GP2U – Online Doctors

A Specialist Guide

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HOW CAN GP2U HELP YOUR BUSINESS?

GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor the doctor comes to the patient, wherever they are.

Access to expert healthcare is, in many parts of Australia, problematic. Most specialists live and work in the major metropolitan centres so patient access can be a real problem. We hope that you will join us and help deliver part of the solution.

Currently patients in rural and remote areas, Residential Aged Care Facilities, and Aboriginal Medical Service facilities are eligible for Medicare funded Telehealth.

The financial benefits flowing to you from seeing these patients are as follows:

- $1300 following your first consultation and a further $2600 following your 10th (Until 1st July 2014).
- A 50% premium on top of the MBS Schedule Fee for the applicable service (Ongoing).
- A $39 Telehealth Service Incentive (Until 1st July 2014).
- A $13 Bulk Billing Bonus (Until 1st July 2014).

The net effect of all this is shown in the table below:

Item Number	Schedule Fee	Telehealth Item	Schedule Fee	Combined Total	Bulk Bill Yield	+ $13 BB Bonus	+ $39 Service Incentive
104	85.55	99	42.77	128.32	109.08	122.08	161.08
105	43	99	21.5	64.5	54.83	67.83	106.83
110	150.9	112	75.45	226.35	192.4	205.4	244.4
116	75.5	112	37.75	113.25	96.26	109.26	148.26
119	43	112	21.5	64.5	54.83	67.83	106.83
132	263.9	112	131.95	395.85	336.47	349.47	388.47
133	132.1	112	66.05	198.15	168.43	181.43	220.43
141	452.65	149	226.32	678.98	577.13	590.13	629.13
143	282.95	149	141.47	424.43	360.76	373.76	412.76
291	452.65	288	226.32	678.98	577.13	590.13	629.13
293	282.95	288	141.47	424.43	360.76	373.76	412.76
296	260.3	288	130.15	390.45	331.88	344.88	383.88
300	43.35	288	21.68	65.03	55.27	68.27	107.27
302	86.45	288	43.23	129.68	110.22	123.22	162.22
304	133.1	288	66.55	199.65	169.7	182.7	221.7
306	183.65	288	91.83	275.48	234.15	247.15	286.15
308	213.15	288	106.58	319.73	271.77	284.77	323.77
310	21.6	288	10.8	32.4	27.54	40.54	79.54
312	43.35	288	21.68	65.03	55.27	68.27	107.27
314	66.65	288	33.33	99.97	84.98	97.98	136.98
316	91.95	288	45.98	137.93	117.24	130.24	169.24
318	106.6	288	53.3	159.9	135.91	148.91	187.91
319	183.65	288	91.83	275.48	234.15	247.15	286.15
348	126.75	288	63.38	190.12	161.61	174.61	213.61
350	175	288	87.5	262.5	223.12	236.12	275.12
352	126.75	288	63.38	190.12	161.61	174.61	213.61

385	85.55	389	42.77	128.32	109.08	122.08	161.08
386	43	389	21.5	64.5	54.83	67.83	106.83
2801	150.9	2820	75.45	226.35	192.4	205.4	244.4
2806	75.5	2820	37.75	113.25	96.26	109.26	148.26
2814	43	2820	21.5	64.5	54.83	67.83	106.83
3005	150.9	3015	75.45	226.35	192.4	205.4	244.4
3010	75.5	3015	37.75	113.25	96.26	109.26	148.26
3014	43	3015	21.5	64.5	54.83	67.83	106.83
6007	129.6	6016	64.8	194.4	165.24	178.24	217.24
6009	43	6016	21.5	64.5	54.83	67.83	106.83
6011	85.55	6016	42.77	128.32	109.08	122.08	161.08
6013	118.5	6016	59.25	177.75	151.09	164.09	203.09
6015	150.9	6016	75.45	226.35	192.4	205.4	244.4
13209	84.7	13210	42.35	127.05	107.99	120.99	159.99
16401	85.55	16399	42.77	128.32	109.08	122.08	161.08
16404	43	16399	21.5	64.5	54.83	67.83	106.83
16406	133.95	16399	66.97	200.93	170.79	183.79	222.79
16500	47.15	16399	23.57	70.72	60.12	73.12	112.12
16590	324.1	16399	162.05	486.15	413.23	426.23	465.23
16591	142.65	16399	71.33	213.97	181.88	194.88	233.88
17610	43	17609	21.5	64.5	54.83	67.83	106.83
17615	85.55	17609	42.77	128.32	109.08	122.08	161.08
17620	118.5	17609	59.25	177.75	151.09	164.09	203.09
17625	150.9	17609	75.45	226.35	192.4	205.4	244.4
17640	43	17609	21.5	64.5	54.83	67.83	106.83
17645	85.55	17609	42.77	128.32	109.08	122.08	161.08
17650	118.5	17609	59.25	177.75	151.09	164.09	203.09
17655	150.9	17609	75.45	226.35	192.4	205.4	244.4
17690	39.55	17609	19.77	59.33	50.43	63.43	102.43

The nitty gritty about integrating Telehealth into your practice follows below.

It looks long, but it’s really like a comic book with lots of pictures (screenshots) and only a few words.

WHAT IS GP2U?

GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor the doctor comes to the patient, wherever they are.

The service handles all the details of managing bookings, connecting video conferences, Medicare billing, DB4 assignment of benefit forms, notes, and remote prescribing.

Our service is available 7 days a week 365 days a year.

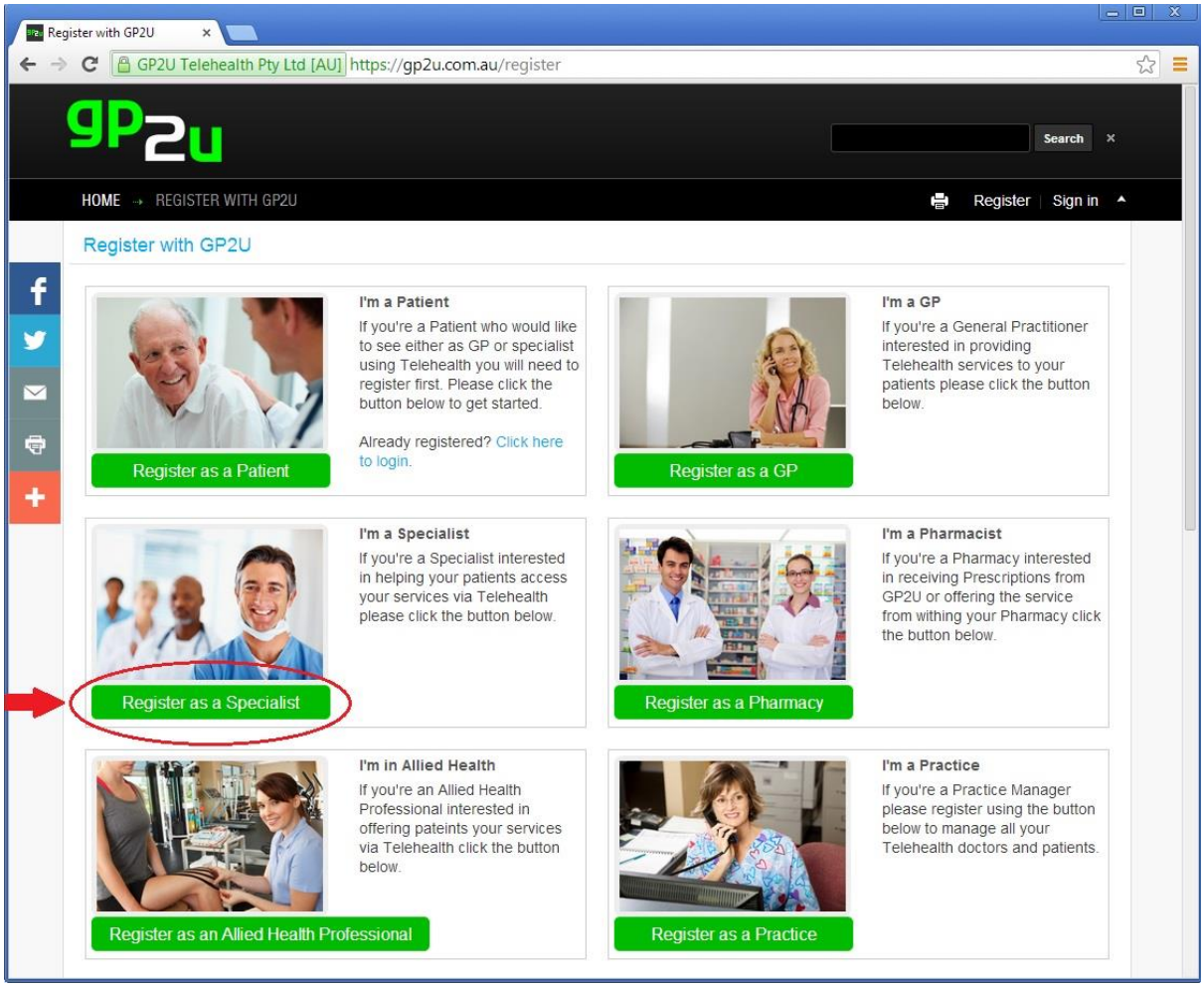
You are free to use as little or as much or the service as fits your clinical workflow.

REGISTERING WITH GP2U IS EASY AND COMES WITH A ONE MONTH, NO OBLIGATION, FREE TRIAL!

Registration as a Specialist with GP2U is easy. Simply click this link to register.

