

A woman with curly blonde hair, wearing blue scrubs, is smiling and assisting an elderly man with white hair. They are both holding a yellow resistance band taut above the man's head. The man is also smiling and looking towards the camera. The background is a bright, slightly blurred indoor setting, possibly a gym or a rehabilitation center.

# Drive practice success

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MAKE YOUR PRACTICE MORE VISIBLE, MORE AVAILABLE AND MORE ACCESSIBLE THAN EVER BEFORE

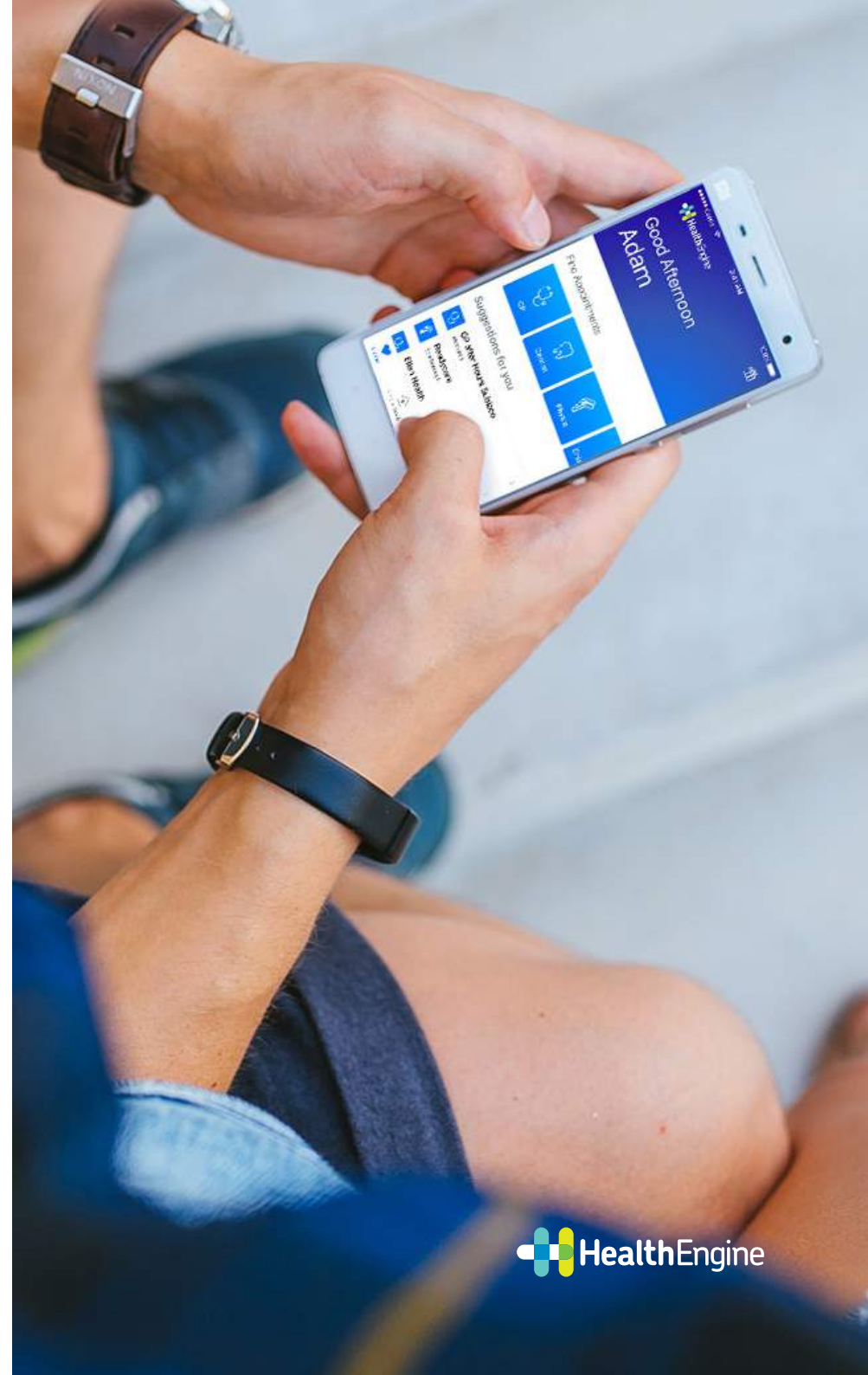
# About HealthEngine

At HealthEngine, we build products your patients love to use. Products that help them find, book and manage their health appointments online, quickly and with ease.

