

A woman with glasses and a young boy are sitting on a couch. The woman is smiling and waving at a laptop screen. The boy is sitting on her shoulders, also waving. They appear to be participating in a video consultation.

# SIMPLE AND EASY VIRTUAL HEALTH AT YOUR FINGERTIPS

**CMxConnect is a dynamic video telehealth app connecting you - as a patient - with healthcare professionals through secure, live video consultation, on-the-go and after-hours. This innovative app gives you the best in virtual health at your fingertips.**

CMxConnect can be used as a mobile app with any device, and web application across all major browsers (Firefox, Safari, Chrome, Microsoft Edge).

We know visiting a medical clinic can sometimes be costly on your time, the physical aspect alone can create barriers for people who live rural or find it difficult leaving their

homes. CMxConnect removes all barriers. It delivers high quality and secure video consultation with a qualified doctor to put your mind at ease. It's useful for follow-ups, prescriptions and referrals.

Easy to sign up, simple to use, you can now download the CMxConnect app for free from Apple App Store and Google Play.

## **CMxCONNECT, YOUR VIRTUAL CARE SOLUTION**

With CMxConnect, you can schedule appointments during normal working hours, and access after-hours consults. Available medical professionals can give immediate care in times of distress.

## **AS A CMxCONNECT PATIENT, YOU WILL ALSO GAIN ACCESS TO:**

- Instant professional medical advice at your fingertips
- Peace of mind for that niggling health concern
- Referrals to Allied Health Specialists
- Medical Certificates
- After-hours telehealth (when your practice is closed) subject to practitioner availability

These appointments can put you directly in touch with a general practitioner when the reception staff are unavailable.

## WHY CMxCONNECT?



CMxConnect can be used as a mobile app **with any device, web applications across all major browsers** (Firefox, Safari, Chrome, Microsoft Edge).



Hosted locally, our system offers a **secure point to point service** with no third-party intervention. Your data and video consultations are secure with CMxConnect.



CMxConnect is less costly and more efficient. It offers the **convenience** of accessing professional health care from the comfort of your home.



You can attend telehealth appointments **on-the-go** via the CMxConnect app.



You will also be able to receive **timely access** to health care.



You will have **access to quality patient care** no matter where you are or when you need it.



Healthcare practitioners and specialists can provide patient-centered and cost-effective care for **patients living in remote rural areas** or who have difficulty leaving their homes.

## APP GUIDE FOR PATIENTS

### REGISTER & GET STARTED

Once installed, you will need to register an account. Set up your account with an email address and password. Once your account has been set up, you will be able to access your app via the login.

### FOR A STANDARD TELEHEALTH APPOINTMENT

You can choose to either call your medical centre to make an appointment or book an online appointment (integrated in the app). When the appointment has been entered and confirmed, you will receive a notification and be able to view the appointment in the CMxConnect app.

You can also view your other upcoming appointments under the Appointments section.

### FOR AN AFTER-HOURS TELEHEALTH APPOINTMENT

You can initiate a call for the next available healthcare practitioner by clicking onto the Request After-hours Telehealth Call option found in the app. You will then be prompted to answer a list of triage questions that will inform you if you should call 000 or otherwise proceed with the medical consultation.

You will also have to provide a brief summary. Press 'Submit' and you will be put on hold while the system looks for an available after-hours doctor. A video consultation will commence once a doctor has accepted your call.

### TAKING A VIDEO CALL

With CMxConnect, it is the doctor who calls you. For normal appointments, five minutes prior to the appointment time you will receive a notification for the appointment. Then you will receive a call notification through the app, accept the call and the video call will automatically commence.

For after-hours consultations, you will receive a call notification through the app, and the video call will commence once you have accepted the call. At the end of the consultation, you will be returned to the main screen of the app. Depending on the type of call, the doctor may charge you a gap for the consultation.

### VIEWING APPOINTMENTS

Access 'My Appointments' page from the Main Menu to view upcoming and past appointments.

The Appointments page will reflect:

- Scheduled After-hours Calls will be listed that the doctor has accepted and are set to occur.
- Pending After-hours Calls will be listed, which the doctor has yet to accept.
- Upcoming Appointments will be available to view.
- Consultation History will note any previous consults that have been completed.

## DOWNLOAD THE CMxCONNECT APP



Available on Apple and Android devices today, or visit [cmxconnect.com.au](https://cmxconnect.com.au) for more information.

Please note: CMxConnect requires stable 4G connection or WiFi connection with sufficient bandwidth for video calls.