

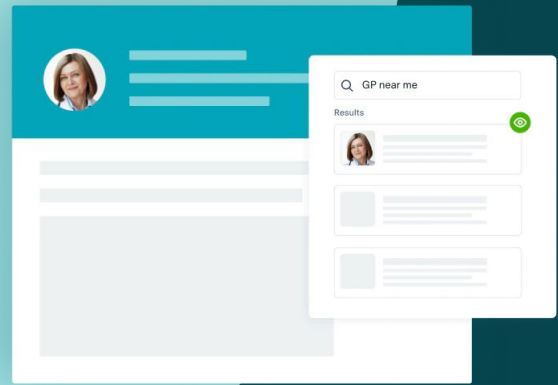
Plug in to better healthcare.

How we help practices **keep costs low**, and **increase revenue** opportunities.

1. **Availability**
2. **Efficiency**
3. **Online Care**
4. **Key tips**
5. **Health check.**

Patient Connect

Healthengine.com.au network





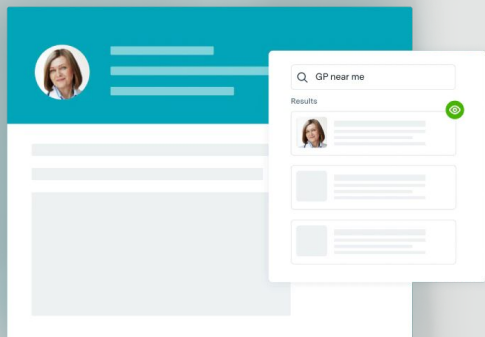
Availability

- New doctors.
- Lack of new patient bookings.
- Empty appointment slots for the day.
- Seeking growth.



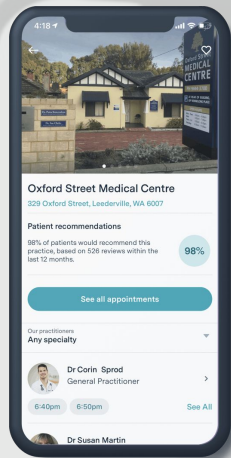
Patient Connect

We take your available appointments and advertise them on the **Healthengine.com.au network** to patients performing searches in your local area.



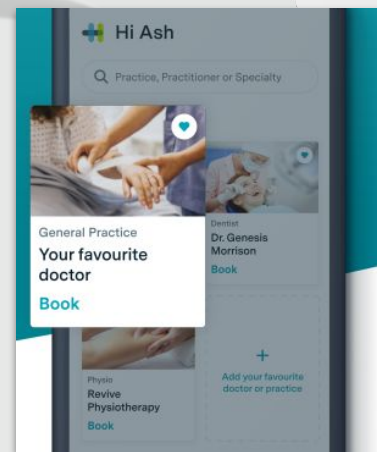
Visibility

- Australia's #1 healthcare network.
- Ensure your practice is visible to the patients searching in your local areas.



Insights

- Use our analytics tools to gain more insight into your bookings and track ROI (Return on investment).



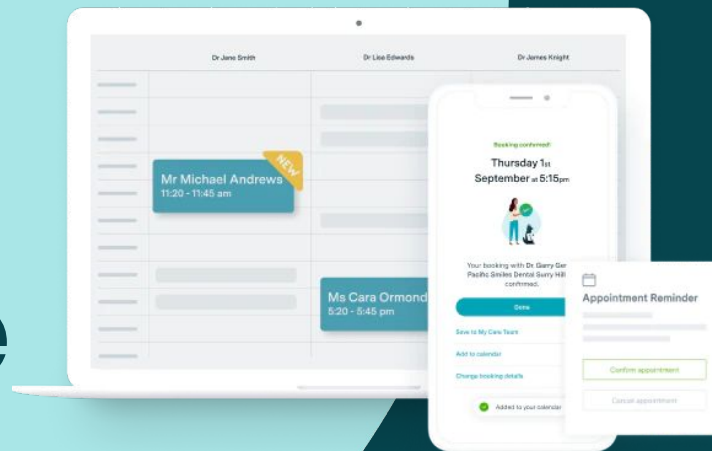
Loyalty

- Foster loyalty and improve patient retention via the My Care Team.

Low hanging fruit...

1. **Practice Images:** 'Family photo' hero image, practitioner profile images and logo is added.
2. **Practice Description:** Create a unique profile description, geared toward patient conversion.
3. Include all payable **patient fees and methods/out of pocket costs.**
4. Ensure all details are up to date: **Phone/Address/Parking.**
5. Ensure **all availability** is displayed with doctors set to accept new patients.

Practice Efficiency Suite





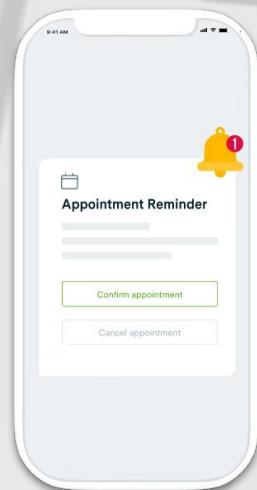
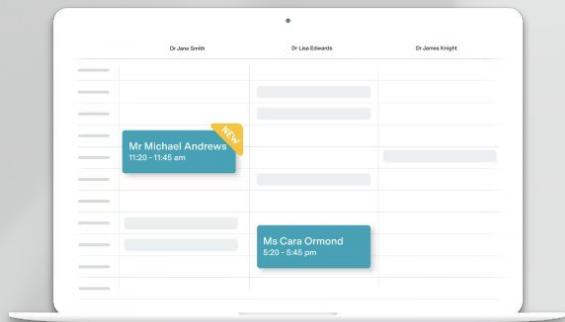
Increasing costs

- SMS credit bundle costs.
- Increasing overheads.
- Staffing levels: Nursing/Admin teams.
- Increased phone calls.