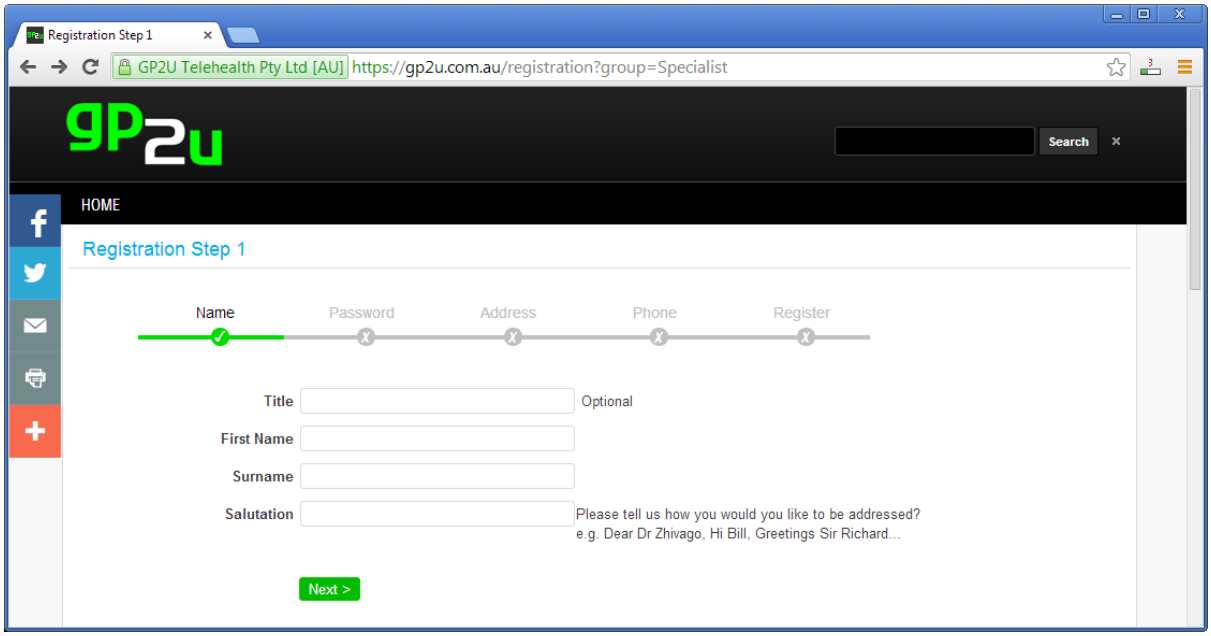
https://gp2u.com.au/registration?group=Specialist

OR

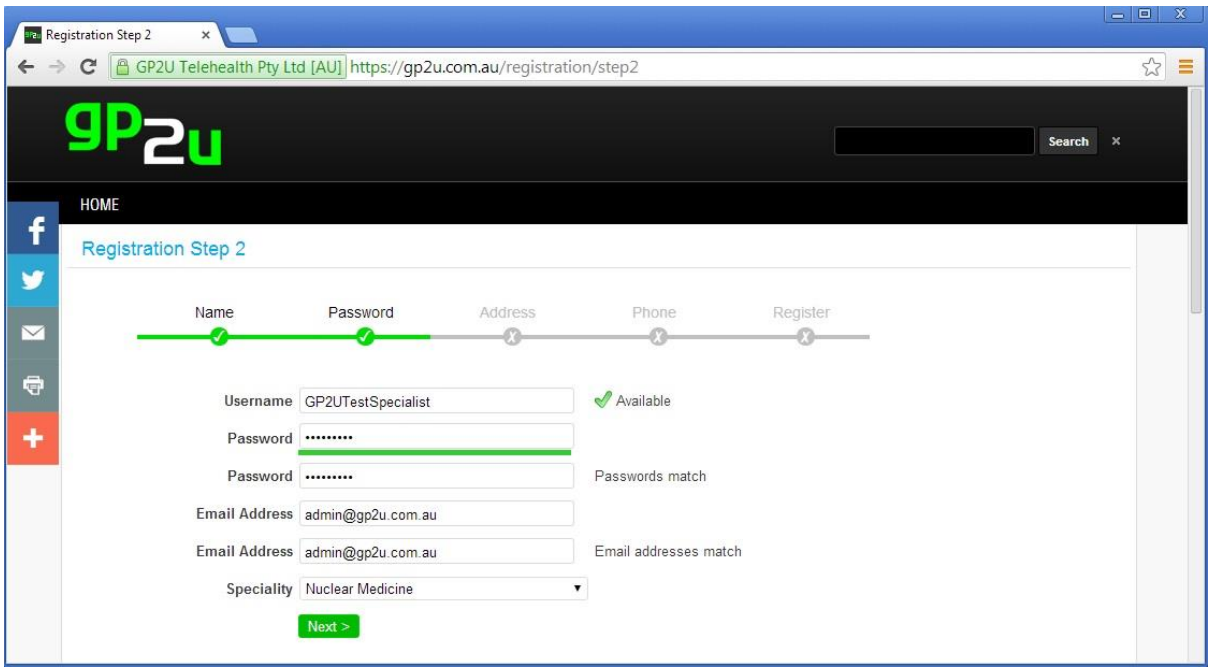


Registration takes less than two minutes. Just fill in the blanks for each step.

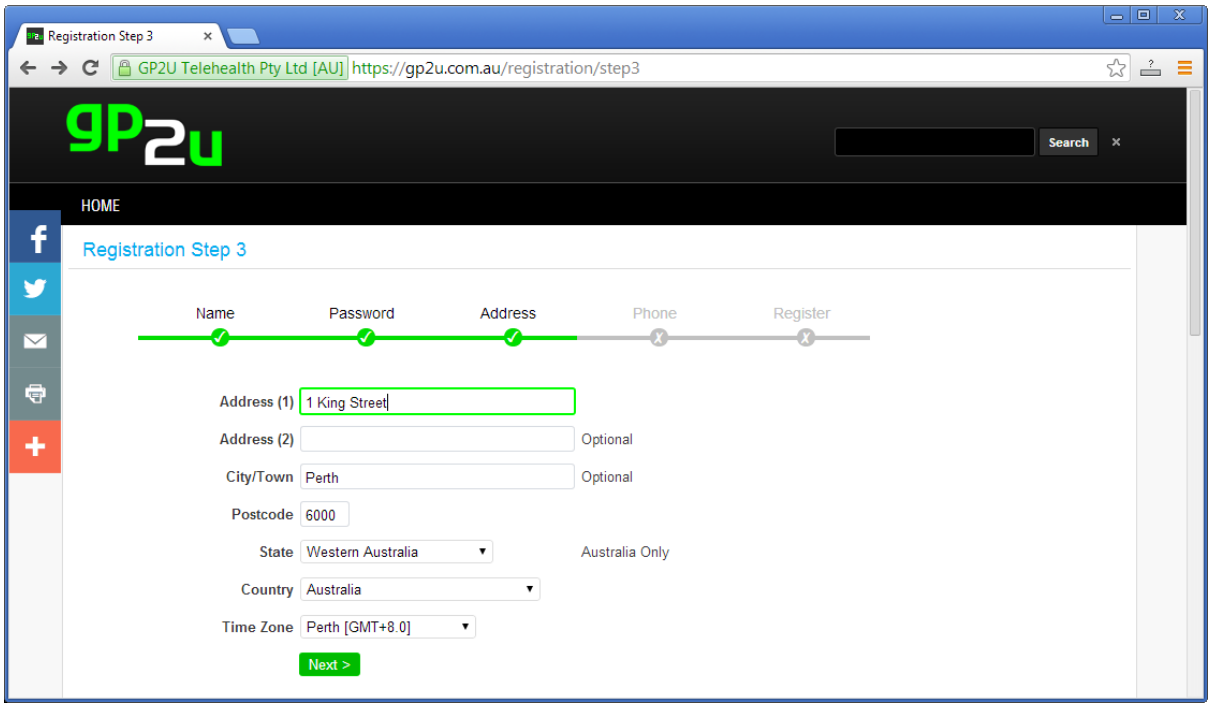
Step 1 Just fill out your title (optional), first name, last name, and your preferred salutation.



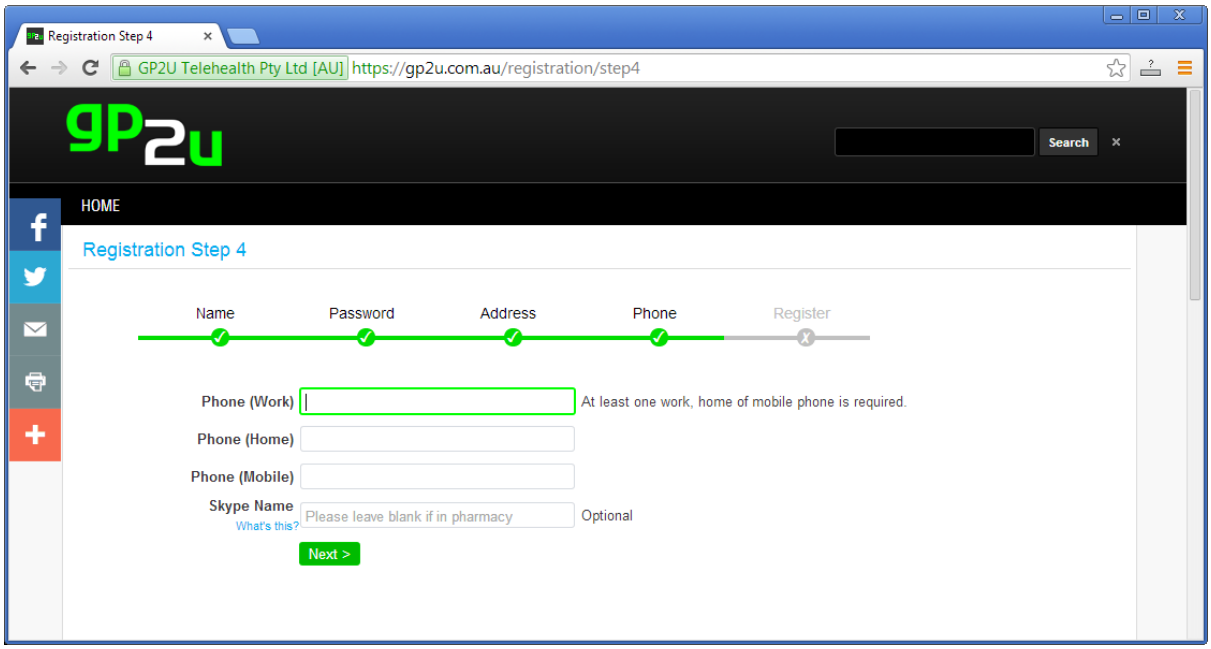
Step 2 – Please invent a username (one that you can remember) and password (type until the bar goes green). Then add an email that you use regularly and your specialty from the drop down list, then click next.



