



Appointuit Scripts and Referral Service description and Quick set up guide.

What is Scripts & Referrals?

Appointuit scripts allows patients to request repeat scripts online from their regular Doctor/ practice for a script admin fee (non-medicare rebatable) without having to make a full face to face appointment. This provides the patient:

- A highly convenient and streamline engagement with their regular doctor
- Maintains continuity of care
- Saves time for both the patient and the practice
- Potential practice business efficiency and improved revenue

How does the practice manage Appointuit scripts & referrals ?

The practice sets the fees and conditions on which to offer scripts online and maintains 100% control and management of their patient engagement. The system then frees the practice appointment schedule for improved patient access and improved patient healthcare management.

The individual patient can always opt to either make an appointment or request a script without an appointment.

There is no charge to the practice but the patient will pay your published fee e.g. \$15.00 and Appointuit will administer a **\$3.00 + GST admin fee** from that patient script payment or **\$5.00 +GST** for the referral request.

All fees in the first instance will be securely administered via Appointuit and practice will be reimbursed fortnightly with a reconciled report / statement.

Unlike some other systems where patients can order medications and referrals online from doctors who may have never seen the patient via pharmacies and other online services, the Appointuit system promotes the continuity of care and the ongoing relationship between the patient and their regular doctor. This obviously is also better for the patient and will minimise the risk of incorrect orders, adverse drug reactions and over prescription.

This feature also helps free up reception time on the phone, avoids awkward conversations (sometimes aggressive) in relation to what the patient think is their right to these documents, minimises transcription errors, and helps free up appointment times in the practice for more significant issues, **whilst maintaining continuity of care.**

Appointuit Scripts development.

Appointuit has had Scripts & Referrals in early market release (non-revenue) since late 2015. We have now developed the payment process component and the service is now ready for a final 7-14 day pre-release to open market test the payment process.

Once a practice has registered to enable Scripts & Referrals, their patients will be able to request scripts & referrals.

How does the Script payments work?

The practice sets their own price for script administration. The price can be set for:

- Script requested and picked up at the practice or
- Scripts requested and faxed / posted to a nominated pharmacy (to cover your costs of admin and postage).

The Appointuit Script work flow occurs in the following steps:

The patient:

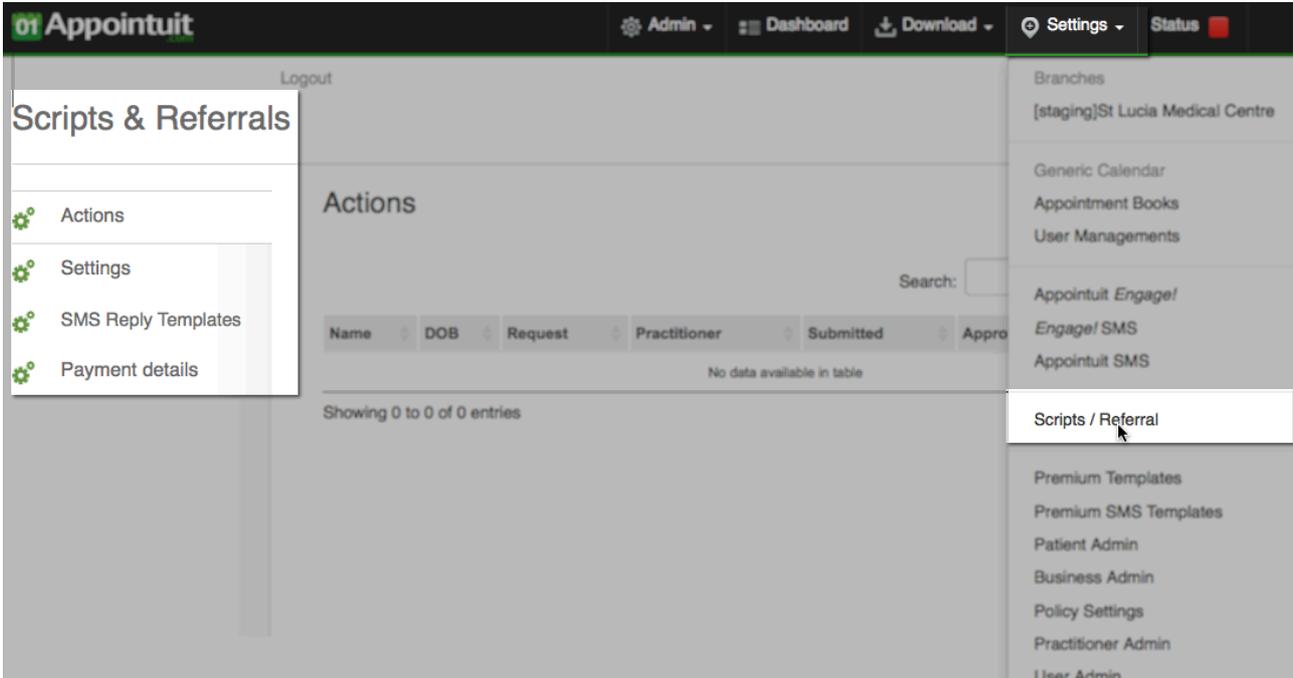
- Patient logs into Appointuit patient portal via their practice website.
- The patient can request a repeat script just as they would normally select an appointment
- The patient will complete some details and agree to relevant terms and conditions
- The patient will also enter in their payment details (credit card) for a hold authority pending script approval from the Doctor.

