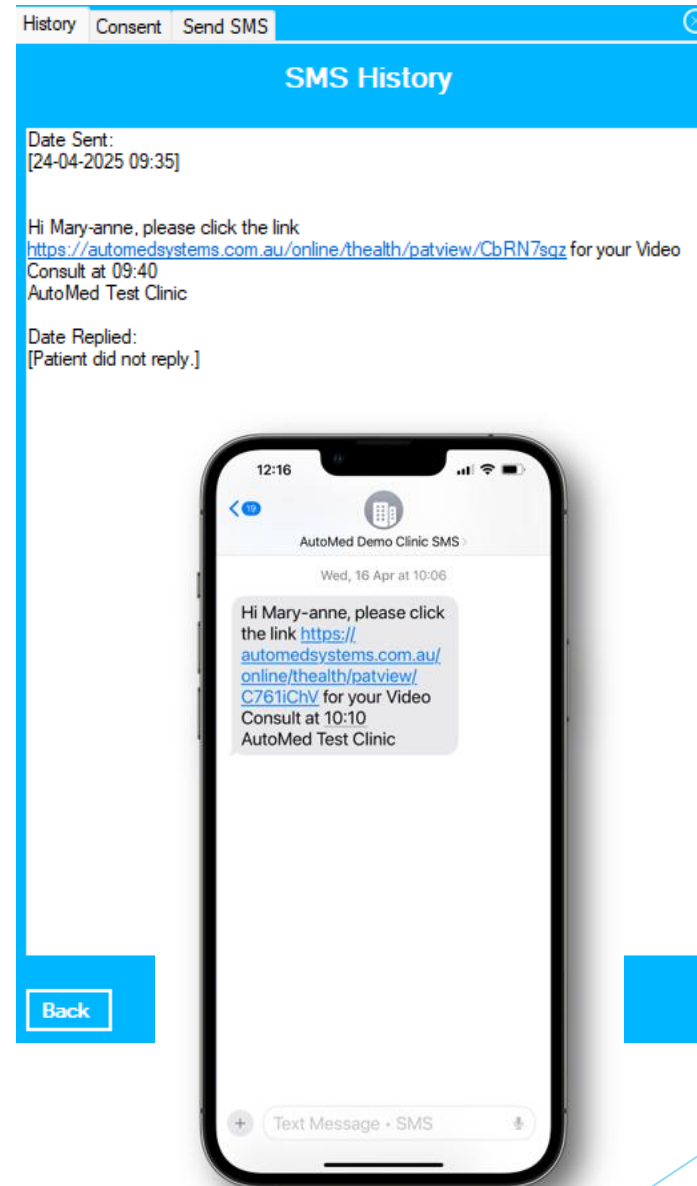
Patient - On the Day

Via PC or Laptop

If the patient is using a PC / Laptop the clinic will need to communicate the Video Link (URL) to the patient.

The URL will be available in the which is inserted in the patient notes in PracSoft / BP OR they can access the Caller ID SMS history to copy and paster the link into an email etc.

Alternately the patient can view the link in their SMS Reminders (Confirmation, Appointment and 5 minute Reminder), and send/email this to themselves.



Doctor - Conducting the Video Consult

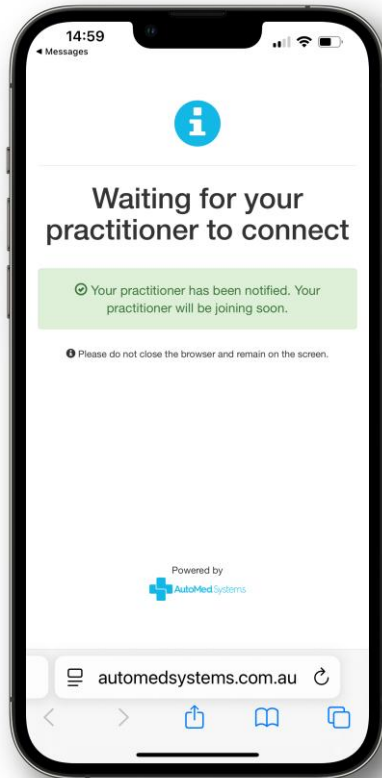
Via Laptop PC

- ✓ For Doctors that prefer to use PC/Laptop, Doctors can either copy and paste / right click on the URL, which is inserted in the patient notes in PracSoft / BP, into an internet browser and conduct the video via their computer.
- ✓ The Practitioner may also refer to the **AMS Doc Connect** app regarding Video calls within the next 4 hours if preferred .
- ✓ The Video Consult will launch in an Internet Browser Doctor will receive a notification requesting access to your Microphone and Camera.

