



APP GUIDE FOR DOCTORS

ACCOUNTS & ACCESS

Your CMxConnect account will be created by your Practice Manager. Once your account has been set up, a system-generated email and temporary password will be sent to you. You will then be able to access your dashboard using the Doctors Admin login and reset your password. If you forget your password, you can reset

it using the “Forgot Password?” link on the login form. This will send a link to your email address which you can follow to reset your password.

DOCTOR DASHBOARD

GPs can now have an at-a-glance overview of the upcoming telehealth appointments and call history using 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 within the mobile app. Please note that GPs will only be able to access their telehealth appointments via the web version of CMxConnect.

Welcome to CMX Connect System

Dashboard

Telehealth Schedule

Upcoming Appointments

Name	Time	Quick Actions	Issue Description
You have no appointments			

Previous Call

Name	Time	Duration	Comment
You have no previous normal hour calls			



VIDEO CALLS - STANDARD HOURS

During normal operating hours, only Standard Telehealth scheduled appointments will be visible. If your clinic uses Best Practice, you will be able to view all upcoming appointments through the dashboard. You will also be able to view your last call and redial within 10 minutes on CMxConnect.



VIDEO CALLS - AFTER-HOURS

Your dashboard will automatically be updated to display the After-Hours call queue, showing the list of patients who have made a telehealth call request.

Call requests with the longest waiting time will be reflected at the top of the dashboard, and new call requests will automatically be added to the bottom of the list.

After-Hours Roster – You will be able to view your after-hours telehealth roster for the entire week. Your roster is represented as coloured blocks in the table. If you are rostered on, you will be able to see an orange “On Call” indicator at the top right corner of your dashboard.

Note: this roster is administered by your clinic’s admin team. Please contact them directly for any rostering queries.

Castle Hill Medical Centre, Barwell

Castle Medical Manders Park

Afterhours Roster

Time	Sunday 30/10/2022	Monday 31/10/2022	Tuesday 01/11/2022	Wednesday 02/11/2022	Thursday 03/11/2022	Friday 04/11/2022	Saturday 05/11/2022
0:00am							
0:30am							
1:00am							
1:30am							
2:00am							
2:30am							
3:00am							
3:30am							



QUICK ACTIONS

- Click ‘View Information’ to view both the patient’s profile and description of the patient’s condition if they have provided a summary at the time of their call request.
- Press ‘Call Now’ to initiate a video call with the patient.
- Click ‘Appointments’ to review any scheduled telehealth appointment of a specific patient.

Appointments happen in one of the three ways: **Standard, After-hours or Workplace.**



FOR AFTER-HOURS APPOINTMENTS

- Healthcare practitioners will be notified of the patients waiting for consultations through the app or text message.
- Once you have opened the app or web portal, you will be able to

view the list of patients waiting and choose to accept or reject the call.

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

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

APPOINTMENT TYPES

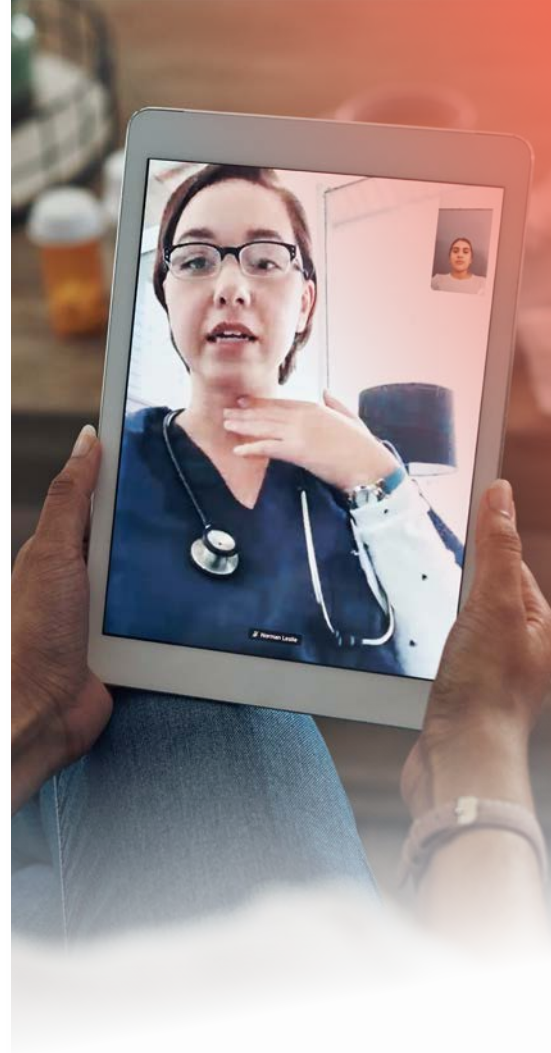
It is important to note that for all appointment types, patients will have to make requests for healthcare practitioners to call them. The appointments will only start once you have initiated the telehealth call.