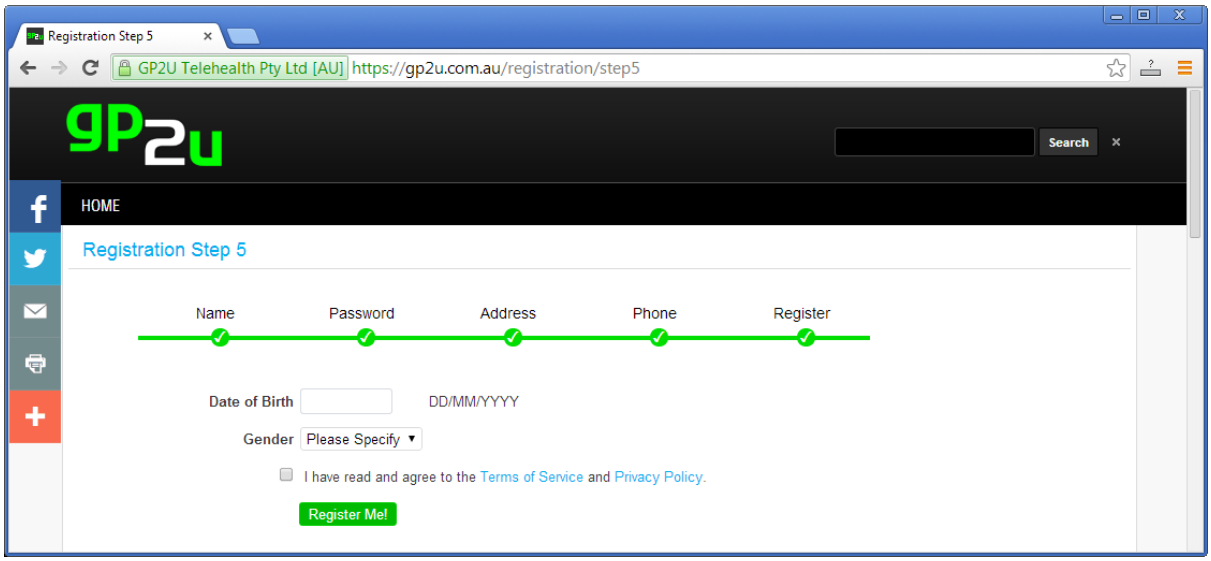
Step 3 – We need your current address, city/town, postcode. We use you geographical location to automatically set your time zone. In practice what this means is that everyone on the system sees appointment times reported in local time. So a 10 am appointment in Queensland will appear as 8 am in WA.



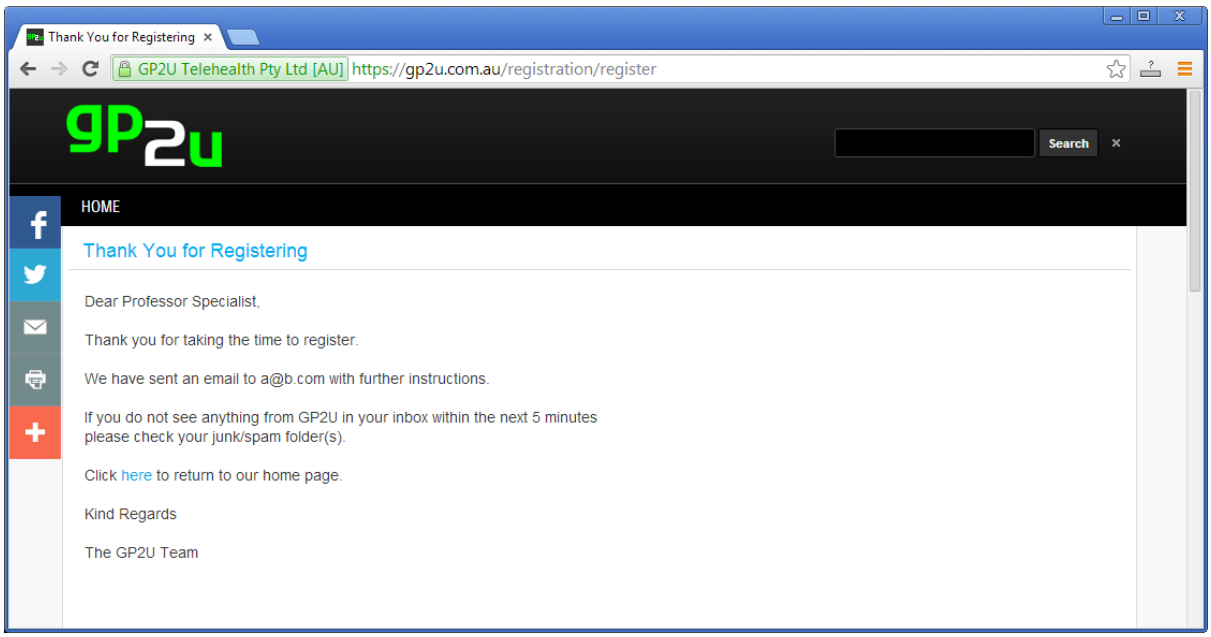
Step 4 – Please give us at least one phone number and your Skype login if you have one. You don't need Skype to use GP2U because we have inbuilt WebRTC video conferencing, but you are free to use Skype if you wish. The choice is yours.



Step5 – Just add your DOB and gender, agree to the terms…..



Now just click the "Register Me!" button.



If you choose to integrate Telehealth within your practice we charge a $1495 annual service fee to cover our costs, which includes the support you will need to get things working smoothly. This fee is more than covered by your first consult.

Patients and GPs are not charged to use the system to book Specialist appointments.

At the completion of your registration you will get an email from us asking you to click a link to confirm we have your correct email address.

Dear Dr Specialist

Thanks for registering with GP2U as a Specialist

Please click the following to confirm we have your correct email address.

https://gp2u.com.au/registration/confirm/il_drGgb4xGnd1LTxwO79Q

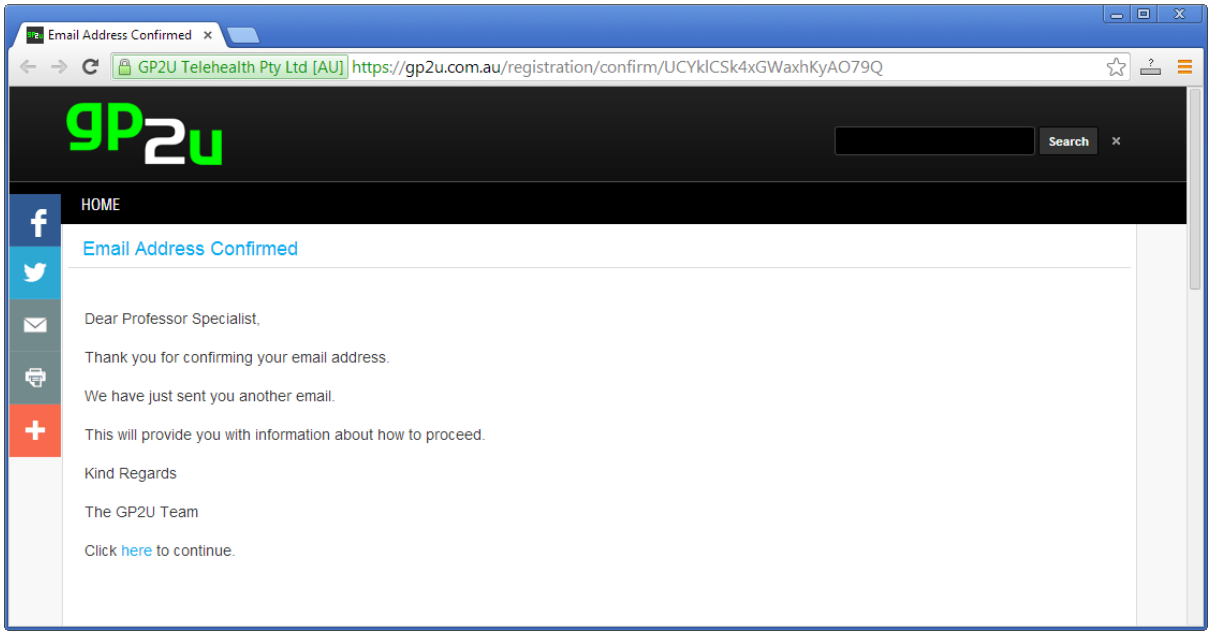
As soon as we get your response we will send further instructions on how we proceed.

