

Quick Consults

Quick guide for Doctors managing requests

1. OPEN HOTDOC SIDEBAR AND LOG IN

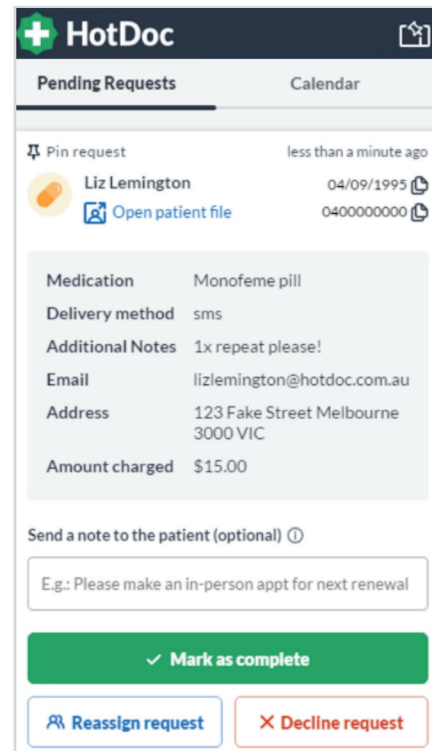
- Log in to the Sidebar with your registered email address and password

2. REVIEW PENDING REQUESTS

- Select **Pending Requests** to review outstanding repeat prescription or referral requests from patients
- You'll receive **alerts** on the corner of your screen for new requests. Click this to open the request automatically

3. OPEN PATIENT FILE & PIN REQUESTS

- Click '**Open patient file**' to automatically open their file in your practice software (*Best Practice/Medical Director only*).
- Use the **copy icon** next to **name/mobile/DOB** to search for patient manually
- Select '**Pin request**' to automatically pin the request to your screen



The screenshot shows the HotDoc interface for 'Pending Requests'. At the top, there's a 'Pin request' button and a timestamp 'less than a minute ago'. Below this is a patient card for 'Liz Lemington' with a date of birth '04/09/1995' and a unique identifier '0400000000'. A link 'Open patient file' is next to the name. The card lists details: Medication (Monofeme pill), Delivery method (sms), Additional Notes (1x repeat please!), Email (lizlemington@hotdoc.com.au), Address (123 Fake Street Melbourne 3000 VIC), and Amount charged (\$15.00). Below the card is a text input field for 'Send a note to the patient (optional)' with an example: 'E.g.: Please make an in-person appt for next renewal'. At the bottom are three buttons: 'Mark as complete' (green), 'Reassign request' (blue), and 'Decline request' (red).

4. APPROVE, DECLINE OR REASSIGN REQUESTS + ADD A COMMENT

- Once you have reviewed the request, you can **approve** or **decline** this using the buttons in the Sidebar
- Send a note to the patient** to communicate with them directly upon approving or declining their request (optional). This will be included in the patient's confirmation email
- To **approve** a patient's request, select '**Mark as complete**' after actioning this accordingly and the patient's card will be charged. They'll receive a confirmation email including any notes you have added
- To **decline** the request, select '**Decline request**' and the patient's card will not be charged. They will receive a confirmation email including any notes you have added
- You can click '**Reassign request**' and select a **different practitioner** to action the patient's request if required

5. NOTIFICATIONS FOR NEW REQUESTS

- Alongside the alerts sent to your computer, your practice will also receive a daily summary email with outstanding requests incase you miss a request

Need more information?

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<https://support.hotdoc.com.au>

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