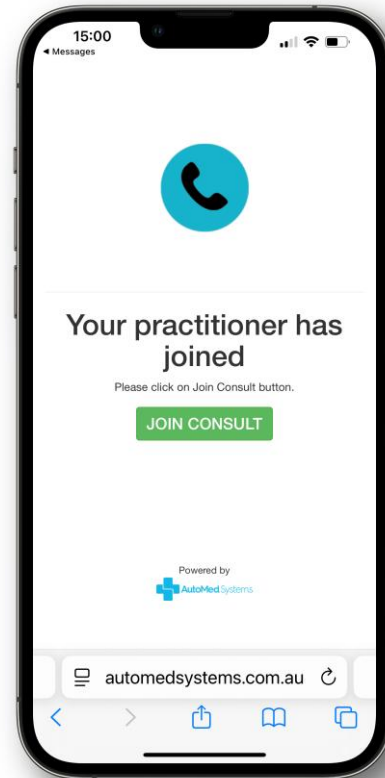


Patient - Connect to call

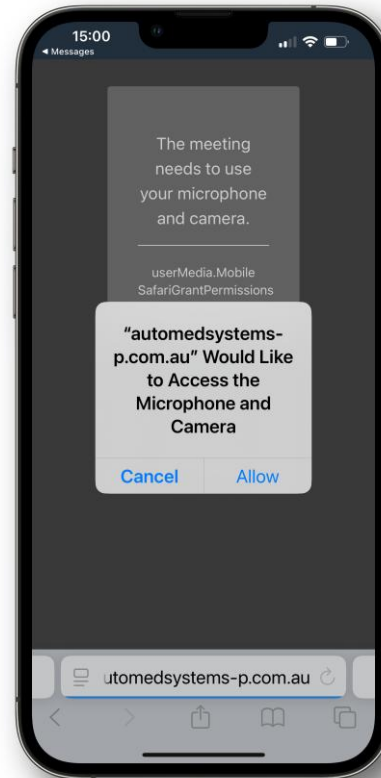
Waiting to
Connect



Join
Consult



Access Camera
& Microphone



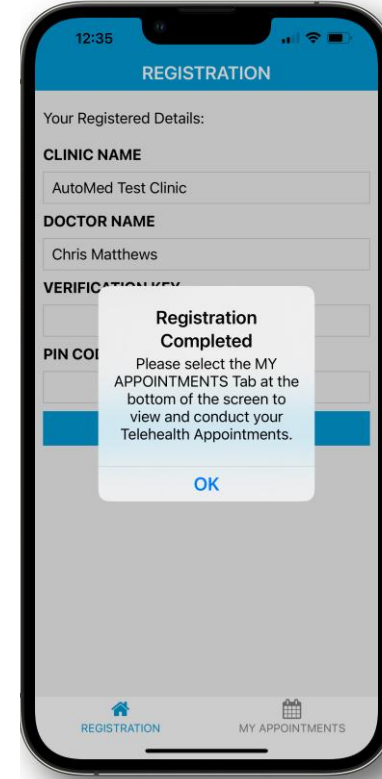
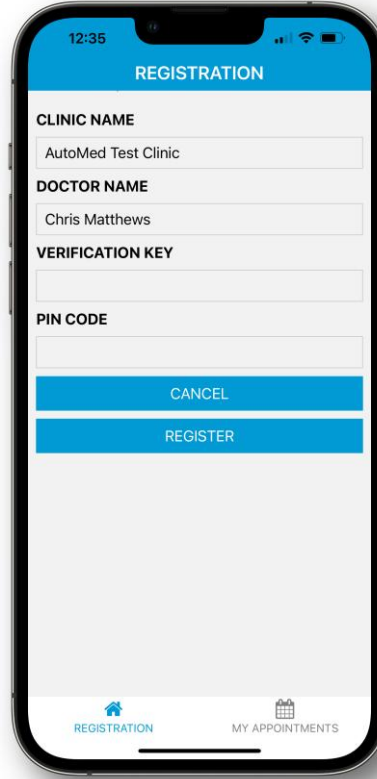
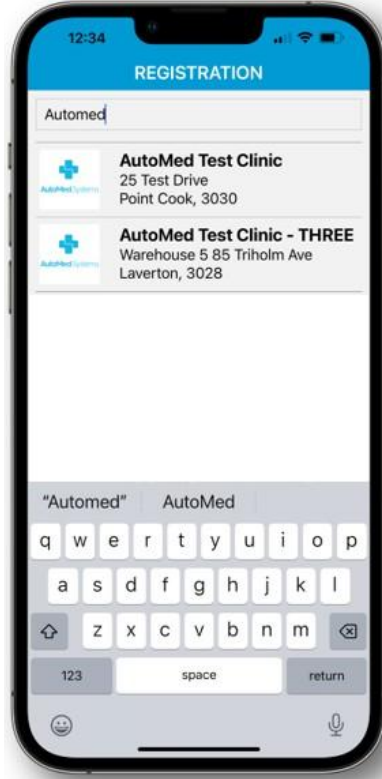
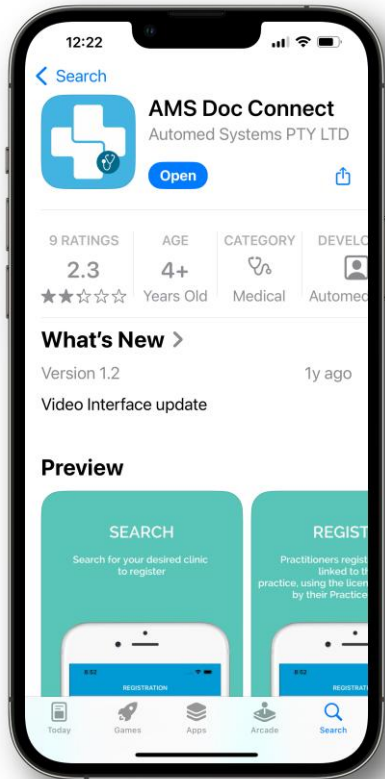