Practice Efficiency Suite

An **all-in-one** solution which aims to increase the efficiency of your admin teams by helping **reduce the amount of time taken to process tasks** with **unlimited SMS included** for Recalls, Appointment reminders and more.



OBS

- **Decrease phone wait times**
- Nurse stack appointments
- Online patient engagement
- COVID triaging flow

SMS

- **Reduce SMS costs** (Unlimited)
- Recalls
- Appointment Reminders

Lower DNA's

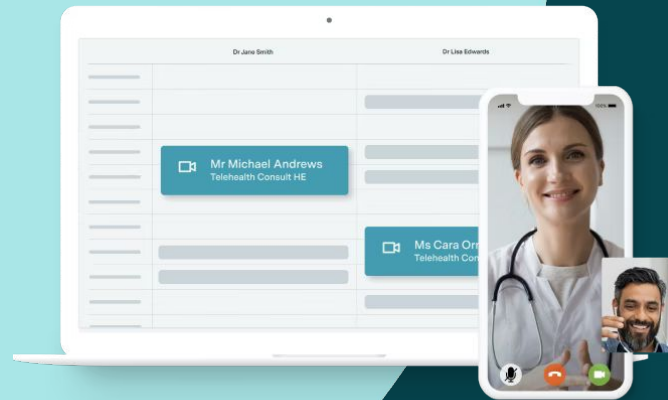
- **Decrease DNA rates**
- Certainty at a glance
- Encourage rescheduling at cancellation.

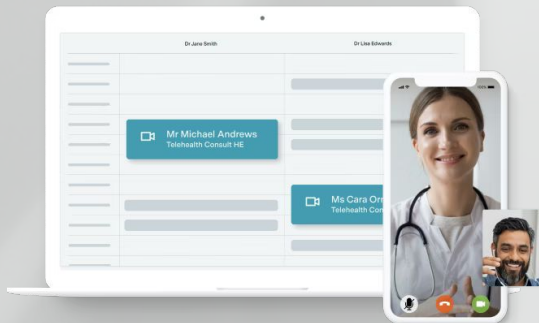
Recommendations

1. Have you **automated your clinical recalls/reminders** processes?
2. Remind patients of their appointments via our SMS Reminders system; **reducing DNA rates and keep doctors running on time.**
3. Activate **Booking Online Prompt (BOP)** to drive down inbound calls.
4. Use **New Patient Forms** Online to receive and update patient details. Self check-ins and waiting room feature available.
5. Ensure **Feedback** is activated. **GMB (google my business) reviews available.**

Online care

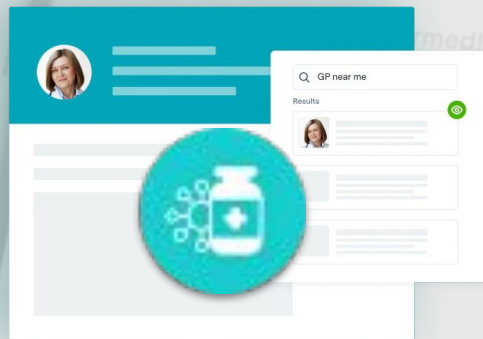
- **Secure Telehealth**
- **Scripts (Repeat)**
- **Fluvax**
- **Communicate**





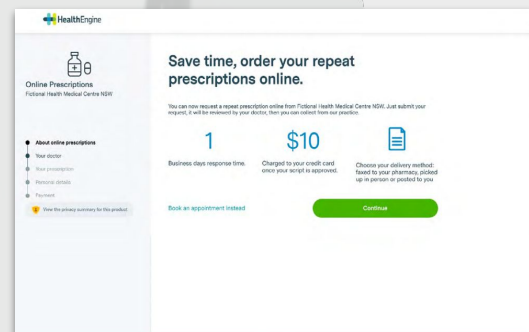
Telehealth

- **Secure Video/Phone consults**
- Patient Prepayment available



Fluvax

- **Be found in Fluvax searches performed on Healthengine.com.au**
- Fluvax specific booking flow



Repeats

- **Additional revenue stream**
- Repeat prescriptions online with Patient Prepayment

Recommendations

1. **Unlock availability** via repeat scripts online, create a new revenue stream online for your practice. **Request a script button available.**
2. **Be found in searches for fluvax providers** in local searches on the **Healthengine.com.au** network.
3. **Secure video calls** are a safe way to provide continuity of care for patients unable to attend in practice appointments. **Prepayment is an option.**
4. **Market your services to existing patients** using our **Communicate** feature. Diabetes education/Skin Checks/Allied/Fluvax.
5. Keep your practice safe by **reducing contact points.**

CSM Health check



Secure a quarterly health check with your dedicated Customer Success Manager:

- ROI (Return on investment) review
- Activate Insights reporting
- Profile overview
- Monitor and review conversion rates
- Review of features & inclusions
- Goal setting and recommendations
- Schedule additional training

Simply email your assigned Customer Success Manager to schedule in a Health Check or:

chris.csm@healthengine.com.au



Thank you!

Chris Hopkins
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