HealthEngine was established in 2006 by Dr Marcus Tan to connect patients and practitioners with healthcare professionals. Marcus' understanding of the complexities of our health system, and his passion and commitment to making healthcare more accessible and seamlessly connected is still the driving force of the business today.

We know that healthcare needs to be approached with greater sensitivity than other industries, so privacy, continuity of care and data security is as important to us as it is to you.

Whether you need to reach more patients to grow your business or manage your current patients more effectively, HealthEngine has the solution for you.



HEALTHENGINE FOR

# Allied Health

HealthEngine provides everything an Allied Health Practitioner needs to give their patients the best care experience possible. It's no wonder that Australia's best Allied Health Practices, like HFRC, use HealthEngine.

We've noticed a definite boost to our appointment numbers since publishing our availability through HealthEngine.

As your practice grows, HealthEngine helps you run it more efficiently: unlimited SMS reminders with rebook functionality, automated patient recalls, online appointments that integrate with your PMS - and that's just the start.



“ Looking at the figures we've got through, HealthEngine has done a fantastic job. ”

*Dr Brendan Joss - HFRC*

# HealthEngine fast facts

96%

attendance rate on appointments booked via HealthEngine

9/10

patients rated the HealthEngine online booking experience as Good or Excellent

34%

of patients look online for a practice near them when they move house.

90%

of HealthEngine patients have only ever booked at the same practice.



+3,500

Practices in Australia using HealthEngine to connect with patients 24/7



+18,000

Practitioners have a Professional Profile on HealthEngine.com.au and the HealthEngine app



Top 10 in Charts

HealthEngine app is in the Top 10 Chart for iOS and Android free downloads [Health & Fitness category]



