



## **YOUR PRACTICE ONLINE**

[ozdocsonline.com.au/gp](https://ozdocsonline.com.au/gp)

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Relax, we're here to help.



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## What is OzDocsOnline?

### Working Hard?

**A**ustralian doctors are working harder than ever in order to properly manage their patients. Performing time consuming tasks for little or no remuneration is commonplace. It's no wonder that practices can find themselves overwhelmed.

### Work Smarter

**T**he internet has become an integral part of our lives and these days consumers can do almost anything, from booking a flight to buying groceries online. Now there is a way for your practice to become a part of this transformation, by providing a suite of services online.

OzDocsOnline integrates seamlessly into your practice without changing the way you operate. Say goodbye to phone calls, sticky notes and reception messages. Created by doctors, for doctors, OzDocsOnline is simple to implement and improves practice workflow, patient care, and overall profitability.



### Product Highlights

#### Online Services

OzDocsOnline allows practices to offer online services to their patients.

#### Clinical Package Integration

OzDocsOnline works with your clinical package so you never have to leave your work screen.

#### Practice Website

Improve your practice exposure with a free OzDocsOnline powered website.

#### Medicare Rebates for PoCT

Use the mLabs feature on the OzDocsOnline sidebar to enable Medicare rebates for Point of Care Testing.

#### Online Appointment Booking

Give your patients the convenience of booking appointments online while freeing up your front desk.

#### The Business Case

Earn more for your time while providing a more efficient service for your patients.

Offer your patients more.

## What services can you offer online?

Using OzDocsOnline your practice can now offer a range of common, non-urgent services online. Manage requests quickly at your own convenience without having to use the phone or interrupt what you're doing. Choose which services you want to offer and start today. It's as easy as that.

### APPOINTMENTS



These days everyone uses the internet to book activities online; from the cinema to dinner at a restaurant, it's just an easier way to get things done. Now it's possible to provide your patients with the same convenience. OzDocsOnline works with your clinical package and lets patients view and book available appointments online.

### PRESCRIPTIONS



How much time at your practice is spent dealing with phone requests for prescriptions? Does this take up valuable time for practice staff that would be better spent on other tasks? Patients can now request repeat prescriptions online without requiring a face-to-face consultation, saving everyone's time.

### TEST RESULTS



E-mail and telephone are a great way to communicate, but patients' test results require a greater level of security, in accordance with the RACGP guidelines. Now, using OzDocsOnline, you can assure your patients by providing pathology results through a secure messaging system easily and quickly.

### REFERRALS



Providing referral letters to other health care professionals is a common practice for doctors these days. Patients requiring access to an allied health professional can request their referral letters using OzDocsOnline, allowing doctors to respond quickly and conveniently.

### eCONSULTS



Many patients find accessing their doctors difficult due to family or work commitments and may ignore the need to seek help. Now patients can consult their doctor on these matters securely using OzDocsOnline. Offering eConsults online will help your patients access better continuity of care.

Generate new revenue streams for your practice.

## Charge for the Services You Offer

**B**y allowing your patients to use the range of services offered by OzDocsOnline your practice can bill for items that are traditionally difficult to charge for. The work load of staff members will be reduced to a more manageable level and doctors can now work more efficiently whilst generating greater profit than traditional practice business models.

### NO UPFRONT OR SUBSCRIPTION FEES

There is absolutely no charge associated with doctors and practices signing up to use the OzDocsOnline suite of services. A flat service fee is retained by OzDocsOnline as shown in the table below.

**Change My Fees**

Please select the types of requests you wish to provide your



<input checked="" type="checkbox"/> Prescriptions	\$15.00
<input checked="" type="checkbox"/> Test Results	\$20.00
<input checked="" type="checkbox"/> Referrals	\$20.00
<input checked="" type="checkbox"/> eConsults	\$30.00

### COMPLETE FLEXIBILITY

Each individual doctor using OzDocsOnline charges the patient according to their own preferences and retains the difference between this and the OzDocsOnline service charge as profit.

### COLLECTING PAYMENTS

Patients pay the fees set by their doctor through our secure payment gateway. Everything is taken care of with ease.

Doctor's Fee:	\$15.00
Cards Accepted:	 
Name on Card:	<input type="text"/>

### RECEIVING PAYMENTS

OzDocsOnline takes care of all fee collection and, at the end of each month, credits each doctor's nominated bank account. Up-to-date transaction summary reports are always available.