Joined



Doctor - Search, Download & Register for AMS Doc Connect

In Google Play or App Store Search

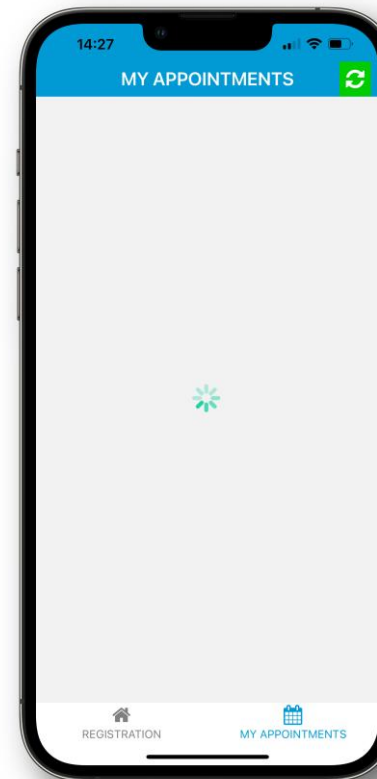
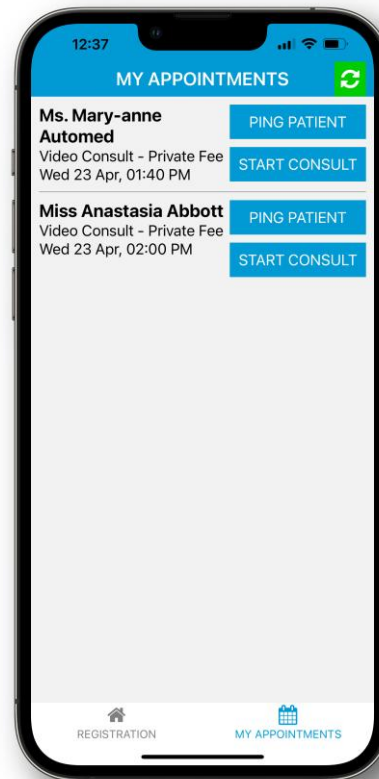
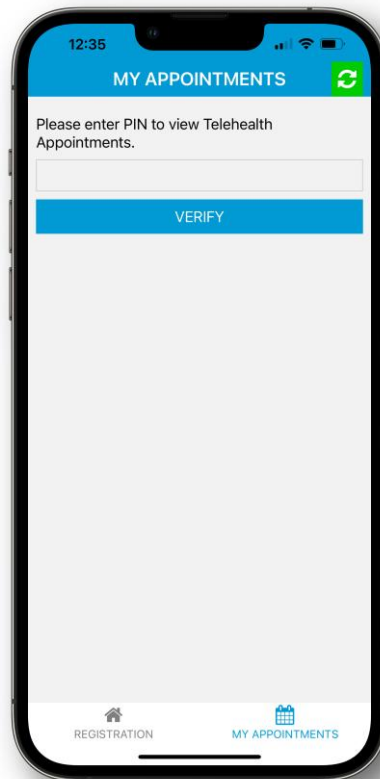
Doctor will be issued a Verification Key
+ 4 Digit PIN Code by AutoMed Support