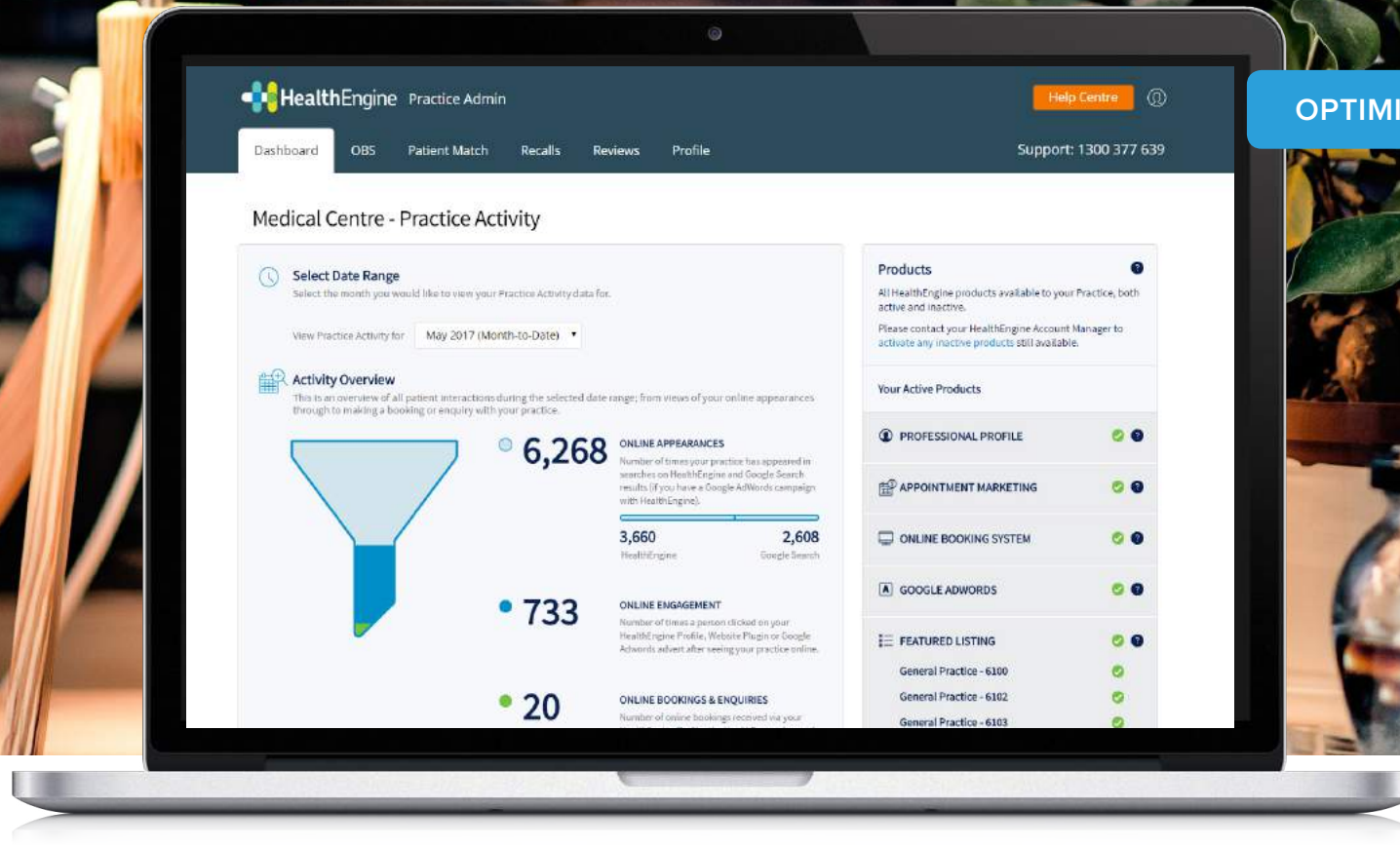
4 million

Bookings were made on HealthEngine last year

# Optimise Your Bookings

Free up your front desk and enjoy a fully optimised booking flow

OPTIMISE YOUR BOOKINGS



## Practice Admin Portal

With a Professional Profile on HealthEngine you gain 24/7 access to your own Practice Admin. This hosts all metrics relating to your HealthEngine Professional Profile, online

bookings activity and actions patients take. You can also, manage many HealthEngine products such as your Professional Profile, Practitioner Profiles, some appointment details and

process recalls through Practice Admin. The HealthEngine team are able to help you with anything else, whenever you need.

# Online Booking System

Enabling your practice website and Facebook page to receive patient bookings 24/7, even when your lights are switched off.

- ✓ Accept online bookings from your website 24/7
- ✓ Fill gaps in your appointment book
- ✓ Reduce phone time for your front-desk staff
- ✓ Full access to HealthEngine's friendly support team

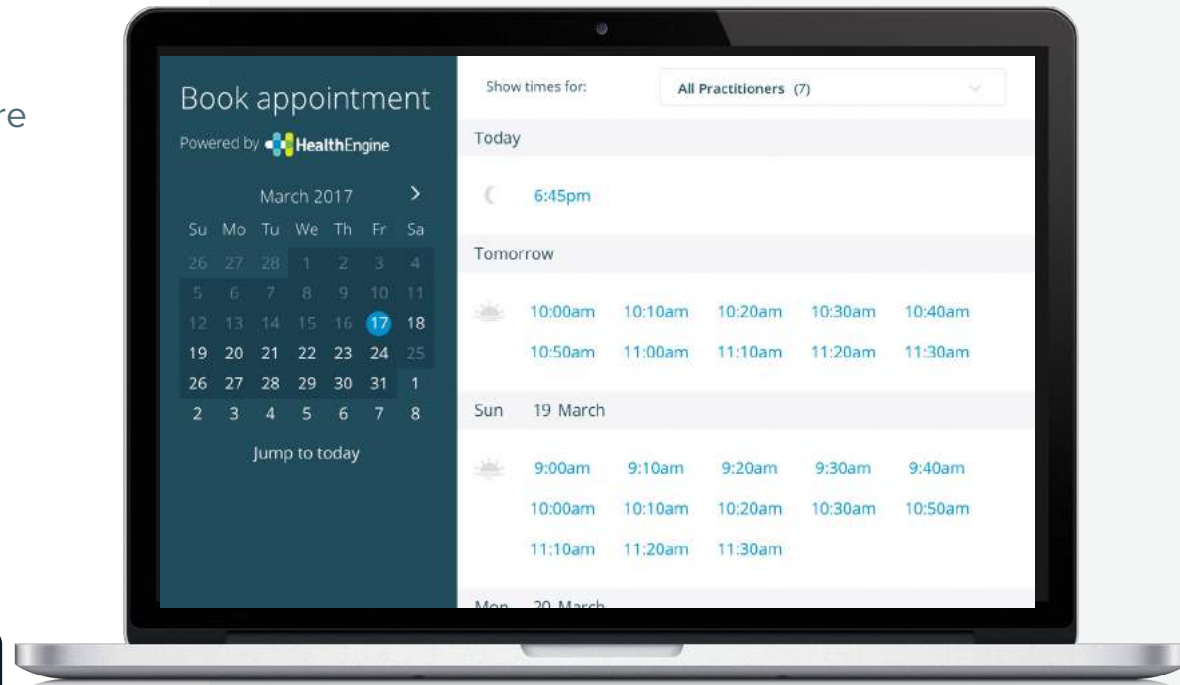
This product includes all Engage Your Patients product FREE.  
See *Engage Your Patients* section for more information.