Kind Regards

The GP2U Team

GP2U Telehealth
Level 2 Knopwood House
38 Montpelier Retreat
Battery Point Hobart 7004
Phone 1300 GP2U NOW (1300 472866)
FAX 1800 GP2U FAX (1800 472832)
Email admin@gp2u.com.au
Facebook https://www.facebook.com/skype2doctor
Twitter https://twitter.com/GP2U_Telehealth @GP2U_Telehealth
Web https://gp2u.com.au/

Clicking on the link will take you to this page:



It will also send you the following email:

Dear Dr Specialist

Thanks for confirming your registration with GP2U as a specialist.

Your username is: test.a.specialist

You have nominated your specialty as: Cardiology

One of our consultants will be in contact shortly to assist with your accreditation.

We are sure you'll understand why it's vital that every Specialist we make available via our system is who they say they are.

Our accreditation process is as quick, painless, and practical as we can possibly make it. The things we need that may not be immediately to hand include:

Photographic ID (Driver's licence or Passport)
Proof of AHPRA Registration
Proof of Specialist Status with Medicare
Certificate of Medical Indemnity
Medicare Provider Number
The names and phone numbers of 3 professional referees

You can speed the process up by sending these details to:

Fax: 1800 GP2U FAX (1800 472832)
Email: admin@gp2u.com.au

Before our system will allow patients under 18 years of age to make bookings with you a Working With Children Check is required. This is entirely optional.

You will find a range of resources on our website. Some that may be of immediate use include:

How to set up video conferencing: https://gp2u.com.au/how_to/setup_videoconferencing.html

Frequently Asked Questions: https://gp2u.com.au/faq.html

Introductory videos: https://gp2u.com.au/video.html

Congratulations on your insightful decision to explore the possibilities presented by the new Medicare Telehealth provisions. We hope it brings a new and interesting dimension to your current practice.

If you have any questions please feel free to contact us at:

Web: https://gp2u.com.au/contactus
Phone: 1300 GP2U NOW (1300 472866) - this is a 24/7/365 service

Kind Regards

The GP2U Team

ACCREDITATION PROCESS

You will notice we have an accreditation process and are sure you'll understand why it's vital that every Specialist we make available via our system is who they say they are.

Our accreditation process is as quick, painless, and practical as we can possibly make it. The things we need that may not be immediately to hand include:

- Photographic ID (Driver's licence or Passport)
- Proof of AHPRA Registration
- Proof of Specialist Status with Medicare
- Certificate of Medical Indemnity
- Medicare Provider Number
- The names and phone numbers of 3 professional referees

As soon as we have these details from you, we will be able to make your account active.

You can send these through via email or fax to:

Email: admin@gp2u.com.au

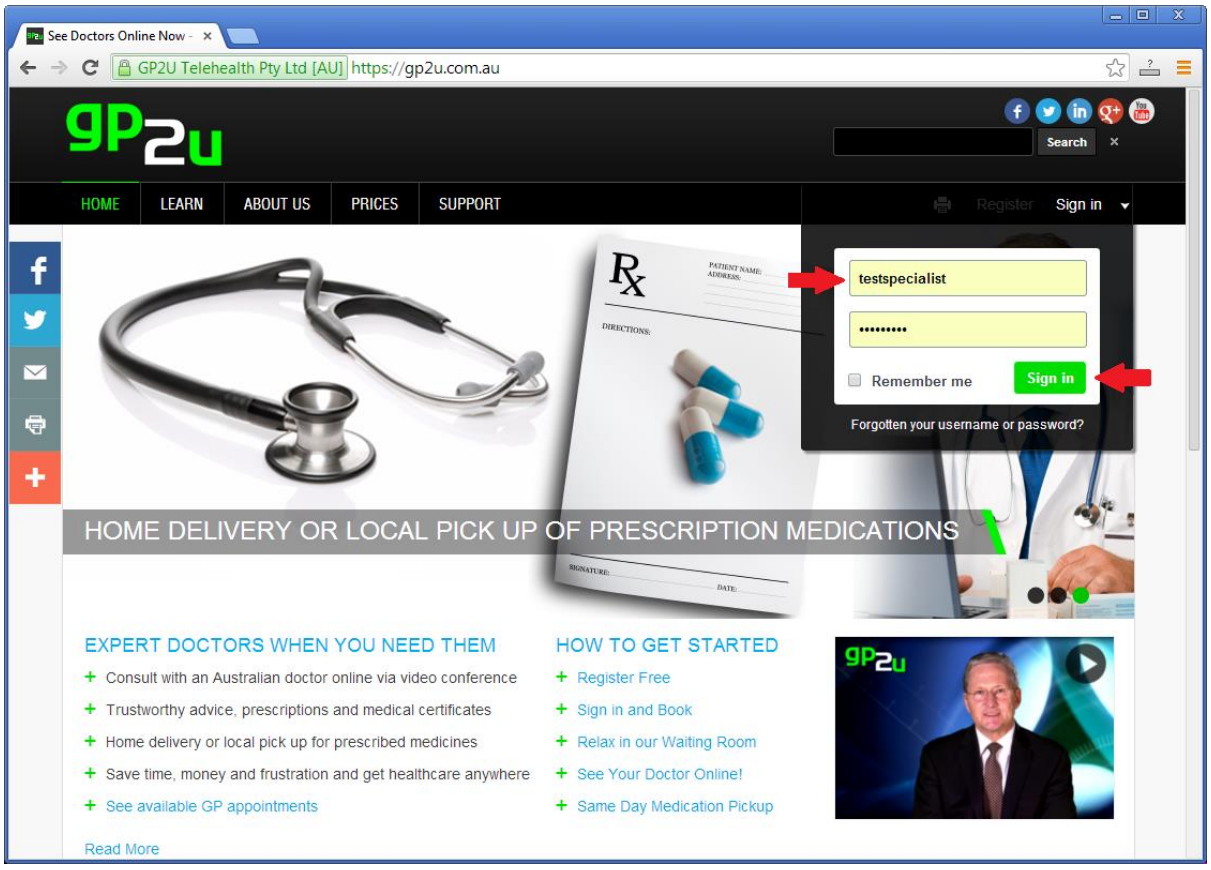
FAX: 1800 472832

You will receive a welcome email as soon as your account is activated.

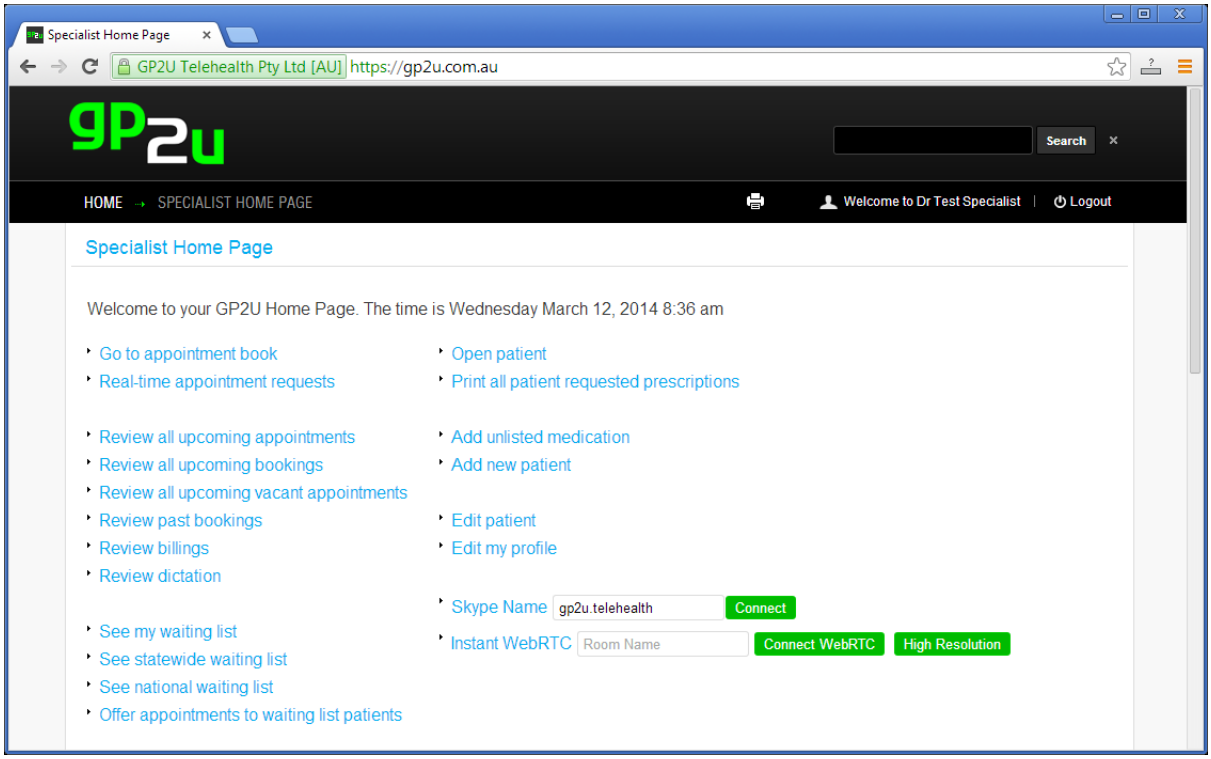
Once your account is active you can login.

LOGGING IN

You login from our home page:



This brings you to your home page:



There is quite a lot to see here but it is all quite straightforward with each link doing what you expect it to do and no hidden menus. It is all divided into logical chinks.

Patients login exactly the same way but have a different home page, appropriate to their needs.

