

# Patient Portal

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## Introduction

The patient portal has recently been updated to support the equitable sharing of appointments between GMS, Private and Acute/On the day appointments.

It is a seamless experience for patients and allows practices to control whether they allow new patients or not.

Patients can see available appointments, can update their profiles, edit existing appointments, make payments, and see their upcoming/past appointments. Patients can also add profiles for other family members that they manage.

Each practice has a unique link that they can share with their patients.

Online Appointment Healthcare x +  
https://portal.myclinic365.com/clinic/011156a-1c79-4914-a566-675e3410d9c8

MY Clinic 365 KillarneyGP v Keith Lyne v

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3 specialists found < Fri Jul 07 Sat Jul 08 Sun Jul 09 Mon Jul 10 Tue Jul 11 >

**Dr. Laura Malone** GP 319 km  
MB BMedSc BCh NUI (UCC 1999) MRCCP  
MICGP & DRCCOG. Killarney native,  
graduate of UCC. Completed General  
Practice Training in Scotland.

6B Scott Street, Killarney [View all availability](#)

Next availability is Tue, July 18

**Dr. David Bloom** GP 319 km

			15:45	09:30
			16:15	09:45
				10:00
				10:45
				11:15

[View all availability](#)

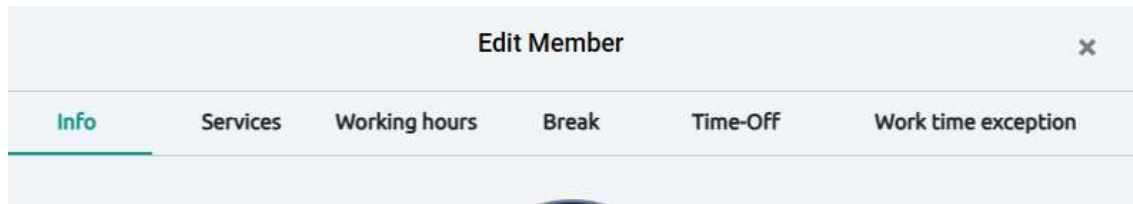
Dr. David Bloom has been a board certified GP in private practice for over 25 years. After graduating from Cornell University with his Bachelor of Science degree, he received his Medical Degree from the University at Buffalo School of Medicine and Biomedical Sciences. He then completed his hospital specialty training in family medicine at the University of California, Irvine. Having also been board certified in sports medicine, Dr. Bloom has advanced training in treating athletes from the recreational up to the professional. In the past he has worked with many teams including the Los Angeles Ripside (Major League Lacrosse), Anaheim Piranhas (Arena Football League), and the Senior PGA golf tour. He also has been the team

## Admin Setup

Significant changes to the configuration of staff have been done to facilitate this new functionality. Practices that do not need or require to differentiate between the different types of patients need to do nothing.

If you would like to reconfigure the schedules for a staff member then go to staff, select staff member, and double click on them.

Here you will be presented with 6 tabs – info, services, working hours, break, time-off and work time exceptions.



## Info

Info is the information on that staff member. The Bio is the only item that is displayed publicly and is presented in the portal.

## Services

In services you define the services that this individual will provide within the practice and the locations if there is more than one location in use.

## Working Hours

Working hours has been changed to allow you define the hours per service per practitioner and the types of services offered and to what type of patients.

Using the example below for Wednesdays:

- 1) All services that have working hours defined for the hours between 11:00 – 14:00 are available for the admin staff to book and only the admin staff. These appointments are not shown online.
- 2) All services that have working hours defined for the hours between 14:00 – 17:00 are available for the admin staff to book for private patients.
- 3) All services that have working hours defined for the hours between 09:00 – 10:00 are available for the admin staff to book for gms patients.
- 4) And the last one the practice has been more granular and specified a specific service as available to admins, gms and private patients to book between 10:00 and 11:00.