- ✓ Integrates with most Practice Management Systems
- ✓ Customisable booking options
- ✓ Manual Sidebar option is available
- ✓ Quick to install - takes just minutes

“ Our patients' feedback has been very positive; they love the convenience of finding and booking appointments online ”

*Dr Adrian Sue, Practice Owner*

OPTIMISE YOUR BOOKINGS



# Sidebar

Pump up your patient numbers with the convenience of online bookings, no matter what practice management software you're using.

- ✓ Increase patient acquisition and retention by offering online bookings
- ✓ No need to upgrade to expensive practice management software
- ✓ Reduced errors made via traditional booking methods
- ✓ Secure data transfer, strict privacy policy
- ✓ Flexible access to your appointment books.

OPTIMISE YOUR BOOKINGS



## Availability is Everything

With 45% of patients attending another clinic when their regular practice has no online availability, Sidebar allows your practice to give the power to your patients to book with you online 24/7.

Currently used by over 1800 practices across Australia, Sidebar can be installed on as many computers as required - at no additional cost - and can be used by multiple practice staff concurrently.



# Practice Success Tools

## EMAIL APPOINTMENT REMINDERS

Your patients have never been more organised

Patients that have booked their appointment online with you instantly receive an emailed booking confirmation which includes an add-to-calendar function. This ensures patients can take control of their time and remember their appointment easily.

Prior to the appointment, patients will receive a courtesy email reminding them to attend; helping to reduce no-shows and ensure patients receive the care they have scheduled.

## IN-PRACTICE SMS COMMUNICATIONS

Let your patients know next time they can book online

Give your patients something useful to do whilst they wait for their appointment; let them favourite your practice on the HealthEngine app so they can easily book with you next time.

Patients who have not booked online with you receive an SMS ten minutes prior to their appointment time which is normally when they are sitting in the waiting room. Many patients have time to look at their mobile whilst they wait.

ENGAGE YOUR PATIENTS



# Practice Success Tools

ENGAGE YOUR PATIENTS

## PATIENT SURVEYS

Giving you the ability to hear feedback from your patients

Each practice that offers online bookings with the HealthEngine Online Booking System receives Patient Surveys after each appointment to help the practice understand their patient experience. This allows practices to take action on feedback to improve their business or praise staff.

The survey responses can be viewed in Practice Admin and the practice will receive an email each time there is a new response to view.

You are able to opt-out of this free service at any point.