Online Service	OzDocsOnline Fee	Average Patient Payment	Profit
Prescription	\$ 3	\$ 15	\$ 12
Test Result	\$ 3	\$ 20	\$ 17
Referral	\$ 5	\$ 20	\$ 15
eConsult	\$ 7	\$ 30	\$ 23
Appointments	\$ 0	\$ 0	—

# ONLINE APPOINTMENTS

Free up your front desk to do what you need them to.

## Allow patients to book appointments online

**N**ow your patients can book appointments for themselves, over the internet, using OzDocsOnline. Seamless integration means you'll always know what's coming up and reception staff will have more time to spend doing the things that matter. Patients love it, they can easily select the time slot to suit their busy lifestyle.



### PRACTICE SOFTWARE INTEGRATION

Appointments will be automatically synced into your practice management software. Patients will only be able to book available time slots.

### REDUCE PHONE CALLS

Allowing patients to book online will reduce the load on your front desk. Receptionists can keep track of who's booking when through a notification system.

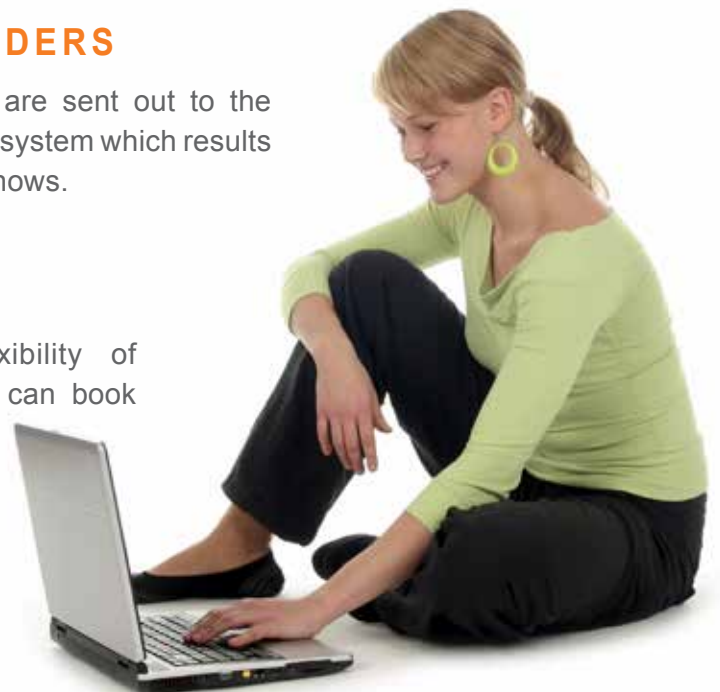


### AUTOMATIC REMINDERS

Automatic e-mail reminders are sent out to the patient *via* the OzDocsOnline system which results in a reduced number of no shows.

### SO CONVENIENT

Patients love the convenience and flexibility of booking appointments for themselves. They can book appointments 24 hours a day, 7 days a week.





Improve your practice's online presence.

## Create a free practice website using OzDocsOnline

**N**o more website hosting and development costs. Practices can choose to receive a free website which is fully customised. Improve your practice's online presence by letting your patients find you using search engines. You can even use your own domain name if you have one.

### ● CUSTOMISE YOUR HOMEPAGE

OzDocsOnline enables practices to personalise their own website. Improve your internet presence by taking advantage of built in search engine optimisation and provide more ways for new patients to discover you online.

### ● OFFER ONLINE SERVICES

Patients can access the full range of OzDocsOnline functionality offered by your practice from within your new website. Login and sign up details are all provided automatically following initial configuration.

### ● HELP PATIENTS FIND YOU

Integrated Google Maps technology makes it easy for patients to locate you from the get go. A mini map is shown at the side of every page and a large map is also available for a more detailed view.

### ● USE YOUR EXISTING SITE

Already have your own website? No problem. The OzDocsOnline login box can be easily added directly into your web pages using our specially designed widget.

The screenshot shows a practice website homepage with a navigation bar (Home, Doctors, Map, Online Services) and a main content area featuring a photo of a medical team. To the right, there is a sidebar widget titled 'Online Services' which includes a login section with fields for Email/Username and Password, a 'Forgot password?' link, and a 'Sign In' button. Below the login section is a 'Create an Account' section with a 'Create Account' button. At the bottom of the sidebar is a 'Contact Us' section featuring a Google Map with a location pin and a text box displaying the practice's details: 'My General Practice, Unit 14, 76 Reserve Rd, Artarmon, 2064, 07 7785 0777'.