✕
Edit Member

Info
Services
Working hours
Break
Time-Off
Work time exception

Monday
▼

Tuesday
▼

Wednesday
▲

Killarney	Service working hours	11:00 - 14:00	✕
Killarney	Service working hours	14:00 - 17:00	Private ✕
Killarney	Service working hours	09:00 - 10:00	GMS ✕
Killarney	Telephone Consultation	10:00 - 11:00	GMS Private ✕

+ Add new

Thursday
▼

Friday
▼

This is then presented to the practice staff using colour codes on the calendar:

On the day/acutes - Orange

GMS - Pink

Private - Blue

GMS & Private - Purple

The coloured bar on the right side of the appointment bar denotes the location.

The image shows a vertical interface for a staff member named Laura Malone. At the top, there is a teal header containing a circular profile picture of Laura Malone and her name. Below the header is a white tab with a dashed line. This is followed by four colored tabs: a pink tab, a purple tab, an orange tab, and a blue tab, each also featuring a dashed line. A vertical orange bar is visible on the right side of the colored tabs.

Break

This tab allows you to add recurring breaks for that staff member.

## Time-off

Any time off for whatever reason can be added and tracked here. If time-off is added where there are already bookings, then a ToDo will automatically be created notifying you that there is overlapping bookings.

## Work Time Exception

When a practitioner needs to work an ad hoc day that is not part of their normal schedule eg covering holidays, then a work time exception should be created.

This works like working hours but only operates for the dates/times specified.

### Edit Member ✕

Info Services Working hours Break Time-Off **Work time exception**

Show All

Select location: Killarney

Select service: By services working hours

Public Visibility:  GMS  Private

Working Hours

Start Date And Time: 2023-07-07 09:00 AM

End Date And Time: 2023-07-07 06:00 PM

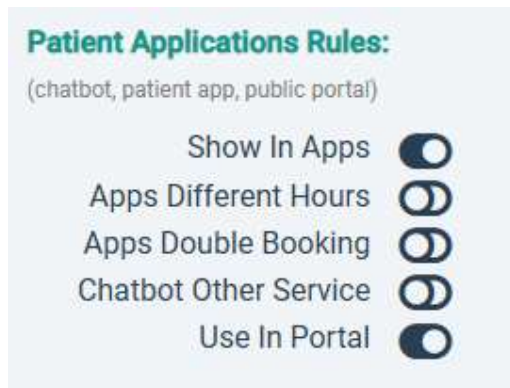
+ Add new

CANCEL SAVE

## Enabling Services for the Portal

Each service you wish to make available within the portal will need to have the following enabled:

- Show in Apps
- Use in Portal



Go to settings/services to configure these settings.

Also, the pricing will need to be set for both the GMS and private patients.

## PCRS Checker

For the portal to work most effectively in allowing gms patients to book then we also suggest that you turn on the PCRS checker. This checks in real time for each booking if the patient's medical card is valid. This ensures that any patient that has an invalid gms card can make a booking i) being informed that their card is expired and ii) being offered the appointment but at the private patient price.

The admin staff are offered the option of charging the pp price or the gms price. The patient does not get this option.

To turn on the medical card checker go to Settings/General Rules and enable Medical Card Check

## Portal Setup

The portal setup can be accessed by going to settings/Patient apps.

Each practice has 2 options to enable:


- 1) A private portal – this is enabled by clicking public portal to Turned On.

- 2) A public portal that allows patients to search, find and book with your practice. This is turned on by enabling Public Search Visibility

### Public portal

Turned On

Public Search Visibility

 Public Search Visibility exposes your practice to a shared Public Portal search engine.

#### Enabling Staff

You may not want to offer appointments for all staff. This can be controlled by clicking on Allow staff portal booking.

From here you can decide which staff members you want available on the portal.

#### Editing Service Description

From here you can edit the service description. This will be displayed the patient at time of booking once they have selected the service.

#### Portal Link – Where to Find

Your private portal link is automatically generated and is available within the Public Portal dialog box. This link is unique to your practice.