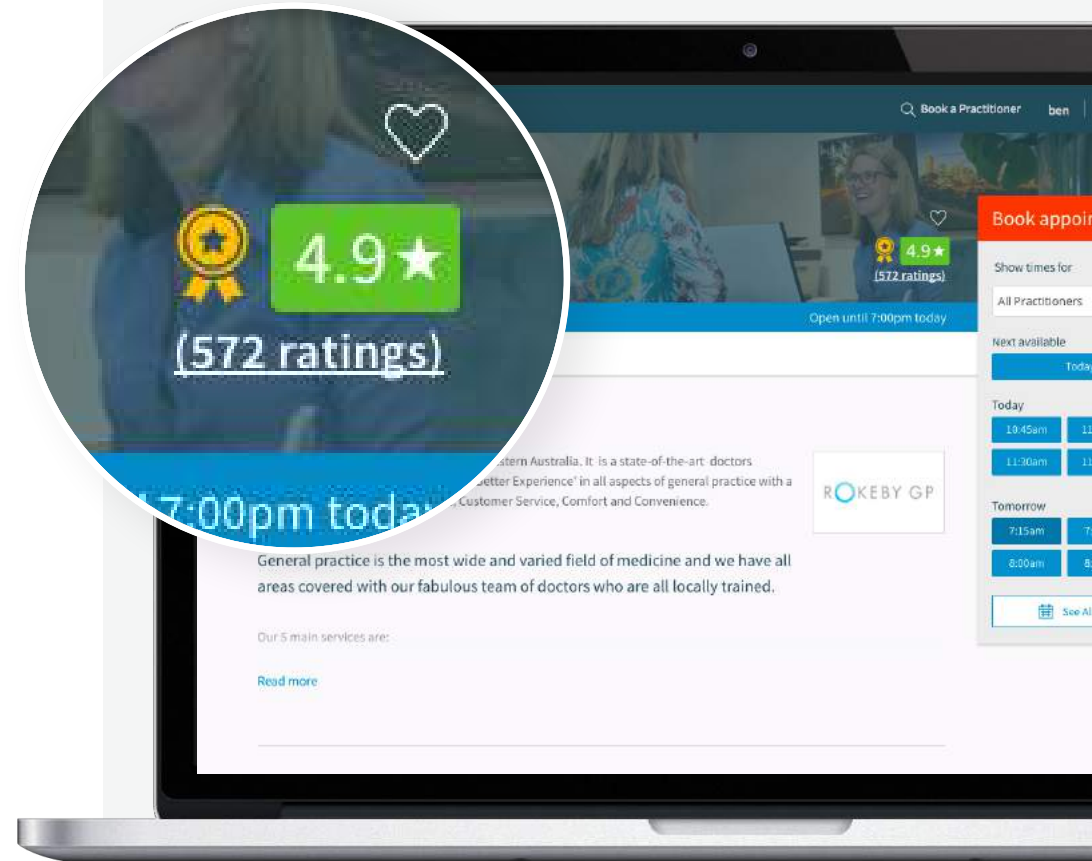
## RATINGS & REVIEWS

Publishing positive patient feedback to encourage new patients

The star rating in the top right corner of your Professional Profile is based on ratings and reviews from patients who have attended your practice. This helps people considering your practice to see if previous patients have been happy with their experience and would recommend your practice.

With this service switched on, you are eligible to be reviewed for the HealthEngine Patients Choice Award, presented to the top 100 practices that receive the top scores in Australia on HealthEngine.com.au

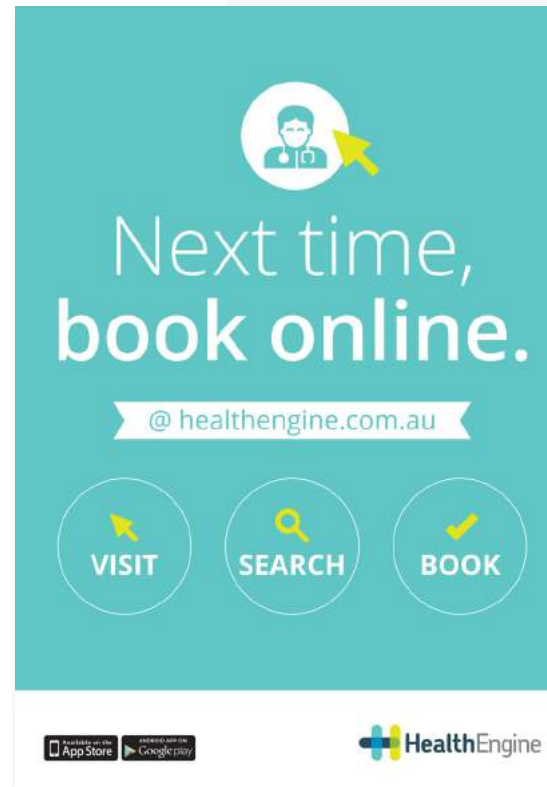
Only positive reviews that have been received will be published on your Professional Profile and this is reviewed by HealthEngine's Quality Control team. Rating scores are refreshed annually.



# Practice Success Tools

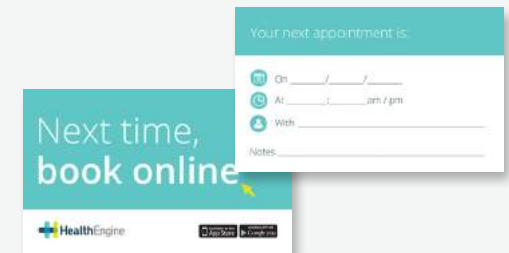
Whether you're a new practice to HealthEngine or a long-time customer, we will send you merchandise upon request to help your business get the most out of the HealthEngine products.

- ✓ Posters to let patients know you accept online bookings 24/7 and offer SMS recalls (if applicable)
- ✓ Appointment cards to help patients note information and their next appointment date
- ✓ Window decal to let your patients know that they are able to book online with you if they have missed you during business hours



Poster

## ENGAGE YOUR PATIENTS



Appointment Cards



Window Decal

# Medication Manager

Give your patients the ability to monitor their daily medication. With Medication Manager, patients are reminded when to take their prescribed doses, and prompted when it's time to rebook an appointment *before* their script runs out.