SETTING UP GP2U IN YOUR PRACTICE

INTERNET

It will not be possible to offer video consultations within your practice unless you have adequate Internet connectivity, so before going any further please go to:

https://gp2u.com.au/how_to/test_my_internet_speed.html

Click on the “Begin Test” button:

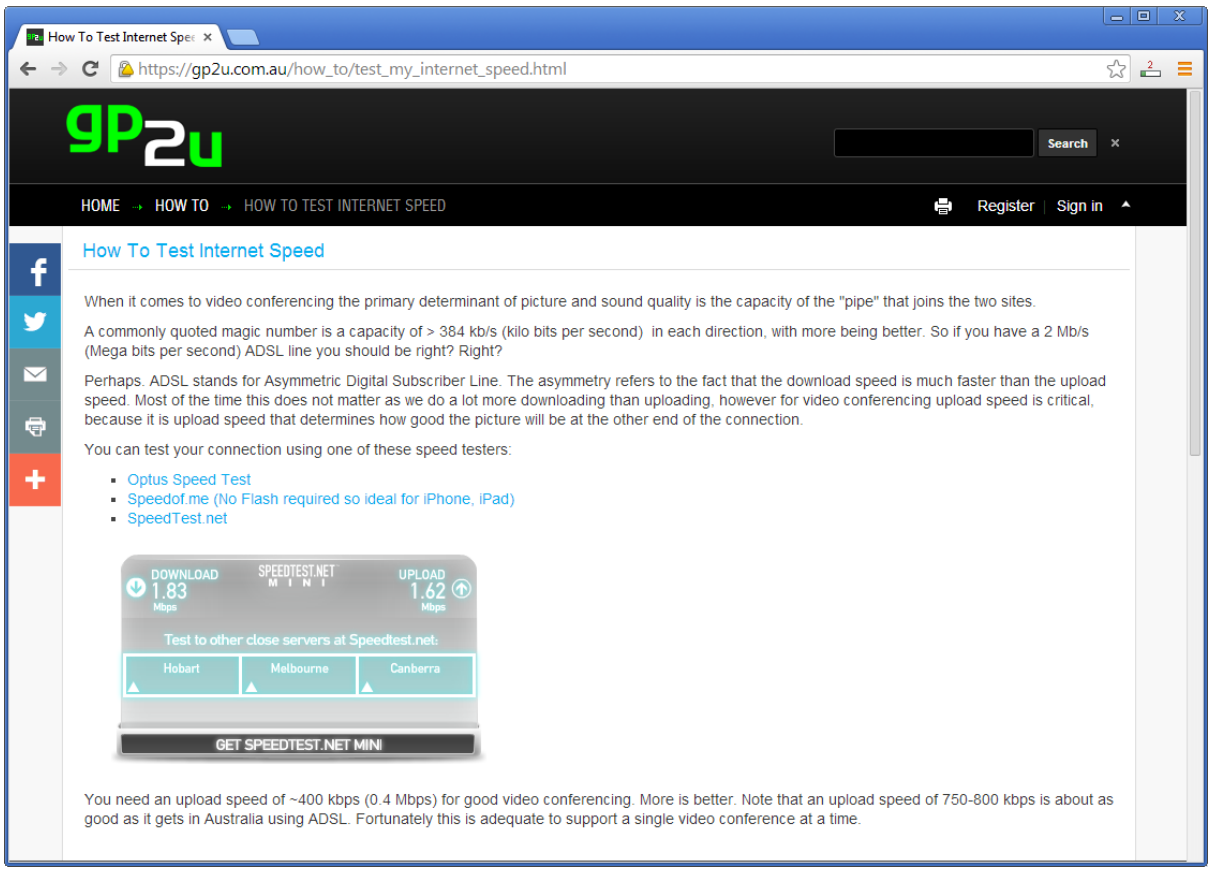
When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilo bits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Mega bits per second) ADSL line you should be right? Right? Perhaps.

ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

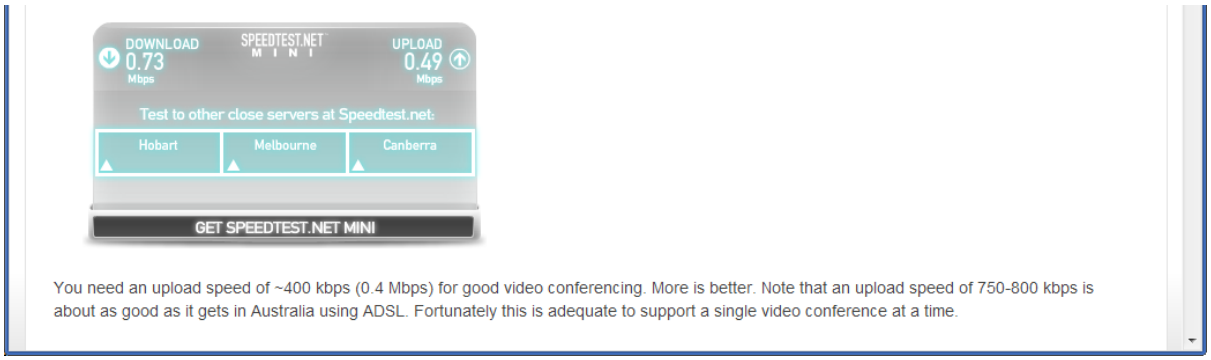
You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing. More is better.

Note that an upload speed of 750-800 kbps is about as good as it gets in Australia using ADSL. Fortunately this is adequate to support a single video conference at a time.

You want to see something like this:



You don't want to see something this slow; this is right on the borderline…..



COMPUTER

Virtually any modern computer available at Harvey Norman, Dick Smith, JB HiFi, etc will be adequate.

We need the following components.

- A modern computer around the $800-1000 price point.
- Laptops work well.
- Net books do not work well.

CAMERA

- If you are using a desktop computer and need to add a camera we have found the top of the range Logitech Webcams (~$120) work best. These have Carl Zeiss autofocus lenses.
- Cheaper laptops have poor quality cameras.

MICROPHONE

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

SPEAKERS

- Virtually any set of external speakers will do.

Cheaper laptops have poor quality speakers.

We will be happy to work with you to help get this setup.

SETTING UP VIDEO CONFERENCING

We use both Skype and WebRTC for video conferencing. If you know how to use Skype feel free to use that.

Using WebRTC via Google Chrome makes seeing a doctor online as simple as logging into our website and going to the virtual waiting room.

Here's how you do it.

DOWNLOAD AND INSTALL GOOGLE CHROME

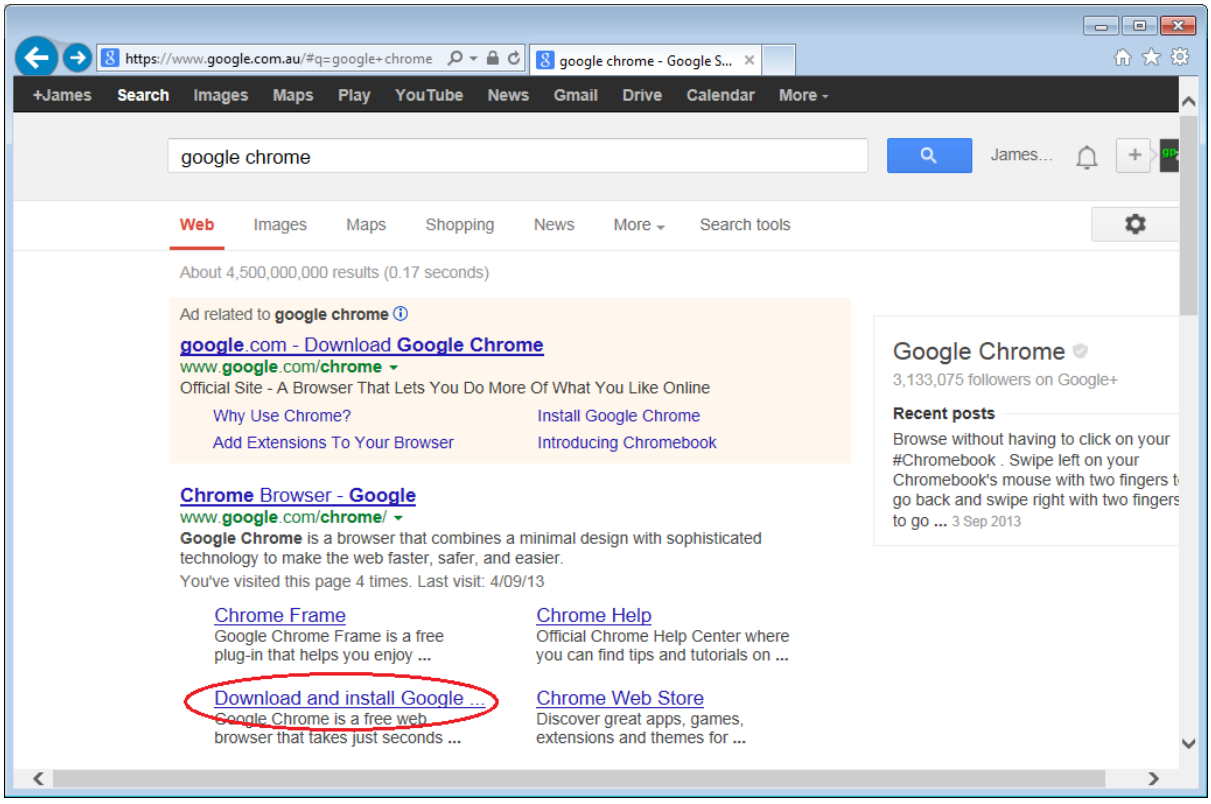
Once you have established you have adequate Internet connectivity and sourced a suitable computer, we need to make it easy to video conference.

Google Chrome is Google's free web browser.