Doctor - Using the AMS Doc Connect App

Doctor will access the app with their PIN and see the upcoming appointments within the next 4-hour period.

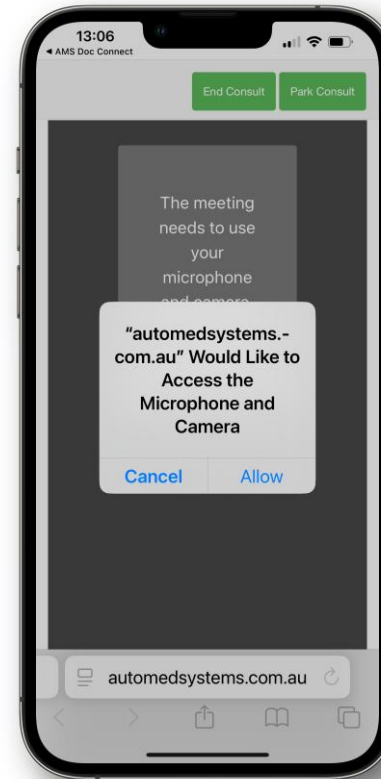
The app will refresh regularly.



Doctor - Conducting the Video Consult

Via AMS Doc Connect app

- ✓ The Video Consult will launch in an Internet Browser Application installed in the Doctors phone.
- ✓ Doctor will receive a notification advising AMS Doc Connect would like to connect to your Microphone and Camera.
- ✓ Please **allow** access to enable patients to see and hear you for the consult.

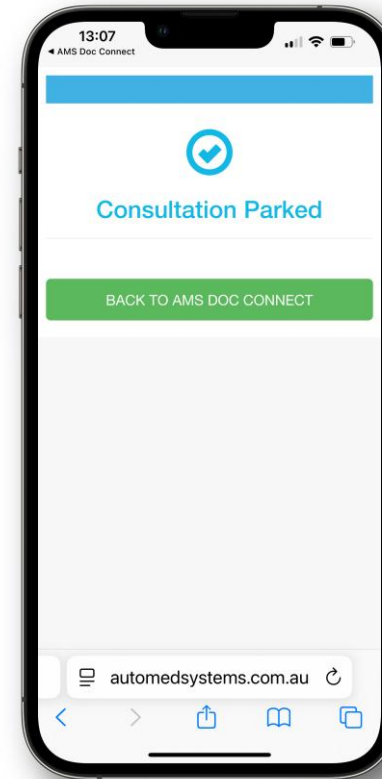


Doctor - Unable to contact Patient

If Doctor is unable to contact the patient or need to commence the Video Consult later, Doctor can **Park the Consult**.