- ✓ Reduce last minute prescription based bookings
- ✓ Patients are more likely to rebook with their prescribing doctor
- ✓ View live data on patient leads and retention from Medication Manager
- ✓ Build continuity of care outside your practice
- ✓ Encourage medication adherence and literacy in your patients
- ✓ Seamless integration with Best Practice and Pracsoft - Medical Director

Medication Manager is a complete medication management tool for your patients. It's your answer to more patient-driven recalls. Through this feature on the HealthEngine app, your patients are encouraged to continue returning to your practice, while increasing their medication adherence and education.

ENGAGE YOUR PATIENTS



## PRACTICES LOVE MEDICATION MANAGER ❤️

Provide better health outcomes by enabling your patients to access medication information and dosages, exactly as prescribed, with practitioner notes sent home with them via their app.

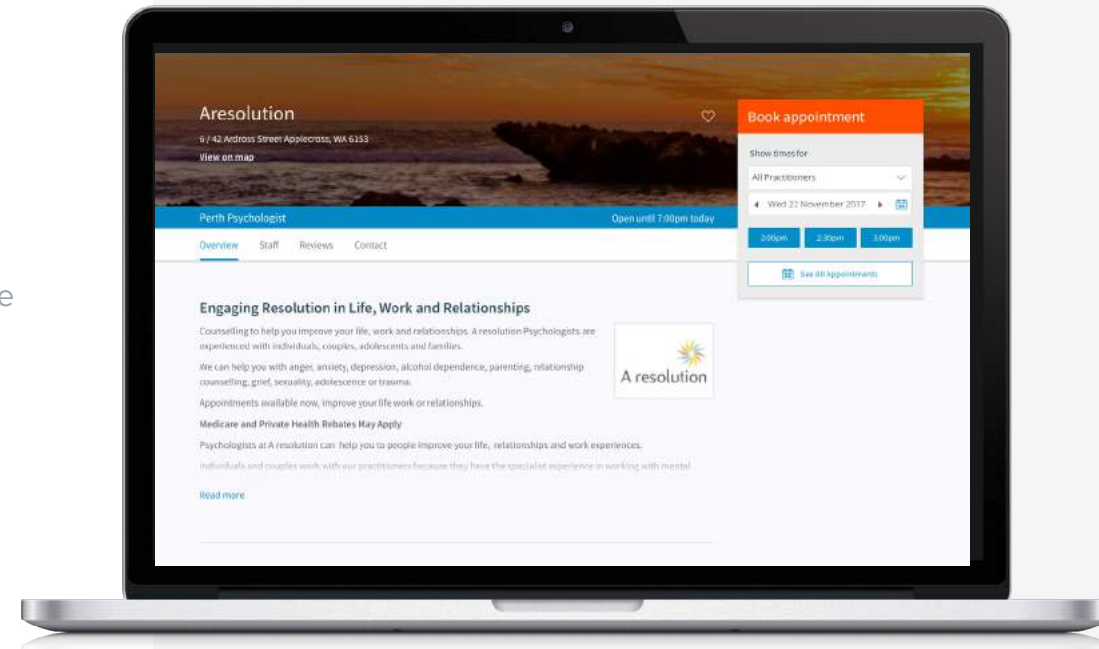


# Professional Profile

GROW YOUR PRACTICE

First impressions last. With over 1 million users searching HealthEngine each month for services like yours, you want to make sure your first impression with a patient is a good one.

- ✓ Be discoverable to patients searching HealthEngine.com.au and the HealthEngine app
- ✓ Track and measure your Professional Profile performance with monthly reports and Practice Admin access
- ✓ Improve your Search Engine Optimisation (SEO) for your practice website



- ✓ Showcase practice images in your own image & video gallery
- ✓ Display all practice details including map, website, phone and social media links

- ✓ Showcase your star rating and positive patient reviews to encourage new patients to book with you

“ I’m someone who doesn’t regularly visit a physio... so having a list of doctors to choose from was very helpful. I also love the ease of finding the availability of all physio’s and determining their distance from me. ”