As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

While we support all of Skype, H323, and SIP based video conferencing, WebRTC is a very convenient option for patients as all they need to do is go to our site, login and go to the Virtual Waiting Room and everything is automatically setup for them.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

If downloading using Windows 8 –

- Go to desktop (from metro interface)
- Open Internet Explorer
- Type "google.com" into the address bar
- Type 'download chrome" into Google

- Follow the instructions.

To make it easier – just click this link https://support.google.com/chrome/answer/95346?hl=en-GB and then click the "Download Chrome" button.

SET GP2U AS THE HOME PAGE IN GC

To make things as robust and reliable as possible, it works well to set up GP2U as the home page in Google Chrome.

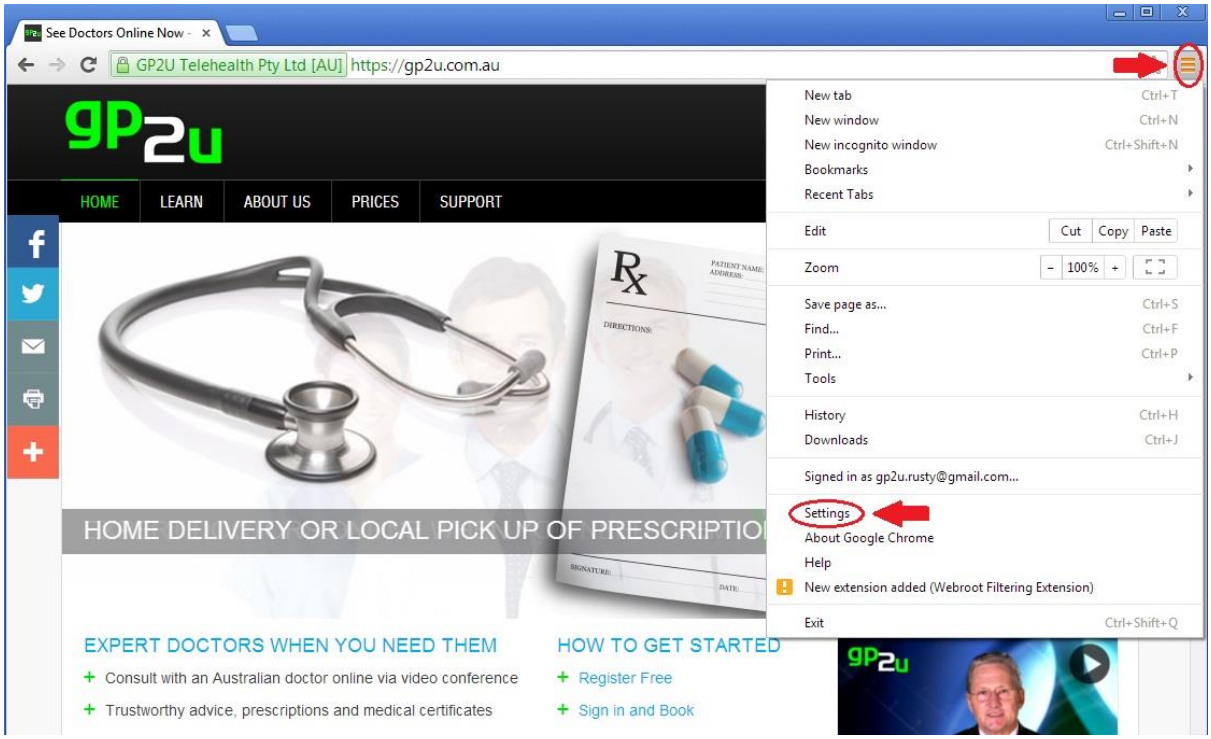
That way all you have to do is open Chrome and things will be ready.

First browse to https://gp2u.com.au.

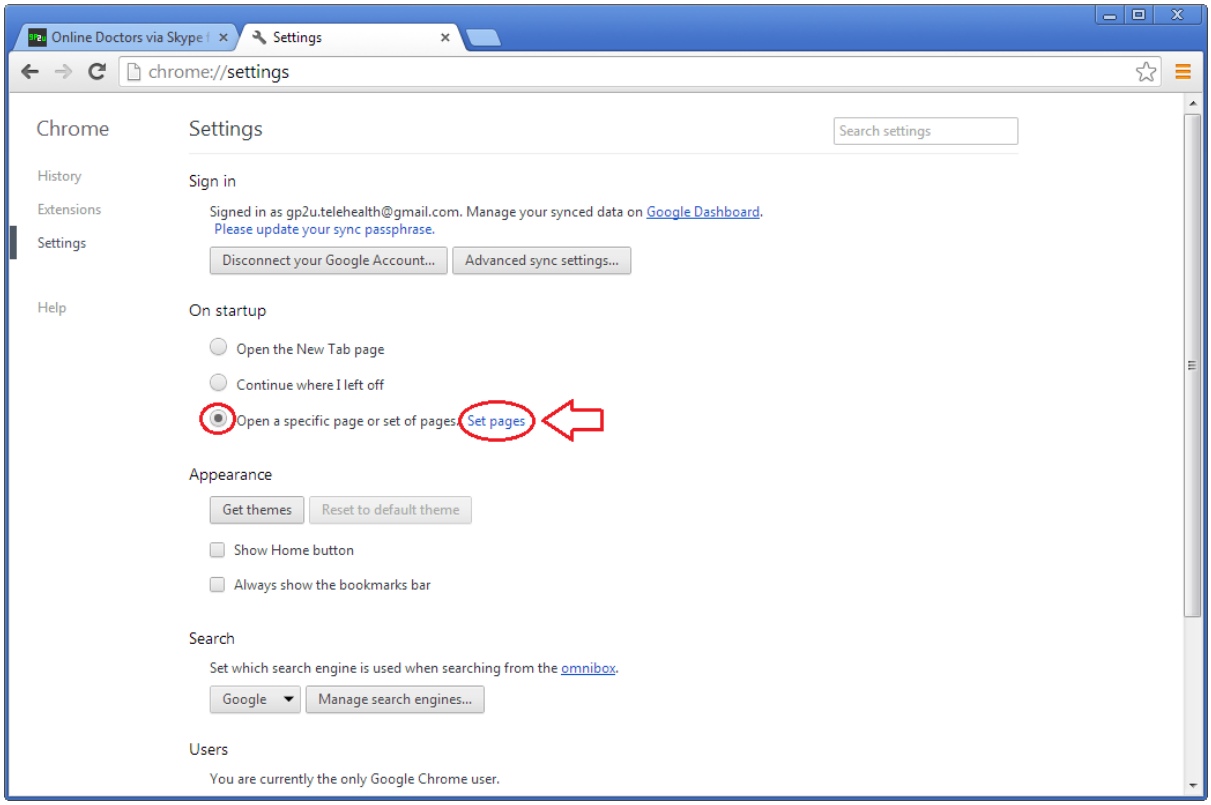
Just type in gp2u.com into Chrome and our site will appear.

Now let's set this as the home page.

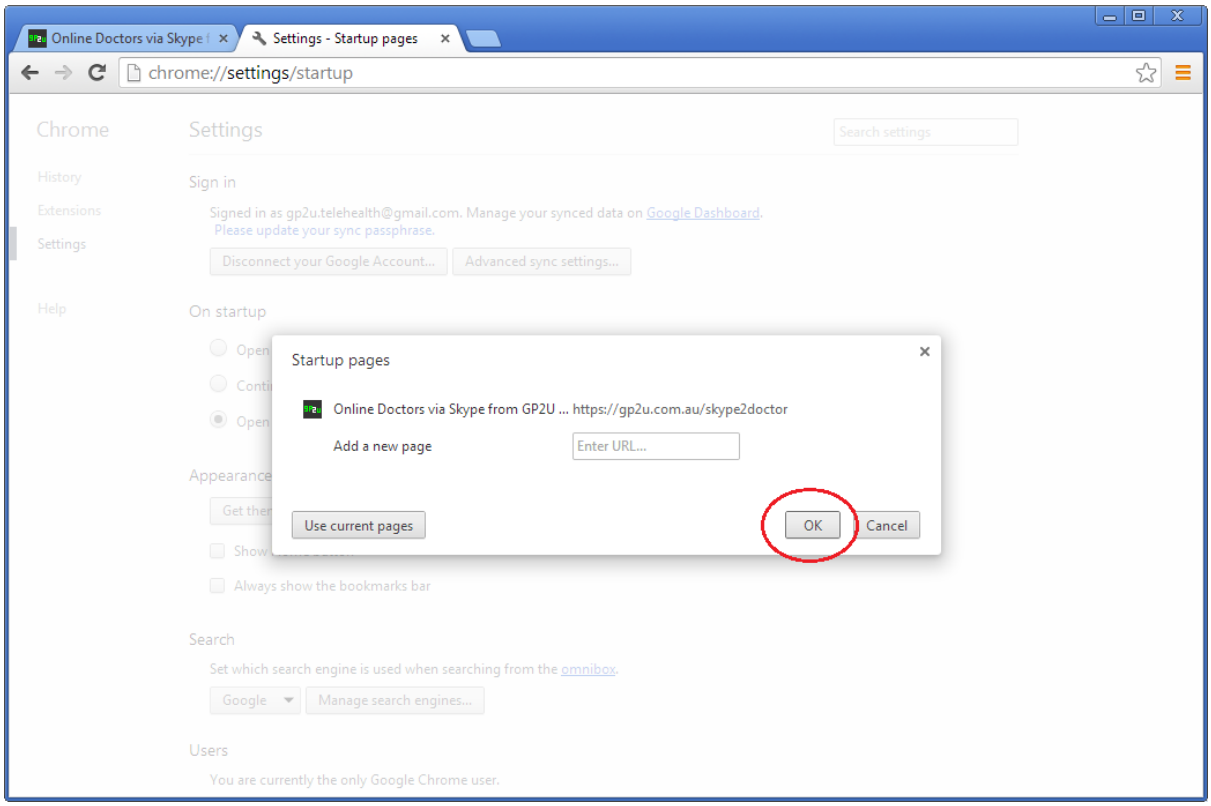
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu.
- In this menu click on the settings link as shown below