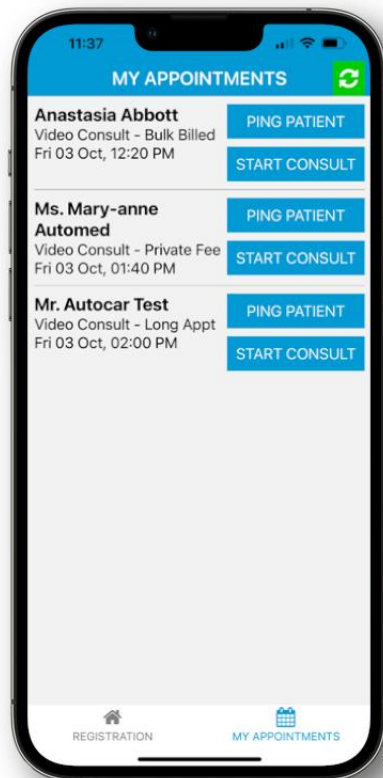
Parking the Consult will leave the appointment in the list.

Please Note: If Doctor Selects **End the Consult**, this will remove the appointment entirely.

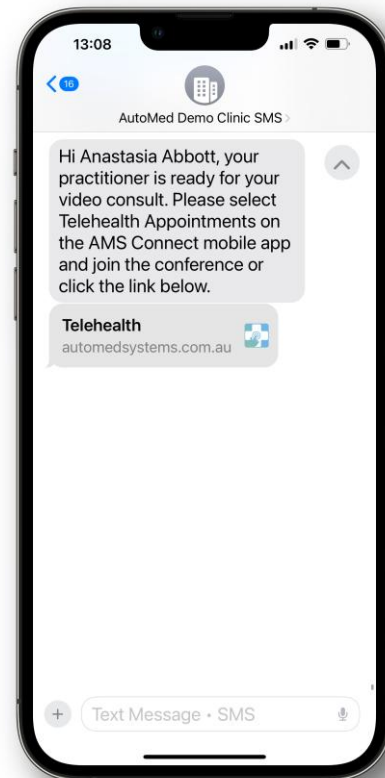


Doctor - Ping Patient

The Practitioner can let the patient know they are ready for the consult.



The patient will receive an SMS notification

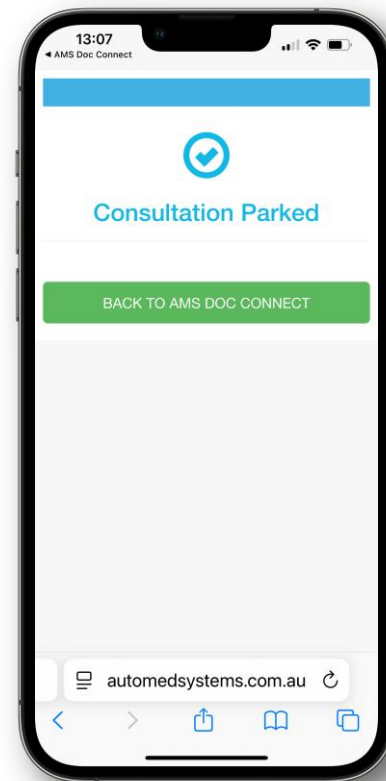


Doctor - Park Patient

The Practitioner can Park the consult to come back to it later.

