

A photograph of a woman with glasses and a young boy sitting on her shoulders. They are both smiling and waving at a laptop screen. The woman is wearing a grey sweatshirt and the boy is wearing a blue shirt. They are in a living room with a white sofa and orange cushions.

CMxCONNECT THE FUTURE OF VIRTUAL HEALTH

CMxConnect can connect you as a healthcare professional – with your patients – like never before, with secure, live video consultation on your desktop or smartphone. Easy to sign up, simple to use, with great support services to guide you should you need it, CMxConnect integrates both Best Practice and HotDoc platforms. Designed by an Australian medical practice for Australian medical practices, this technology draws on 20 years of clinical and operational success in practice management.

AN ESSENTIAL TOOL FOR MODERN HEALTHCARE

CMxConnect is a fast and convenient way to connect with patients through a secure, live video consultation, anytime, anywhere. You can work remotely and deliver after-hours care. CMxConnect can be used as a mobile app with any device, and web application across all major browsers (Firefox, Safari, Chrome, Microsoft Edge). CMxConnect is the evolution towards instant virtual care.

WHY CMxCONNECT?



It safely connects patients of all ages to healthcare practitioners like yourself to receive professional medical care in the comfort of their home.



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.



It allows you to provide timely care and access, particularly for younger generations who have a strong preference towards virtual care.



It increases the efficiency and effectiveness of telehealth services offered.



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



CMxConnect provides you with the opportunity to increase your number of appointments and patients per day providing telehealth consultations on-the-go and on-demand.



You can also offer an after-hours home doctor service via video telehealth on its own or as part of a national co-operative.

EASY-TO-USE TELEHEALTH APP FOR HEALTHCARE PRACTITIONERS



ACCOUNTS & ACCESS

Your CMxConnect account will be created by your Practice Manager. Set up your account with an email address and password. Once your account has been set up, you will be able to access your dashboard using the Doctors Admin login.



DOCTOR DASHBOARD

GPs can now have an at-a-glance overview of the upcoming telehealth appointments and call history via the CMxConnect dashboard. Best Practice has been integrated into CMxConnect, which means GPs can now view their Best Practice Schedule through the dashboard without switching between platforms.



APPOINTMENT TYPES

It is important to note that for all appointment types, patients will have to make requests for healthcare practitioners to call them. The appointments will only kickstart once you have initiated the calls. Appointments happen in one of the three ways: **Standard, After-hours or Workplace.**



FOR STANDARD TELEHEALTH

- Patients can book a telehealth appointment using your regular booking channels – your call centre, front desk or online.
- You can opt to view the upcoming appointments through the app or web portal, and you will receive a reminder notification on your smartphone five-ten minutes prior to an appointment.
- When selecting an appointment, you will be able to view the patient information (recorded by the medical clinic when they receive the appointment booking).
- To kickstart the appointment, simply select the appointment and press the “Call” button. The video call will commence once the patient has accepted the call.
- At the end of the teleconsultation, you will be taken back to the main menu of the app.

Patients may be eligible for Medicare rebates and can be bulk or privately billed upon completion of their appointment as instructed by you.



FOR AFTER-HOURS APPOINTMENTS

- Healthcare practitioners will be notified of the waiting consultations through the app.
- Once you have opened the app or web portal, you will be able to view the list of patients waiting for consultations and choose to accept or reject the call or refer them to an emergency care provider

If the patient’s call has been accepted, a video call will kickstart between you and the patient.

If you choose to reject the call, you will be able to view the next call available, if applicable.

If the call has been referred to an emergency care provider, the patient will receive an app notification informing that they should call 000.

- After the call, GPs who have connected with a patient will be marked to have completed an after-hours (AH) consultation.

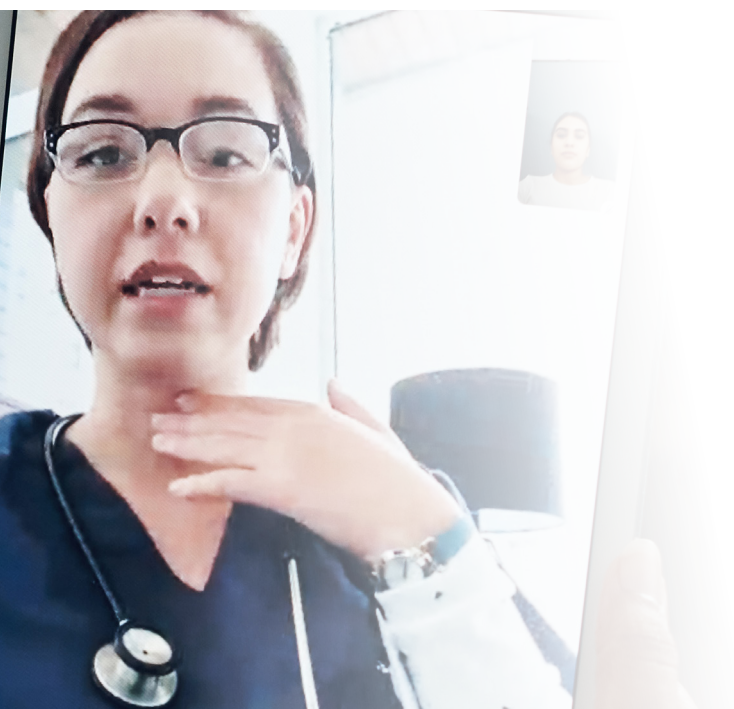
Patients may be eligible for Medicare rebates and can be bulk or privately billed upon completion of their appointment as instructed by the healthcare provider.



FOR WORKPLACE TELEHEALTH

- Subscribed Workplace Telehealth companies may request for video calls from their workplaces in the event of an injury. The first general practitioner to accept the request on CMxConnect can then be connected to the patient via a video call. No individual billing takes place due to their monthly subscription.

Each appointment type is handled in a slightly different way.



AFTER-HOURS APPOINTMENTS WITH CMXCONNECT

Designed by our medical practice with GPs in mind, CMxConnect enables after-hours consults to occur with ease. Rostered GPs are notified of the waitlist, can view patients and their symptoms, and choose to accept or reject the call, or refer patient to an emergency provider.

JOIN A CO-OPERATIVE

CMxConnect built-in co-operative solution has the goal of bringing together groups of clinics across Australia on to a single platform with the objective of providing quality care to patients regardless of the time or their location.

Discover CMxConnect today. For more information, please email us at info@clinetrix.com.au.