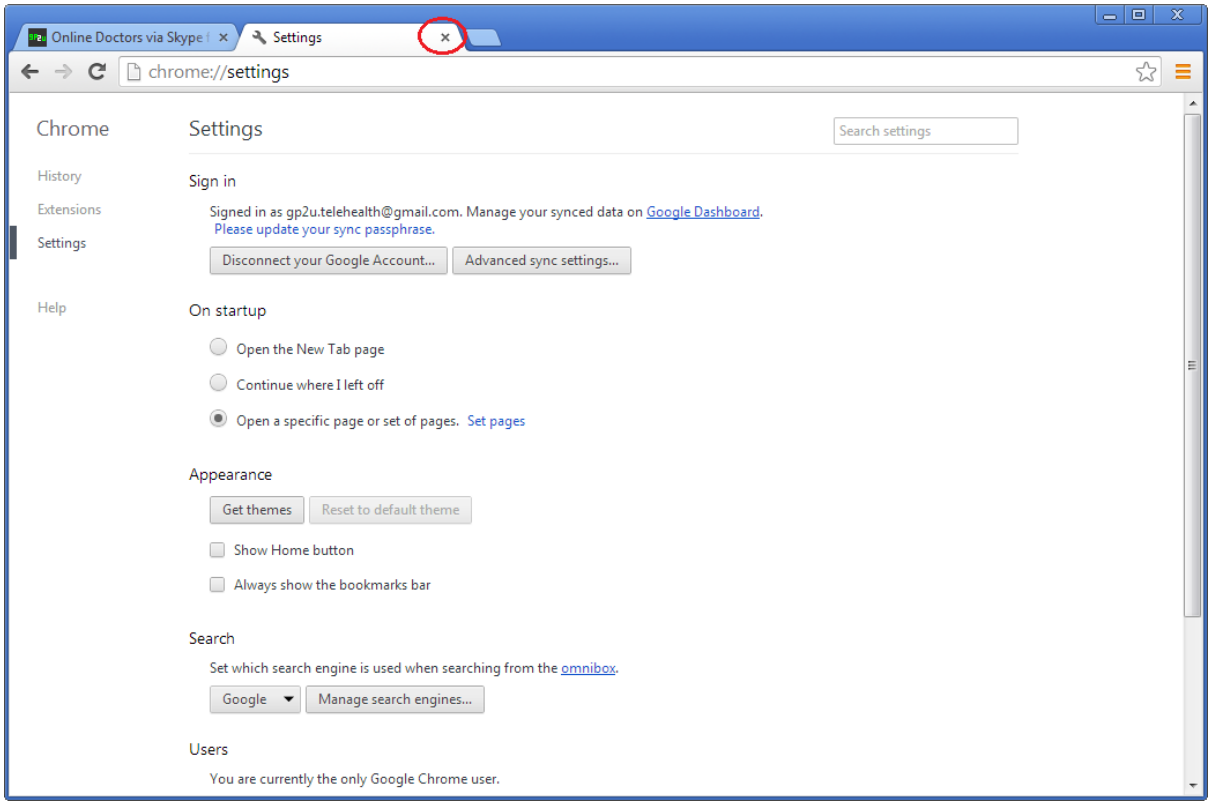
Now click the radio button next to “Open a specific page or set of pages” then click the “Set pages” link



Which will bring you to this page:



Click OK and then close the settings tab by clicking on the “X” as shown:



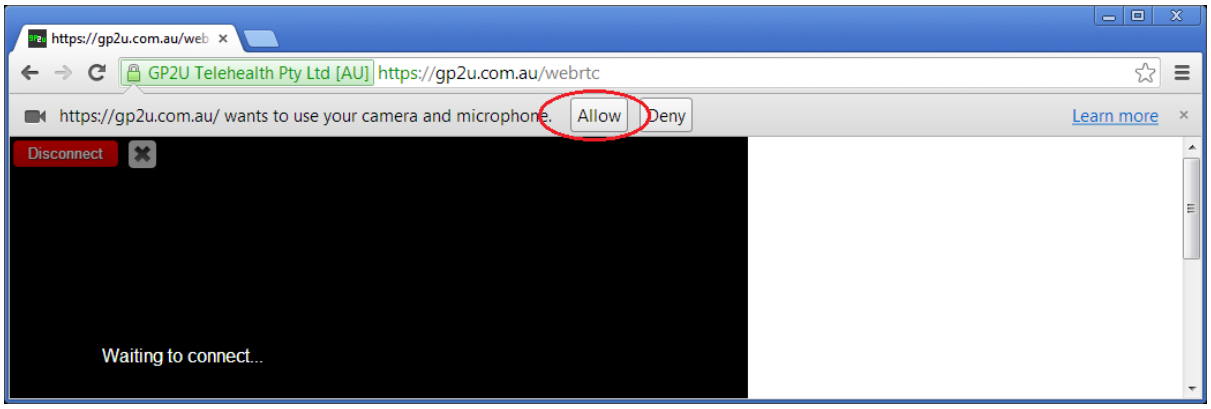
Now you can close Chrome down.

When you open it again it will automagically open on the GP2U page.

TEST VIDEO CONFERENCE

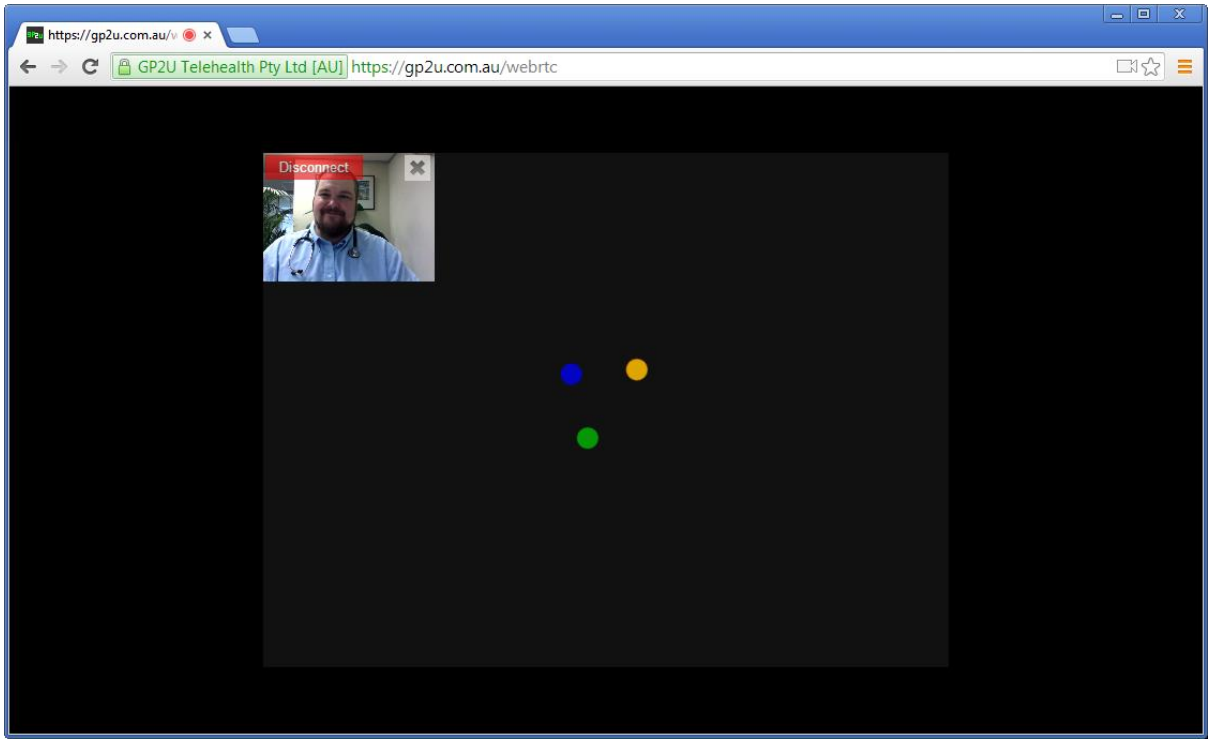
Once you have things set up please give us a quick call and go to this page https://gp2u.com.au/webrtc

There is a one-off requirement to allow GP2U to use your camera and microphone. Please click the "Allow" button as shown below:



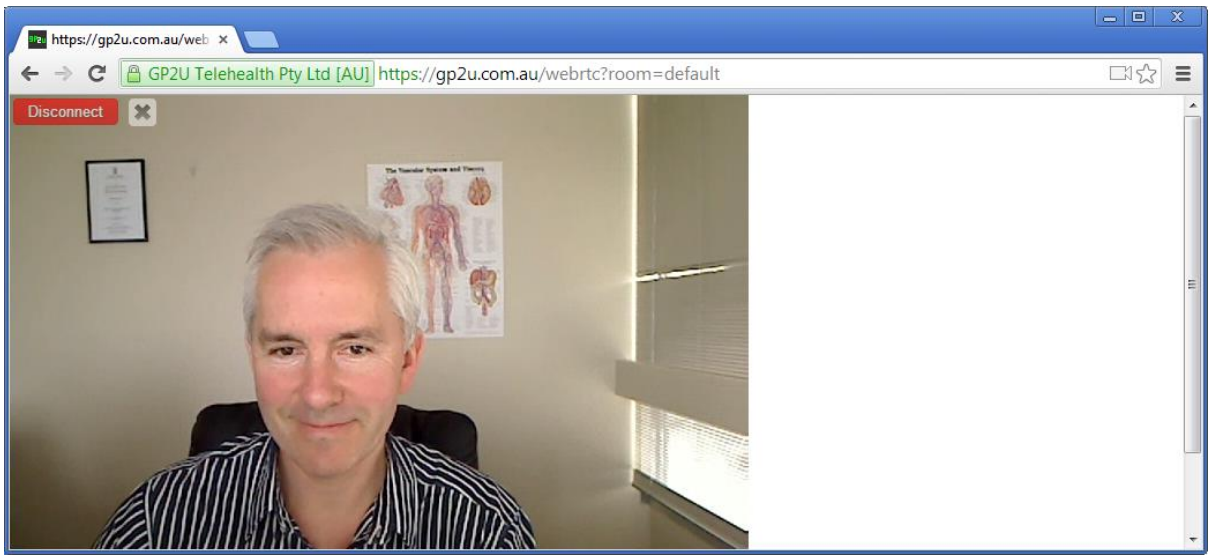
Please note that patients will also have to click this "Allow" button the first time they use the system.