Dashboard

After Hours Call Queue

Waiting Calls

Caller Name	Call Time	Triage Notes	Quick Actions	
Steven M	23:11, 26/10/2022	Q	waiting	waiting
Steven M	23:54, 26/10/2022		waiting	waiting
Steven M	22:35, 28/10/2022		waiting	waiting
Steven M	12:35, 30/10/2022		waiting	waiting
Steven M	12:47, 30/10/2022		waiting	waiting
Steven M	13:33, 30/10/2022		waiting	waiting
Ash R	15:03, 27/10/2022	Corporate call request	View Information	Call Patient
Q pop	12:28, 30/10/2022		waiting	waiting





FOR WORKPLACE HEALTH

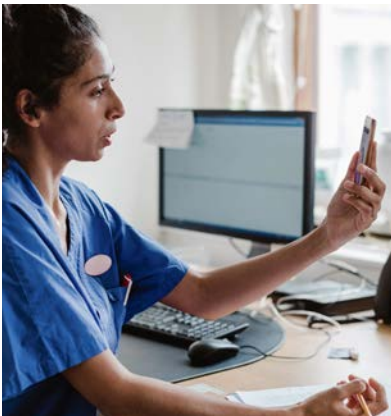
- Subscribed Workplace Telehealth companies may request for video calls from their workplaces in the event of an injury. The first general practitioner to accept the request on CMxConnect can then be connected to the patient by a video call. No individual billing takes place due to their monthly subscription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



FINDING A PATIENT

As soon as the patient makes a telehealth appointment, an initial 'Connect' account is created for them. The patient will still appear in the telehealth schedule if they don't download the app and finish registration, however, when the GP calls them, it will connect to the patient via a web call/virtual waiting room, rather than through the app itself.

For Standard telehealth appointments, you simply need to select "Patients" from the main menu, find the patient by their name and then press "Call Now" to make the call. The call process for the GP will be the same regardless of whether the patient has finalised their registration or not.



Dashboard

Patients

Profile

Welcome to CMX Connect System

Patients

Search by last name

Name	Quick Links	
Alan, Juan	Appointments	Information
All, Nazahah	Appointments	Information
Amarasinghe, Oshane	Appointments	Information
Andrew, Sarah	Appointments	Information
Belista, Greyson	Appointments	Information
Bolton, Amber	Appointments	Information
Colosimo, Riccardo	Appointments	Information

DOCTORS DASHBOARD ON MOBILE APP



MAKING A CALL

For all three appointment types, after pressing the "Call" button, you will be connected to the video chat service. From here, simply pressing the "Start Call" button will begin the consultation.

When you call a patient, the app will ring similarly to a regular phone call. The video call will then take

place until either you or the patient hangs up. If necessary, you can reconnect the call afterwards – this might sometimes be needed if the patient's mobile reception is poor.

You can temporarily mute your own microphone or disable your camera by clicking the relevant icons next to the main video view screen. You can also switch the camera between front-facing and rear-facing as required.

During or after a call, you can start writing notes by typing notes directly into the available window.

Once the consultation has ended, the notes will be sent to the Note's email address that has been set up in your profile for further action at the clinic.



QUICK ACTIONS

- Click 'Schedule' to view your entire Best Practice schedule for the current day and following day.
- Click 'View Information' to view the patient's profile on CMxConnect.



BILLING A PATIENT

For After-hours or Workplace calls, this is the end of the process as the billing is already set by your admin team. Standard telehealth calls, however, must be billed in the practice software.

After finalising a Standard telehealth call, you will need to enter the desired billing details into your practice management system as you would for other consultation, and your admin or finance team will take care of the rest.

If you select 'Bill Now', you will be given a list of billing options, including some MBS item numbers. These prices will be set by your practice upon onboarding.

By selecting any item except "Bulk Billing", the patient's credit card will be charged.

Your admin will then take care of any applicable rebates as long as you have set the same item code in your practice management system (PMS).

If you select "Bulk Billing", the patient's credit card is not charged. You will need to set the correct item code in your practice management system, and then your admin will take care of the rest.



DOCTOR PROFILE

Select the profile page to upload your custom profile image and basic details. Please note that profile images should be square.

Your profile will be visible to patients that are accessing telehealth appointments on the CMxConnect mobile app.

Welcome to CMX Connect System

Dashboard

Patients

Profile

Dr Friday Niu

Choose File

No file chosen

Save Profile

Username

freeman120445@gmail.com

First name

Friday

Last name

Niu

Phone number

0466 767 551

Qualifications

FRACGP, MBBS (Usyd), BEng, BCom, DCH

Bio

Dr Niu attained his Bachelor of Medicine/Bachelor of Surgery (MBBS) from the university of Sydney. Upon graduation, he completed his residency training at Westmead and Auburn hospitals, and kickstarted his general practice journey thereafter.

Notes Email

freeman1204446@gmail.com

Clinics

SYSTEM REQUIREMENTS

CMxConnect requires a web cam, microphone, and speakers or headphones. Most webcams available for purchase will have a built-in microphone. All devices will need to be given permission within the web browser when prompted.

TROUBLESHOOTING

The ability of the app to function seamlessly is directly related to the quality of your computer's internet connection.

If a patient cannot be reliably called for any reason, you should switch to a telephone consultation.

Should you need any support, our friendly team are here to help. Please email your query to info@clinimetrix.com.au.