Home Doctors Map Online Services

Online Services

Sign in to access our **online services**:

- Appointments
- Prescriptions
- Test Results
- Referrals
- eConsultations

Sign in to your account

Email/Username

Password

[Forgot password?](#)

Create an Account

Existing practice patients sign up here:

Contact Us

Map

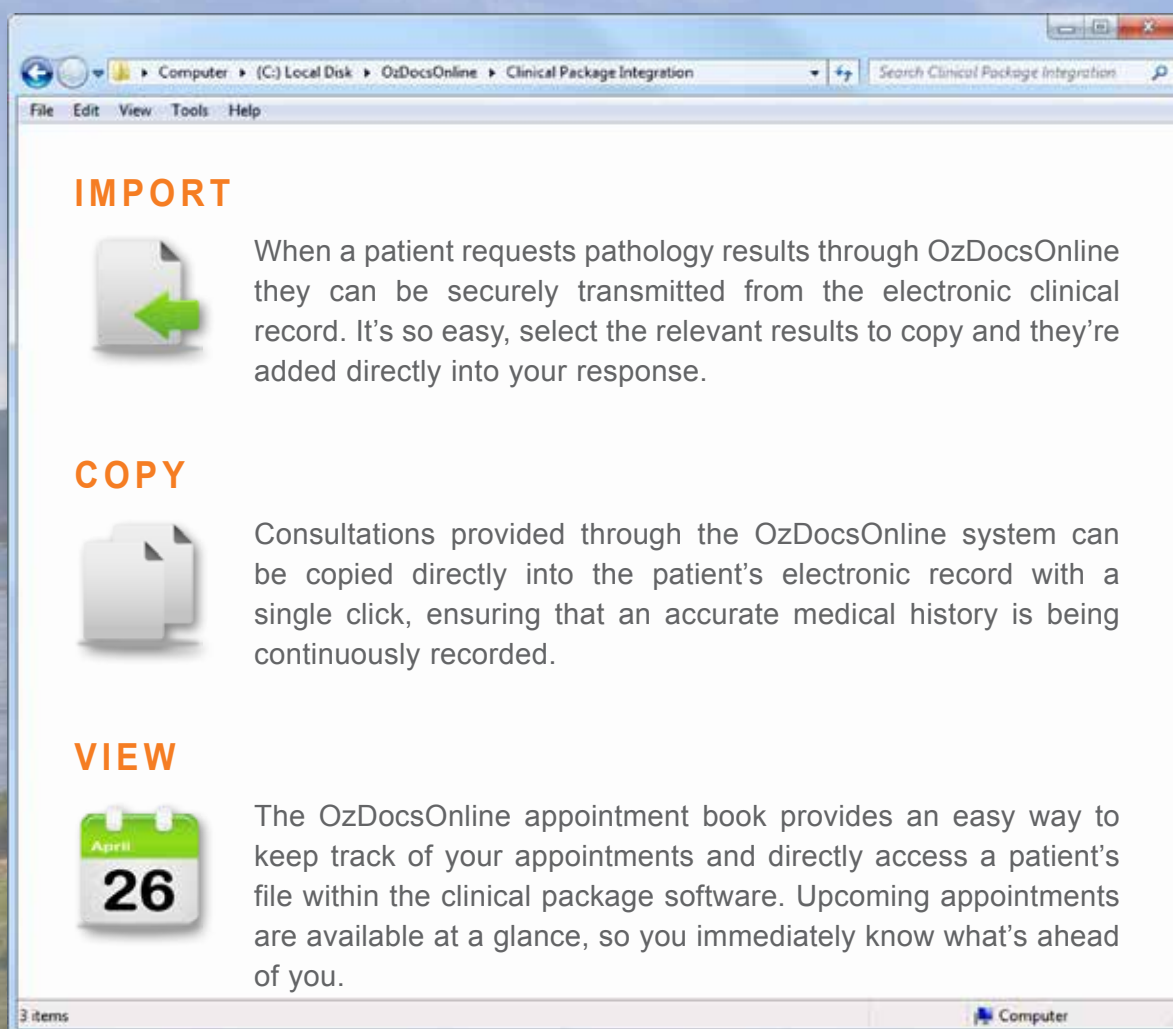
My General Practice  
Unit 14, 76 Reserve Rd  
Artarmon, 2064  
07 7785 0777

Map data ©2011 - Terms of Use

# SOFTWARE INTEGRATION

OzDocsOnline works with the most popular clinical packages.