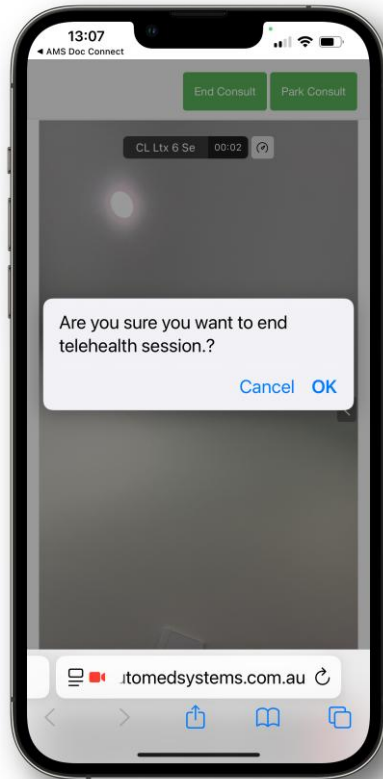


The patient will receive an SMS notification



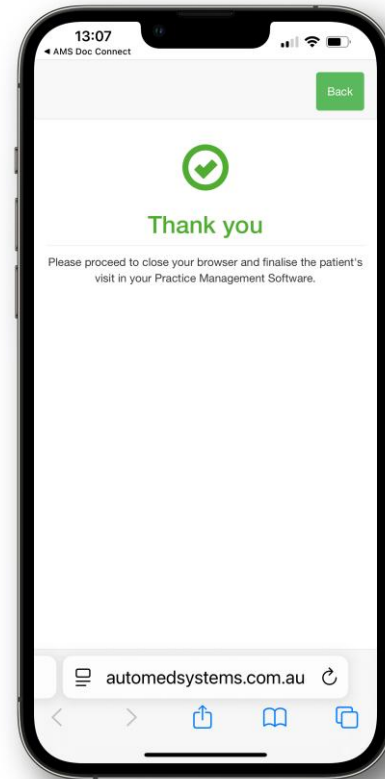
Doctor - Completing Consult

At the end of the consult the GP must select **End Consult** as they would for Skype / Zoom meetings.



Click **OK** to end the consult.

There will be an Instruction to close the Browser and finalise the visit in your Practice Management Software (Best Practice/PracSoft).



Doctors Portal - Create TeleHealth Room for Phone Consult

Doctors can create TeleHealth Invites ad hoc as required via the **AutoMed Dashboard Doctor's Portal**:

Manage Bookings -> View Details-> Create TeleHealth Invite.

The Doctor will enter the patient's mobile number to send an SMS with the link.

The doctor will then launch the consult.

Booking Details

Patient: Mary-anne Automed

Mobile: 0425841659

DOB: 20-03-1990

Appointment Date: 2025-09-04

Appointment Time: 05:00 PM

Appointment Type: Telephone consult

Consent Form

Telehealth

Create Telehealth Invite

To create Telehealth invite for non Telehealth appointment type please click on Create Telehealth Room button.

Consent Form

Telehealth

Create Telehealth Invite

Close

✔ New Telehealth room WyQ922 has been successfully created.

Launch Telehealth Consult

Please enter Invitee's mobile number to invite to join Telehealth consult.

Mobile no.:

0425841659

Send Invite

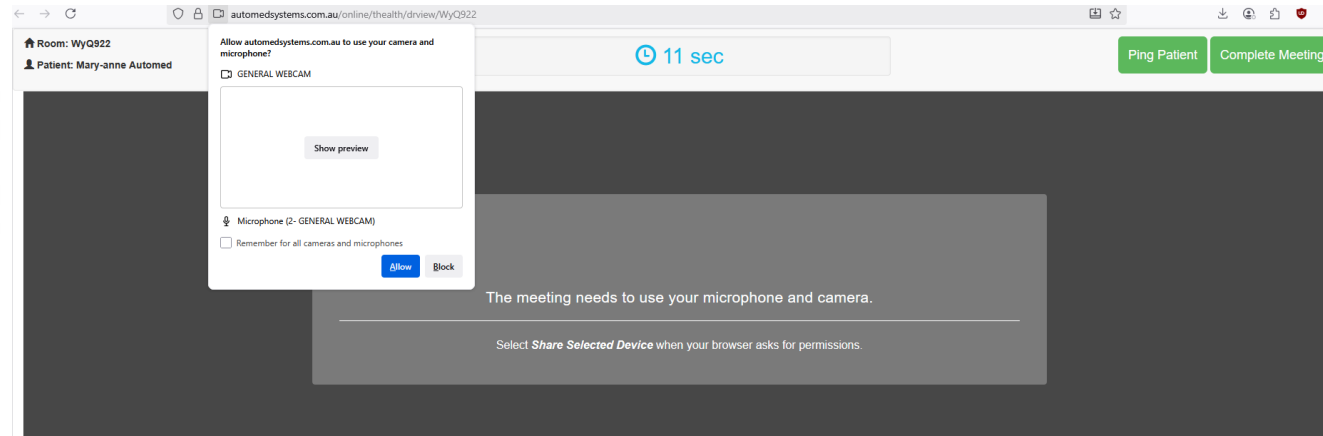
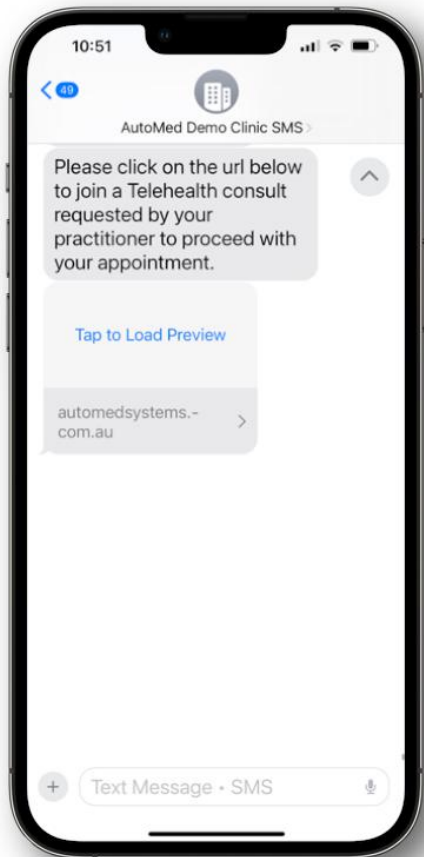
✔ SMS sent!