The practice:

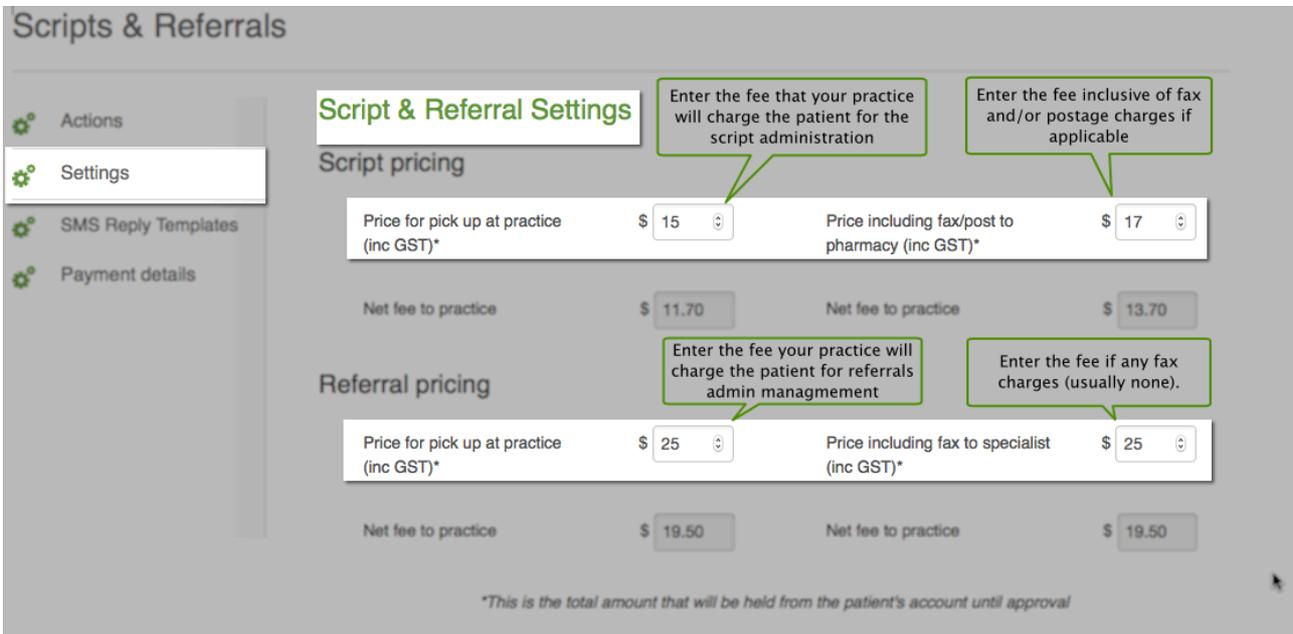
- Receives an email with the attached script request form completed
- The practice reception / manager will open the email and add the attached script request to the patient's' file
- Notify the doctor of the request (either verbally, written or via the PMS messaging service)

NEW SET UP

1. Go to settings -> Scripts /Referrals



2. Click on Settings and enter in your prices



3. Review and edit Script Request Terms and Conditions default template as/ if required

Terms and Conditions

Script Request Terms

You will be notified if the request for this script is approved by your GP.

If **no**, you will be asked to make an appointment to obtain the script.

If **yes**, you will have the option to:

- 1: Pick up at the practice reception.
- 2: Organise for the script to be faxed and posted to your selected pharmacy. Please note if you select this option you are responsible for providing ALL of the necessary details to enable the reception staff to do this. While the script can be filled on the faxed copy, by law, the pharmacy requires the original script and not just a fax copy, so the practice must fax and also post the script to the pharmacy.

Cost:

The price you entered in the Script settings will automatically appear here.

Pick up at Practice:

NOTE: Do not edit the text in the {{{}} as it is auto-merge text.

A fee of script_price is charged for this service. A hold will be placed on your credit card for the above amount, and deducted from your card if accepted by the practice.

Please note this fee is not Medicare rebateable as it is not associated with a face-to-face consultation.

Fax / post and pick up from Pharmacy:

The price you entered in the Script settings will automatically appear here.

NOTE: Do not edit the text in the {{{}} as it is auto-merge text.

A fee of script_price extra is charged for this service. A hold will be placed on your credit card for the above amount, and deducted from your card if accepted by the practice.

Please note this fee is not Medicare rebateable as it is not associated with a face-to-face consultation.

I have read the terms and conditions in relation to requesting a script without an appointment. I understand there is a fee associated with this service which must be paid prior to the script being released to me. I understand that to provide false information in order to procure scripts is fraudulent.

5. Review / edit SMS Templates if required

Scripts & Referrals

SMS Templates

Yes Reply

Yes, your script/referral request has been approved and will be completed by (doc name)

Update / change this default text message to suit your practice.
NOTE: always add the Doctors name before sending reply

No Reply

No, Doctor has requested you make an appointment to have a review for this medication / referral. {{register_url}}

Update / change this default text message to suit your practice.
NOTE: Do Not change the text insode the {{ }} this is the link to enable the pateint to book an appointment if script is declined

Update

6. Add practice bank account details.

Scripts & Referrals

Practice's Payment Details

Account Name

Account Number

BSB

Update

Please add your practice bank account details so we can re-imburse you for any script / referral revenue.

7. Make test script request without an appointment. To avoid unnecessary charges have the practice decline the request.