**T**he OzDocsOnline sidebar makes it manage all of the services and features that you provide at a glance. The sidebar runs on your desktop alongside your clinical package software and allows you to see requests, messages and upcoming appointments, as well as a complete history for the patient, all in one convenient location.

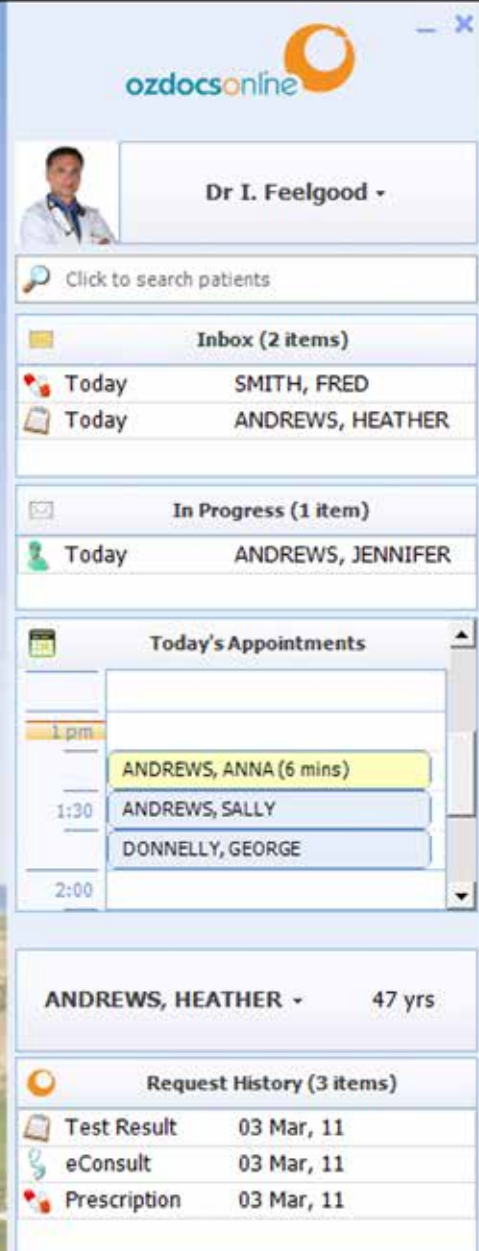




# DESKTOP APPLICATION

Everything at your fingertips.

- A button at the top of the sidebar shows the doctor currently logged in and allows access to OzDocsOnline system preferences.
- Requests from patients using OzDocsOnline automatically appear in the inbox.
- Items that are waiting for a patients response are displayed as in progress.
- All appointments are automatically synced with clinical management software. This section of the sidebar provides details of what's coming up at a glance.
- Appointments that are highlighted in yellow indicate the patient has arrived at the practice.
- The patient section is automatically updated when a record is selected within the clinical package software.
- A patients OzDocsOnline history is displayed when they are selected. Past items can be easily reviewed by clicking them.
- Incoming messages appear briefly as a popup, providing unobtrusive alerts that a communication has been received



### Point of Care Testing?

It is well established that Point of Care Testing (PoCT) improves patient care — the majority of practices perform in-house INR tests for this very reason.\* Now it's possible to be easily reimbursed for undertaking this work. The mLabs system is built into the OzDocsOnline sidebar, seamlessly integrating analysers with your clinical package. Best of all there are no upfront costs for analysers, training, set-up, assistance or ongoing management!

### Claim Medicare Rebates

To be eligible for Medicare rebates a general practice performing Point of Care Testing is expected to meet specific guidelines and recognised standards. The mLabs system has been designed to comply with these requirements and facilitate Medicare rebates, whilst simultaneously freeing practices from regulatory burden and hassle.



Test	Item Number	Medicare Rebate <sup>†</sup>
INR	65120	\$ 11.65
Fasting Lipids	66536 / 66503	\$ 19.35
HbA1c	66551	\$ 14.30
ACR	66560	\$ 17.10
CRP	66500	\$ 8.25
WBC count (5 part diff.)	65070	\$ 14.45
Haemoglobin	65060	\$ 6.70
Liver Function & Kidney Chemistries	66512	\$ 15.50

**Table 1:** Medicare rebates available when performing tests using the mLabs system.<sup>‡</sup>

\* AACB, 2007, Point of Care Testing Position Statement, AACB PoCT Working Party.