Close

Doctors Portal - TeleHealth Join Consult

The Patient will receive an SMS to connect to the call.

The Doctor will engage microphone and camera to connect & the patient will do the same.



Clinic - Automated Billing

Billing will be initiated as per the setup of the Appointment Type.

Reception will raise and Store the invoice.

AutoMed Processes Fees as per initial setup either:

Post-Billed - once GP / Reception have finalised items and created the invoice.

Pre-Paid - Not currently available for TeleHealth Video consults.

Best Practice Clinic 1 Best Avenue Practiceland 4001 Phone: 0744444444 Fax: 0744444445			
Tax Invoice ABN Number:			
Invoice Date: 22/04/2020 For invoice number: 2725			
Received From: Ms. Nina Notwell 18 Sickamore Rd Canterbury, 3126			
For Professional Services rendered by: Dr James Frederick MBBS Provider No: 2124011J			
Date	MBS	Description	Fee
22/04/2020	2100	Level A - Telehealth attendance at consulting rooms	32.95
Total (this invoice):			32.95
*Medicare Rebate:			22.90
Gap Fee:			10.05
GST Included:			0.00
Amount paid:			32.95
Your Medicare benefit payment may be submitted to Medicare by your clinic if your banking details have been registered with Medicare. You can visit: https://www.humanservices.gov.au/customer/forms/ms013 to register your banking details with Medicare. For all other Medicare related enquiries, please contact Medicare Australia on 132 011.			
*Medicare Rebate applicable to Medicare registered patients only.			

Clinic - Patient Invoice

AutoMed Generates Invoice,
emails copy to patient &
inserts invoice and payment receipt in
Best Practice or MD PracSoft.

The screenshot shows the 'Account details' window in the AutoMed software. The window contains the following fields and sections:

- Invoice date:** 22/04/2020
- Invoice No.:** 2725
- Location:** AutoMed Test Clinic (dropdown menu)
- Provider:** Dr James Frederick (dropdown menu)
- Service date:** 22/04/2020 (dropdown menu)
- Bill to:** Patient (dropdown menu)
- Search:** (button)
- Bill to:** Ms. Nina Notwell, 18 Sickamore Rd, Canterbury 3126
- Billing schedule:** Practice fee (dropdown menu)
- Patient:** Ms. Nina Notwell, 18 Sickamore Rd, Canterbury 3126
- Patient details:** (button)
- Verify Medicare/DVA eligibility:** (button)
- Add item:** (button)
- Delete item:** (button)
- Vary item:** (button)
- No. of patients:** 1
- Apply multiple operations rule:** (checkbox)
- Apply diagnostic imaging rules:** (checkbox)
- Table:**

Date	MBS Item	Description	Amount	GST	Total
22/04/2020	2100	Level A - Telehealth attendance at consulting rooms	32.95	0.00	32.95
Total:					32.95
- Show adjustments:** (checkbox)
- Visit duration:** (text field)
- Not normal aftercare:** (checkbox)
- In hospital:** (checkbox)
- Notes from provider:** (text area)
- Notes:** (text field)
- Print Medicare claim form:** (checkbox)
- Do another account:** (checkbox)
- Buttons:** Pay now, Print, Store, Hold, Close

