



## SPECIALIST INSTRUCTION GUIDE

### How do specialist's setup up availability for consultations on specialistbooking.com?

1. Specialists need to inform specialistbooking.com of their weekly availability to undertake online telehealth consultations. This can be done via email at any stage by contacting us at [specialist@specialistbooking.com](mailto:specialist@specialistbooking.com).
2. Consultation openings, during these available times, will then be made on the specialists' scheduling page. Your availability can be changed at any time via email, however, we would recommend having regular availability each week.
3. Specialist availability needs to be protected time where specialists can guarantee their availability. It is a requirement to have at least one hour per week of availability to be on the platform, excluding periods of leave. There is no limit to specialist availability, and you can choose to offer consultations out-of-hours or on weekends if you choose.
4. Consultations on specialistbooking.com are typically booked at 30 minute intervals. This allows for a 15-minute patient consultation, followed by time to complete your consultation documentation including a letter to the General Practitioner and patient, a specialist referral, order investigations and prepare for your next online consultation. Specialists can request to modify the interval time between consultations.

### How do patients book a consultation on Specialistbooking.com?

1. Patients choose their specialist from the list of specialists on specialistbooking.com.
2. Patients click on the "Schedule Appointment" button for their specialist of choice.

[Schedule Appointment with Specialist](#)

3. Patients choose the type of appointment which is most relevant to them.

**1** Choose Appointment

<p><b>Initial Online Telehealth Neurosurgery Consultation</b>                  15 minutes @ A\$250.00                  Choose this type of consultation if it is the first time you have had an appointment with this specialist.</p>
<p><b>Follow up Online Telehealth Neurosurgery Consultation</b>                  15 minutes @ A\$200.00                  Choose this appointment type if you have already had an initial consultation with this specialist and you are returning for a follow up appointment.</p>
<p><b>Weekend Online Telehealth Neurosurgery Consultation</b>                  15 minutes @ A\$400.00                  Choose this appointment type if you are wanting to have consultation on Saturday or Sunday.</p>

4. Patients select a consultation time from their chosen specialists' availability.

TOMORROW Wednesday June 3	Friday June 5	NEXT WEEK Wednesday June 10
7:00pm	2:00pm	7:00pm
7:30pm	<b>Continue »</b>	7:30pm
8:00pm	Add a Time...	8:00pm
8:30pm	Recurring...	8:00pm
	2:30pm	8:30pm

- Patients enter their contact details, agree to specialistbooking.com terms and conditions and pay for their consultation online via our *Stripe* payment portal. Once done this confirms their specialist booking.
- Patients are sent a confirmation email of their booking and provided with a link to their online consultation, and instructions to complete a secure [online patient registration form](#).

What happens once a patient makes a booking?

- Once a patient books an online consultation, a confirmation email is sent to the patient, the specialist, the specialist's practice, and to specialistbooking.com.

2. The confirmation email contains the patient's details, date and time of the consultation, and includes a secure online link to access the online consultation via Zoom. It is important that the specialists' rooms enter the scheduled consultation into their practice calendar so that everyone is aware the consultation has been booked.
3. Specialists and patients are encouraged to download the *Zoom app* to ensure a seamless online consultation (<https://zoom.us/download>).
4. Patients and specialists will also be sent a mobile text to confirm their scheduled online specialist booking.
5. As part of the confirmation email, patients are asked to complete a secure *online registration form* asking them to provide further details including personal contact details, their General Practitioner, presenting complaint and upload any investigation or imaging results. This information will be emailed separately as a PDF file to the specialist and the specialists' rooms prior to their online consultation.
6. A reminder mobile text will be sent to the patient 24 hours prior to their online specialist booking.

### What happens at the time of the online consultation?

1. At the scheduled time, the patient and specialist will start their online telehealth consultation by either clicking on the emailed Zoom link.
2. To facilitate a safe online consultation, the specialist will use the *specialistbooking.com telehealth guidelines* as a guide for providing telehealth consultations. This includes obtaining verbal consent for the procedure and giving the patient the opportunity to record their consultation.
3. If there are technical issues and the patient cannot join the online consultation, the specialist should contact the patient on their mobile and offer to provide a phone consultation.

### What happens after the consultation?

1. Once the online consultation has been completed, the specialist will send a copy of their consultation letter to the patient and their General Practitioner within 5 working days.

2. If a follow-up consultation is required, the patient can rebook an online consultation at [specialistbooking.com](https://specialistbooking.com)
3. As a quality and safety measure, [specialistbooking.com](https://specialistbooking.com) will contact every patient within one week of their online consultation, asking them to rate their online consultation and provide suggestions for improvement.

**For any questions please review our online [FAQ](#) section or contact [Specialistbooking.com](https://Specialistbooking.com)**

Email: [contact@specialistbooking.com.au](mailto:contact@specialistbooking.com.au)

Phone: +61 3 9020 9399