<sup>†</sup> Amounts may vary depending on the number of tests requested at one time.

<sup>‡</sup> Rebates quoted based on the 2013 - 2014 MBS.

## Notable Aspects of the mLabs System

### What mLabs means for your Practice?

**S**tarting an mLab within your practice couldn't be simpler, yet running one delivers so many benefits. Using mLabs means testing according to a structured, coherent system, consistent with international standards. Our staff provide continual management assistance, whilst remote monitoring automatically alerts everyone of any ambiguities the second they arise.

#### 1. POINT OF CARE ANALYSERS

We all value our time. Now, using the mLabs system, patients and clinicians can experience the full benefits of immediate Point of Care Testing. Only the latest and best analysers are chosen based on their precision, rapid test times and ease of operation.

#### 2. A QUALITY FRAMEWORK

We've developed mLabs policies and procedures to work in harmony with medical practices' daily operations, resulting in a quality framework that makes sense. To be eligible for Medicare rebates all mLabs meet the same standards as major laboratories, providing ongoing assurance that results are of a consistently high calibre.

#### 3. AUTOMATED, PAPERLESS MANAGEMENT

Automatic reminders ensure that all of the key functions necessary to operate your mLab are performed on time. Undertaking tasks and running tests using the mLabs system means that all reports and records are automatically generated and archived in the background, removing administrative hassle.



##### 1. Sign-Up

Provide your practice details and mLabs will submit the paperwork.

##### 2. Set-Up

System and analyser training is provided. Testing begins.

##### 3. Start Claiming

Endorsement from Medicare enables claims to be activated.

# SECURE COMMUNICATIONS

Online security explained.

## What about privacy?

**W**e are heavily committed to data protection and have invested significantly in the implementation of the highest level of security. The developers vigilantly operate within industry standards for internet security practice, designed to communicate data at the highest level of protection using cryptographic algorithms.



### THE MESSAGING SYSTEM

The communications system employed by OzDocsOnline operates within a closed environment. Messages and requests sent between doctors and patients are transmitted exclusively *via* a purpose built system, protected by industry standard encryption algorithms.

Nothing is sent using traditional e-mail technology meaning that the information handled by OzDocsOnline is always protected by the highest level of security in line with current RACGP guidelines.

### DATA PROTECTION

OzDocsOnline hosting providers have Department of Defence Gateway Certification which meets the new Australian Standard AS7799 and the British Standard BS7799 International Information Security Award (ISO17799).

This means firewalls, DMZ, intrusion detection, security patching, antivirus protection and continuous monitoring of the operating system is assured at all times.