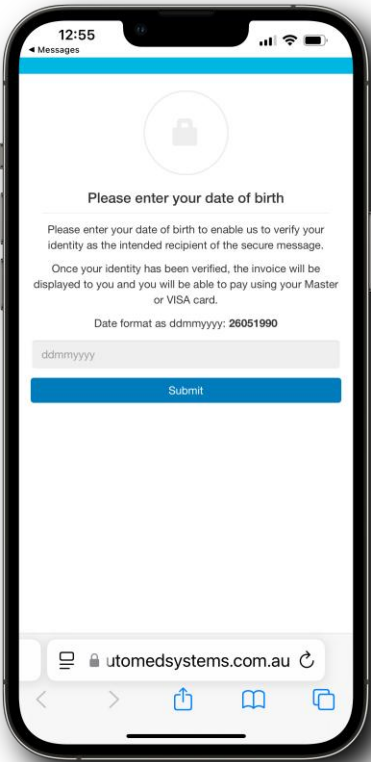
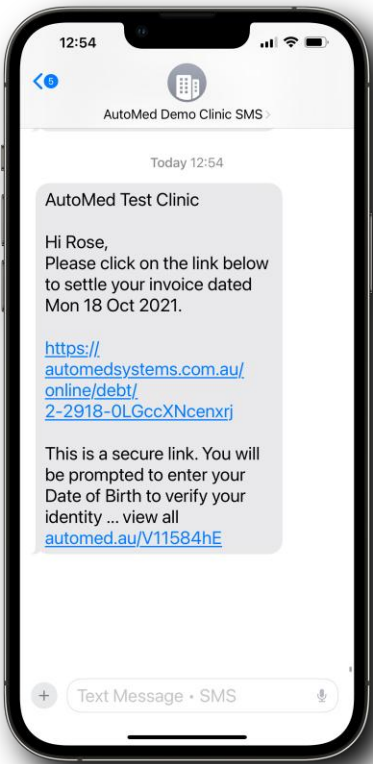
Clinic - Debtors Book

Clinics may also use the **Debtors Book Service** to send a **Secure SMS** with Unique Payment link if the patient is not automatically processed by AutoMed.

Requires AutoMed Payments via Tyro eCommerce to be established.

Please see Debtors Book Presentation for further information.

The Patient can view and settle the invoice after verifying their DOB.



								Total Rows: 36
Appointment Type	Amount	Surcharge Amount	Appointment Date	Invoice Date	Date URL Sent	Date URL Opened	Total Sent	
	\$40.00	\$1.05	2021-10-18	2021-10-18	2025-01-24	2025-01-24	3	<button>Resend URL</button> <button>Notes</button>
Standard appt.	\$52.05	\$1.26	2021-06-10	2021-06-10			0	<button>Charge Card</button> <button>Send URL</button> <button>Notes</button>

Clinic - Medicare Rebate

Best Practice

Medicare Rebates must be processed by the Clinic directly in Best Practice on the day payment is made.

Open the Patient Billing History. (Select Ctrl+F6 whilst on the appointment in BP)

1. Tick the **Show payments/deposits** tick box.
2. Locate the payment in BP, right click on the **Payment** and click **Send Online Patient Claim**
3. Tick **Send via Patient Claiming** box.
4. Click **Send**

PracSoft

The Medicare Rebate process is now automated for Medical Director PracSoft Users.

The screenshot displays the 'Patient Billing History' window in Best Practice. At the top, the 'Account status' is '319.65 owing'. A blue circle '1' highlights the 'Show payments/deposits' checkbox, which is checked. Below this, a table lists billing history items. A blue circle '2' highlights a right-click context menu for a payment entry, with 'Send online patient claim' selected. At the bottom, a blue circle '3' highlights the 'Send via Patient Claiming' checkbox, which is checked. A blue circle '4' highlights the 'Send' button. The 'Balance owing on these services' is shown as '0.00'.

Date	Invoice/Receipt No.	Service ID	Service	MBS Item	Provider
26/04/2006	1	69	Surgery consultation, Level A	3	Dr Frederick Findacure
26/04/2006	2	2	Surgery consultation, Level B	23	Best Practice Clinic
02/12/2010	59	48	Surgery consultation, Level B		
06/01/2011	11		Payment - Invoice 59		
08/03/2012	74	66	Surgery consultation, Level B		
08/03/2012	74	67	GP management plan		
08/03/2012	74	68	Biopsy of skin or mucous me		