### Where to find

 <https://portal.bookmydoctor.ie/clinic/032e6ca7-d24d-47ee-9953-0e61e28985cc>

 Please save changes to access portal

#### Intake Form

As part of the portal, you can design your own unique patient intake form. This is simple as dragging and dropping the types of fields you require gathering information for.



**Intake form**

*i* You can use Drag and Drop gestures to customize order

**Add custom field** **Add standard field**

Label	Type	Required	
☰ why are you attending today?	Multiline text	<input checked="" type="checkbox"/>	
☰ I agree to all the practice T&Cs including our cancellation policy	CheckBox	<input type="checkbox"/>	

## Patient Experience

When the patient accesses the portal they will be presented with the different type of services that the practice offers online.

The patient will need to login or if its their first time using the portal they will need to register.

## Patient Registration

The patient has 2 options:

- 1) Register using email address or
- 2) Register using mobile#

If the patient doesn't have a mobile# or an email, then they will not be able to use the portal.

If the patient is not registered and the practice is closed for new patients, then they will be informed that both the email address and mobile# are not registered with the practice.

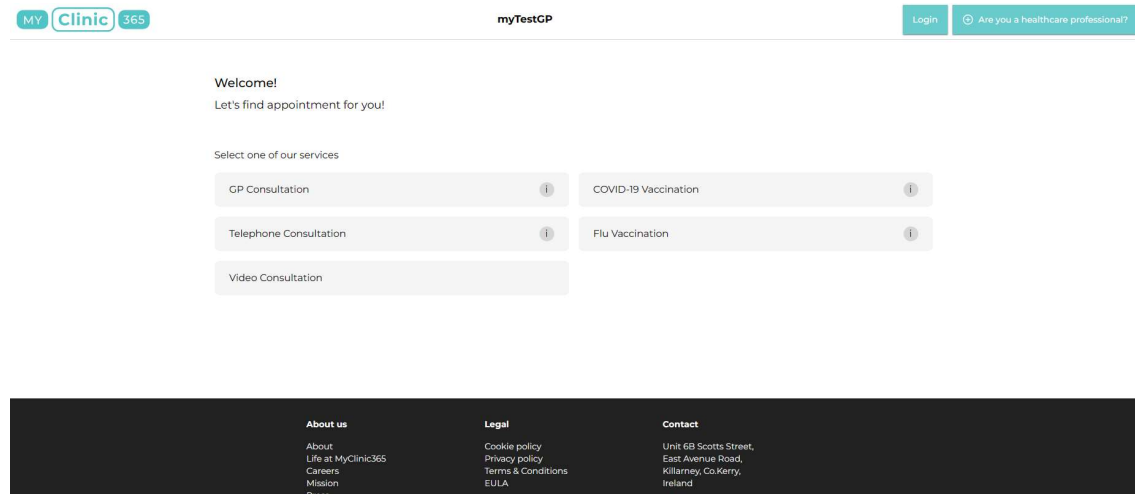
If the practice is open to new patients, then they will be presented with available appointment slots. They will then be asked to populate the new patient registration form.

New patients are allowed to create one appointment but need to be activated by the practice for them to create more. A ToDo is automatically created informing the practice of the new patient registration and includes an activate button if you wish to activate the patient within the practice.

## Patient Flow

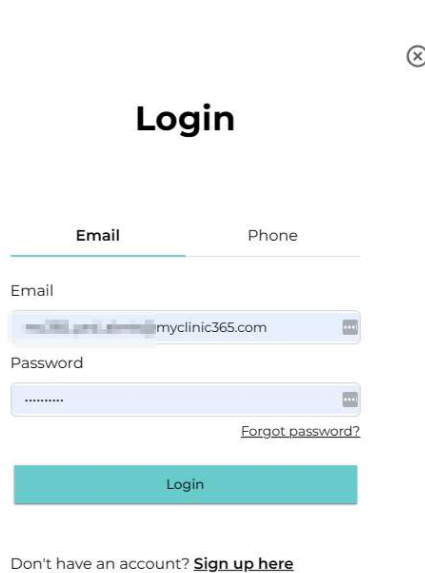
### Service selector – Homepage

Patients are presented with the services offered online by the practice.



