



APP GUIDE FOR PATIENTS

GETTING STARTED

Once the app is installed, you'll 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.

Part of the registration process is selecting your state and which clinic you are registered with. After that your CMx login will pair up with your clinic account.

Your details will display which clinic you are registered with as a patient once you've completed the registration. Your profile will also

be visible to the doctors and clinic administrators at the clinic.



REQUESTING A VIDEO CALL - STANDARD HOURS

Select 'Book an appointment' via HotDoc or call your medical centre to start making your video telehealth video call appointment. Once you have made an appointment, you will receive a text message as confirmation.

Once the appointment has been confirmed, you will receive a notification and be able to view your upcoming appointment under the 'Appointments' page. Your

doctor will call you at the booked time (allow for a few minutes in case the doctor is running late).



REQUESTING A VIDEO CALL - AFTER HOURS

Some clinics may offer after-hours telehealth. To request an after-hours appointment for the next available healthcare practitioner, select 'Request Telehealth' from the main menu. Note that you cannot make an after-hours booking request during the clinic's regular business hours. Additionally, not all clinics offer this service.

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 summary of your current condition. Press 'Submit', and you will receive an incoming call from the doctor once the system has successfully connected with an available after-hours doctor.

Depending on the time, you may need to wait a few minutes while the doctor reviews your case. When a request is accepted, your phone or tablet will receive an incoming call. Please ensure that your phone or tablet is not on silent or mute.

A video consultation will commence once you have accepted the call from your doctor.

Note: After-hours charges can be significant. CMxConnect is not to be used for a medical emergency. In an emergency, you must dial 000.



TAKING A VIDEO CALL

With CMxConnect, it is the doctor who calls you directly.

For Standard appointments, five minutes prior to the appointment time, you will receive a reminder for the appointment. You will then receive a call notification through the app, accept the call and the video call will automatically begin.

For After-hours consultations, you will receive a call notification through the app, and the video call will start once you have accepted the call. At the end of the consultation, you will be asked to provide a review of the quality of the telehealth call. You will then be returned to the main screen of the app after you've completed the review. Depending on the type of call, the doctor may charge you a gap fee for the consultation.



VIEWING APPOINTMENTS

Access 'My Appointments' page from the main menu to view upcoming appointments.

The Appointments page will show you:

- **Pending After-hours calls**, which the doctor has yet to accept.
- **Upcoming Standard Appointments** that are scheduled.

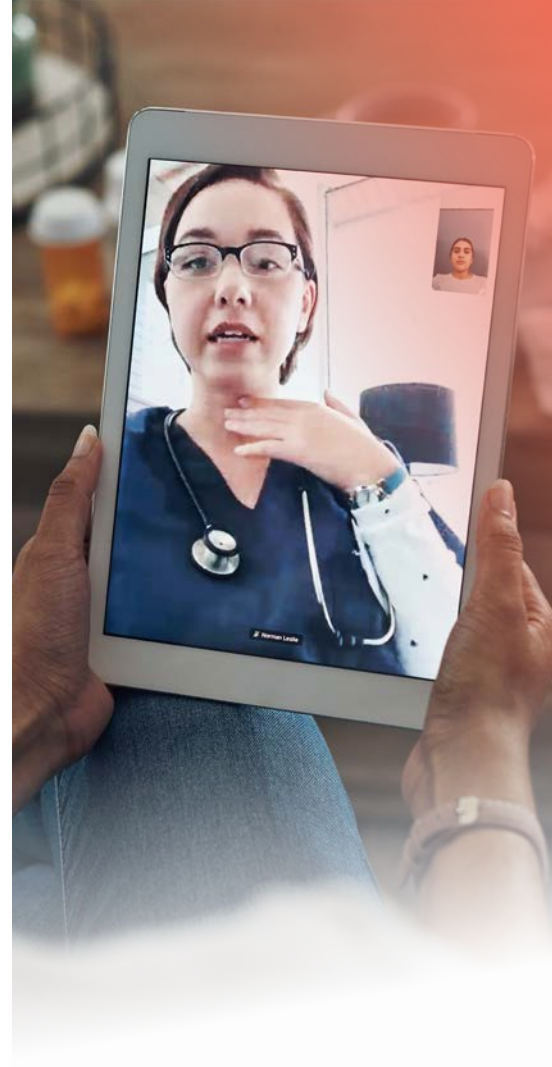
The only information you need to add for each other user is their first name, surname, and date of birth. Once added, the app will remember them as an option for future requests unless you manually delete them.



PATIENT PROFILE

Select the Profile page to update basic details for your CMxConnect profile. This page allows you to take a photo that will appear as your custom profile image.

Note that your profile will be visible to clinic administrators and doctors at your clinic.



CMXCONNECT APP REQUIREMENTS

The CMxConnect app for patients is accessible with the following:

- The iOS app for Apple devices – CMxConnect requires iOS 16 for Apple devices
- The Google app for Android devices – CMxConnect requires Android 4.1
- Web application across all major browsers (Firefox, Safari, Chrome, Microsoft Edge)

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