Paul, HealthEngine user

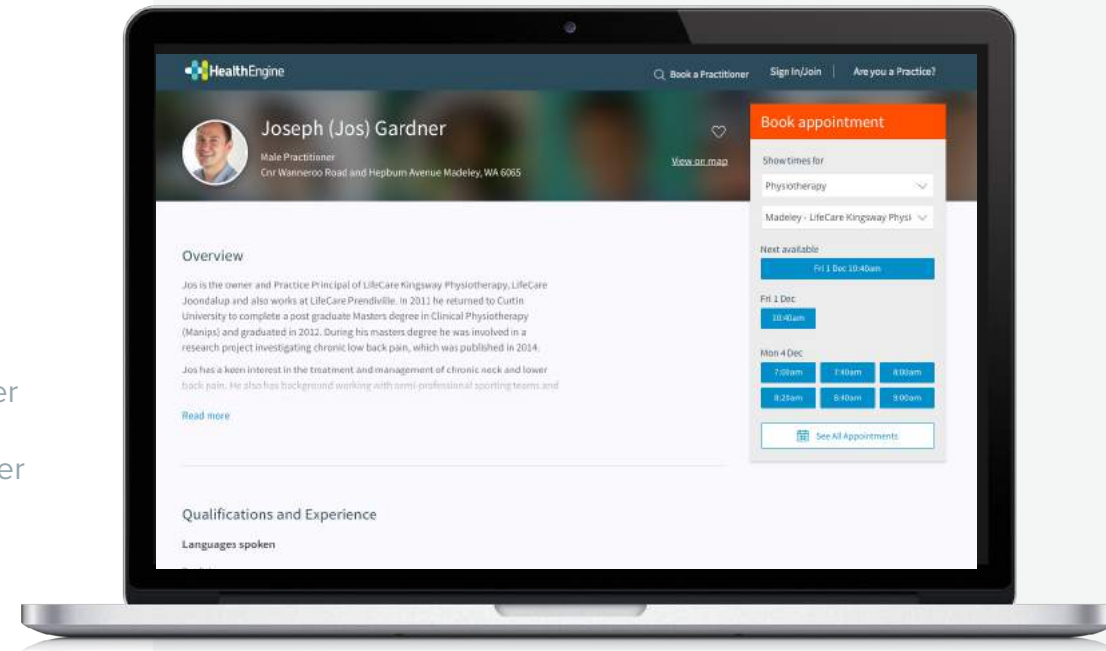
# Practitioner Profile

GROW YOUR PRACTICE

We understand that, as a practice, it is important your practitioners are presented well online, are linked with your practice, and are able to display information that educates patients researching them online. That is why we provide free Practitioner Profiles with your practice's Professional Profile.

- ✓ Link between your practice and your practitioners for mutual search benefit
- ✓ Give practitioners an opportunity to include information about themselves that will help patients select who they would like to visit
- ✓ Be able to review practitioner booking performance each month when each practitioner is listed and publishing appointments

- ✓ List areas of interest
- ✓ Qualifications and experience
- ✓ Languages spoken and gender
- ✓ Display practitioner appointments available



“ For new patients, they can view the practitioners' profiles and make a decision on who they'd like to visit ”

*Dr Shane Morley, Practice Owner*

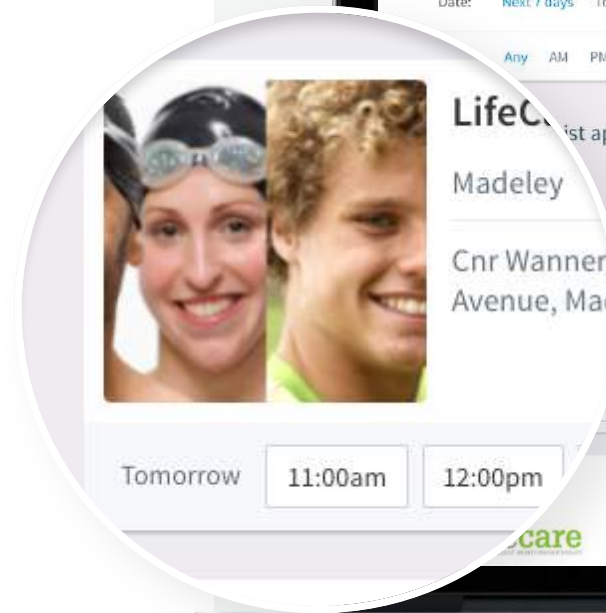
# HealthEngine Patient Match

Display your available appointments to HealthEngine users who are ready to book with you now.

This is a pay-for-performance product and there is **no charge** for existing patients to book an online appointment here. A small Match Fee is incurred only on NEW patients that book from HealthEngine.