### Login

Patients will need to login or register before they can see available appointments.



## Profile Selection

After login the patient is presented with one or more profiles. The patient can select which profile they want to use for booking. They may have children or other family members profiles assigned to them. If the practice is open to new patients there will be a create profile option available.

**Which profile do you want to use?**

**Tommy Craddock**  
22.03.1990.  
[redacted]@myclinic365.com  
[redacted]45

[Cancel](#) [Continue](#)

## Select Appointment

Patient is now presented with the available appointments for the service they selected. If required, they can click back and select another service.

MY Clinic 365 myTestGP Tommy Craddock

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**4 specialists found**

	Fri Jul 07	Sat Jul 08	Sun Jul 09	Mon Jul 10	Tue Jul 11
<b>Dr. Claire Test</b> GP 319 km Main st, Killarney	-	09:00 09:15 09:45 10:00 10:15	-	-	-
<a href="#">View all availability</a>					
<b>Dr. Kevin Murphy</b> GP 319 km Specialist in Family and Community Medicine. Registered with Irish Medical Council (Specialist Register). Main st, Killarney	-	-	-	09:00 09:15 09:30 09:45 10:00	-
<a href="#">View all availability</a>					
<b>Dr. Laura Malone</b> GP 319 km MB BMed Sc BCH NUJ (UCC 1999) MRCCP MRCP & DRCC. Killarney native, graduate of UCC. Completed General Practice Training in Scotland. Main st, Killarney	-	-	-	-	10:00 10:15 10:30 10:45 11:00

## Confirm Appointment



**Dr. Laura Malone**  
 GP  
 High Street, Killarney, Ireland  
 +1222222

**Almost there!**

To book your appointment, we need to verify a few things for Dr. Malones office  
 Tue, Jul 11, 10:15 AM GMT+1

**About GP Consultation**

**This all all about the service**

This is areas is very important also for SEO  
 Can be used to describe service. Costs, what to expect, any instructions etc etc

**Your details**

First name: **Tommy**  
 Last name: **Craddock**  
 Date of birth: 22.03.1990  
 Email: [redacted]@myclinic365.com  
 Phone: [redacted]

**Additional details**

why are you attending today?

[Book an appointment](#)

*Payment*

If there is a charge applicable for this appointment it opens the payment selector screen. Depending on whether payments have been made compulsory or not the patient will be given the option to pay now or to pay when in the practice. If payments are made compulsory, they will only be given the option to pay. They will not be able to complete the booking process until they have paid.

< **Payment**

---

**Appointment details**

**Dr. Laura Malone**  
 myTestGP  
 High Street, Ireland, Killarney  
 Tue, 11 Jul, 10:15 - 10:30 GMT+1  
 +1222222

---

**Payment options**

Pay now - the fee for this service is 50.00€.

Pay later - pay after your appointment.

---

Cancel [Pay](#)



## Payment

### Appointment details

**Dr. Laura Malone**

myTestGP

High Street, Ireland, Killarney

Tue, 11 Jul, 10:15 - 10:30 GMT+1

+1222222

Card number

4242 4242 4242 4242



Expiry

02 / 55

CVC

555



Country

Ireland



Pay 50.00€

### *Booking Confirmed*

Once payment is completed successfully then booking is confirmed, payment status is dynamically updated in the calendar. Booking notification and receipt is sent to the patient.



### Booking confirmed

**Dr. Laura Malone**

myTestGP

Killarney, Ireland, High Street

Tue, 11 Jul, 10:15 - 10:30 GMT+1

+1222222

Close

## Viewing Appointments

From their profile patients can view their past appointments, receipts, upcoming appointments, and can also update an upcoming appointment or cancel an appointment.