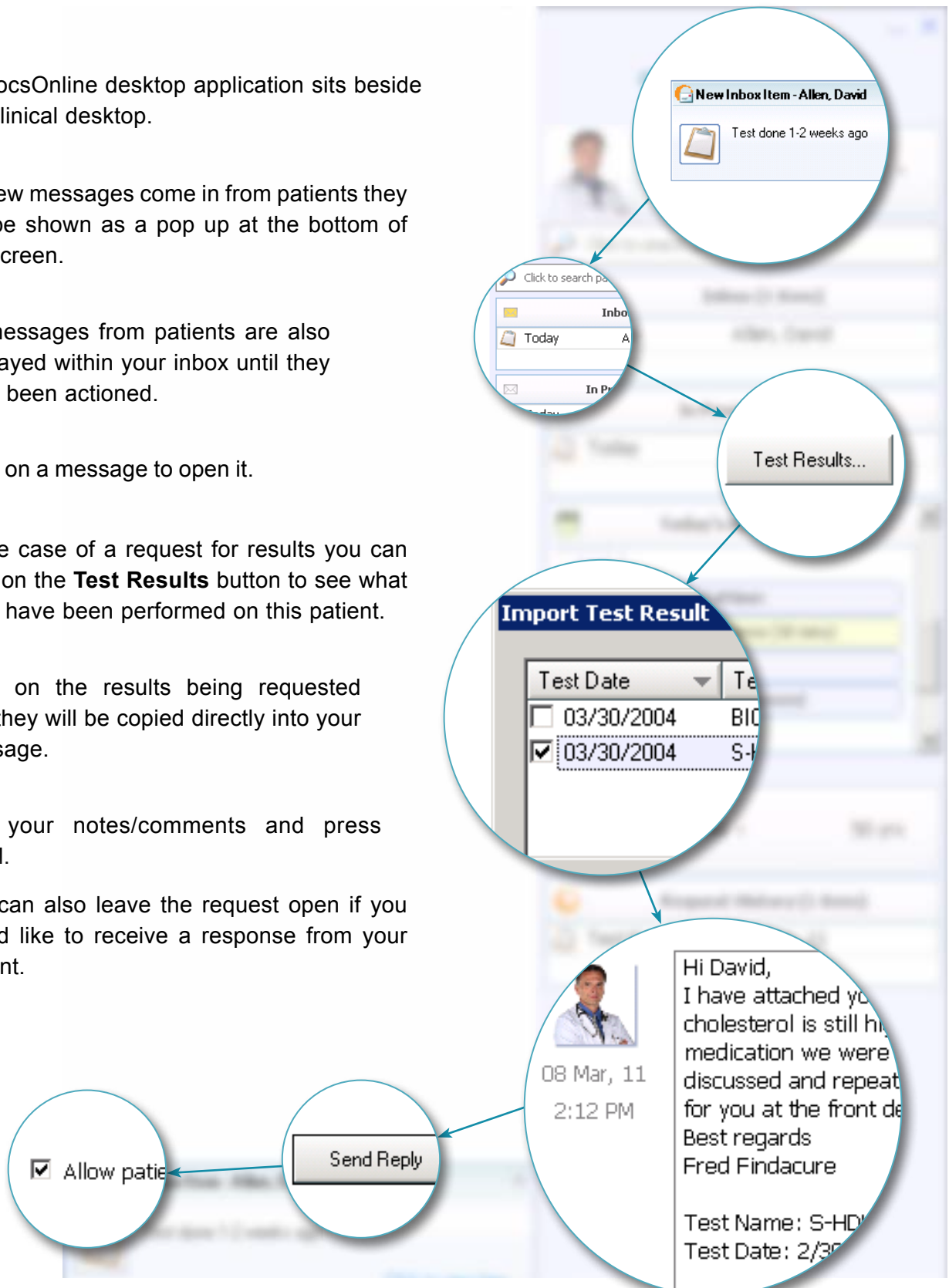
128-Bit Thawte certification for Secure Socket Layer (SSL) means that right from the home page any information you or your patients enter is encrypted to and from the OzDocsOnline server, making it impossible to intercept and tamper with the information on the way.



# EXAMPLE TRANSACTION

## Providing patient test results.

- OzDocsOnline desktop application sits beside the clinical desktop.
- As new messages come in from patients they will be shown as a pop up at the bottom of the screen.
- All messages from patients are also displayed within your inbox until they have been actioned.
- Click on a message to open it.
- In the case of a request for results you can click on the **Test Results...** button to see what tests have been performed on this patient.
- Click on the results being requested and they will be copied directly into your message.
- Add your notes/comments and press **Send**.
- You can also leave the request open if you would like to receive a response from your patient.





# YOUR PRACTICE ONLINE

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“ I find it very useful and recommend it to other doctors. It helps both from the doctors and patients end.

For the doctors; I tend to be overbooked and hate having an appointment taken up by 'yes, your pap smear is normal' or 'here is your BP script when we know your BP is fine, see ya later'. What I really care about is that I can safely give a result and have a record of it without an appt being taken up

For the patient (and probably more of the driver for me to use it), it is just plain convenient. There are subgroups of patients (educated, techy, organised, busy, travelling) who are particularly keen and it shows the surgery as being modern and offering value added services.

**Dr James Best – Inner West General Practice**

“ I have a lot of patients who travel, or who work long hours. OzDocsOnline lets me provide them with accessible, continuing care. They appreciate the convenience, efficiency, and security of this system. So do I.

**Dr Andrew Baird – Brighton Medical Clinic**

“ Patients love the convenience of the service. It's so much easier for me to have an online request that I can deal with really quickly rather than phone calls, sticky notes and reception messages that are really messy. It frees reception up to do what I need them to do.

**Dr Margot Woods – Rozelle Total Health**

“ I've been using OzDocsOnline for more than 8 years now and the new version is so easy to use, you never have to leave your work screen, and the consultations are copied straight into the patient record.

**Dr Veronique Lajoie – Leichhardt General Practice**



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