- ✓ Fill gaps in your appointment book
- ✓ Display your appointments to over 1 million patients using [HealthEngine.com.au](https://www.healthengine.com.au) and the [HealthEngine app](#) per month
- ✓ Only pay a ONE-OFF Match Fee for NEW patients to your practice (no charge if from your Google AdWords campaign)
- ✓ Have control with capped monthly spend limits available

GROW YOUR PRACTICE



# Featured Listings

Be discovered first & stand out from the competition in your area.

In a search on healthengine.com.au and the HealthEngine app, Featured Listings appear in the top 3 positions of the results page; boosting the featured practice's visibility over competitors.

- ✓ Guaranteed appearance in the top 3 search results for a specific postcode you want patients from\*
- ✓ When coupled with HE Patient Match, see an approx. 8x increase in online bookings
- ✓ Be competitive, ensuring patients see you first when they need to act now

\* Must have available online appointments for today and/or tomorrow  
Source: HealthEngine.com.au data

GROW YOUR PRACTICE



# Google AdWords



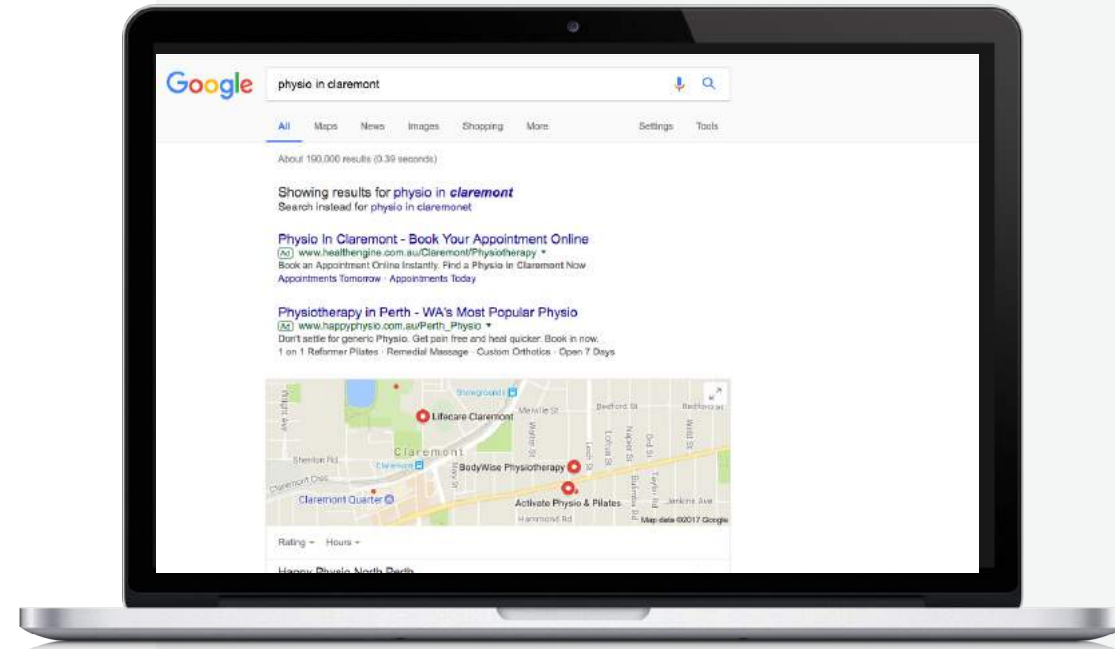
To attract even more patients to your practice's online bookings, you can run a Google AdWords campaign with HealthEngine.

HealthEngine is a trusted Premier Google Partner and is able to close-the-loop with booking reporting, unlike any other provider.

- ✓ Target patients who are ready to make a booking now
- ✓ Have flexibility with your monthly budget based on the results you want to see
- ✓ Pay for performance - only pay when potential patients click on your ad to visit your website or call you
- ✓ Appear at the top of search results on Google

- ✓ Ongoing support based in Australia
- ✓ Unique end-to-end monthly reporting to understand your Return on Investment
- ✓ Budget rollover; any unspent media spend rolls into the next month
- ✓ All new patient bookings generated from your campaign do not incur a Match Fee

GROW YOUR PRACTICE



“ Local convenience is key as “near me” searches for health-related services have doubled since 2015. People don’t want to travel too far for treatment, particularly in an emergency, so they’re on the lookout for local practices they can get to easily ”

Source: Micro-moments Guide - Feb 2017. ThinkwithGoogle.com.au



## Get in touch

To find the right solution for your practice, contact our friendly team today.

1300 377 639 | [support@healthengine.com.au](mailto:support@healthengine.com.au) | [practices.healthengine.com.au](https://practices.healthengine.com.au)