Once you have clicked "Allow" you will see a picture of you in the top left corner:



You can hide your picture using the "X" button next to "Disconnect" if you don't want to see what you look like.

Now simply give us a call on 1300 472866 and we will connect to the other end so you can see things in action.



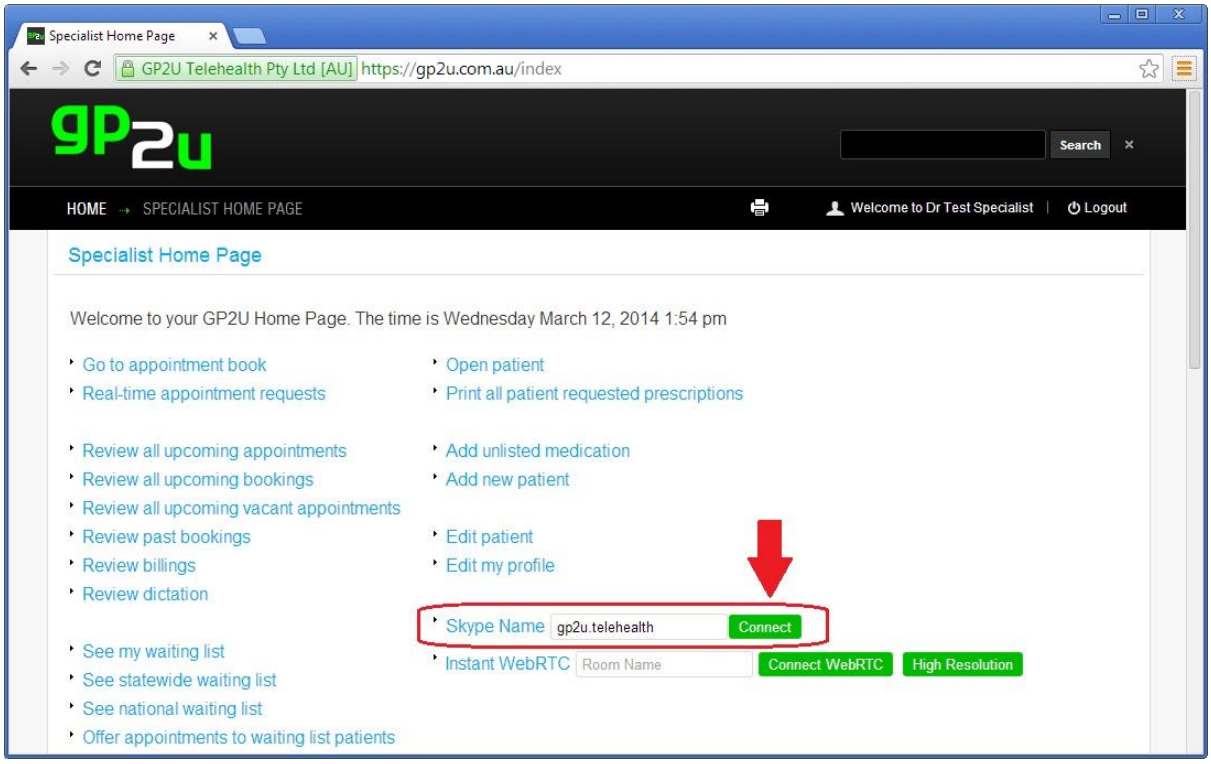
TESTING SKYPE

We can also test Skype at the same time.

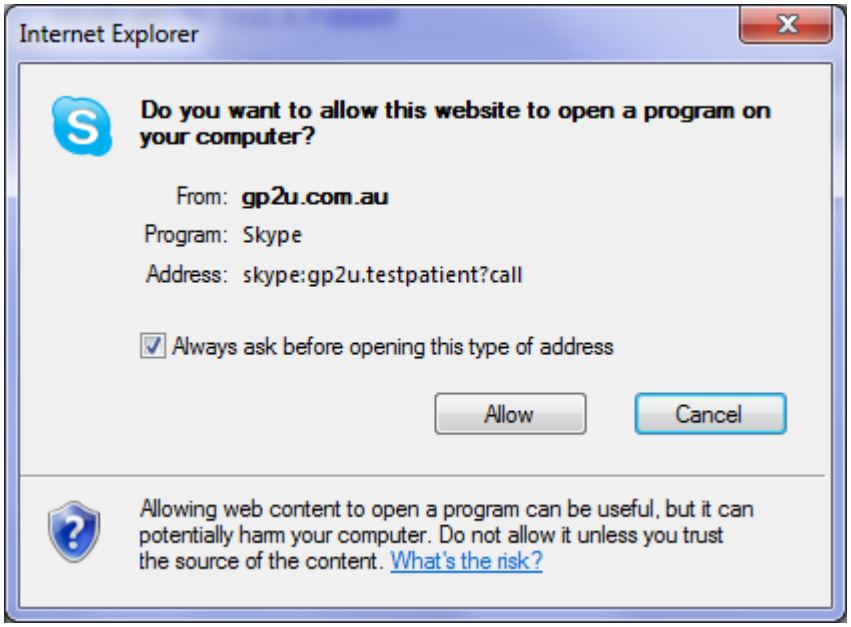
Normally, connections are handled automatically but if you ever have the need to connect to a Skype account, you can do so without having to exchange connection details.

From your home page simply enter the Skype name you wish to connect to (the default is us – gp2u.telehealth.

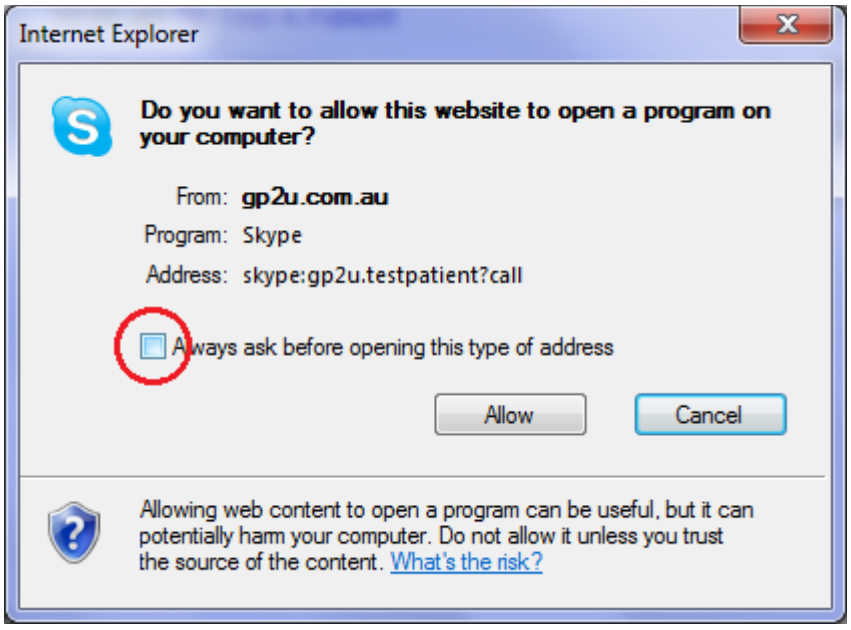
Click “Connect”



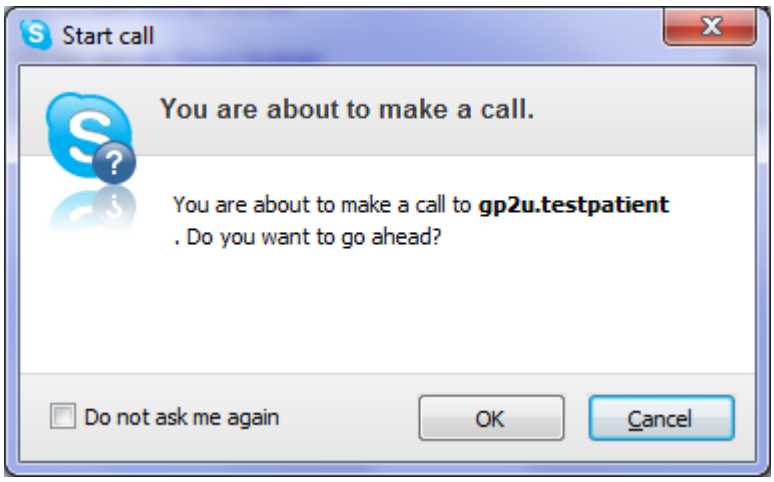
The first time you use this link you will get the following messages:



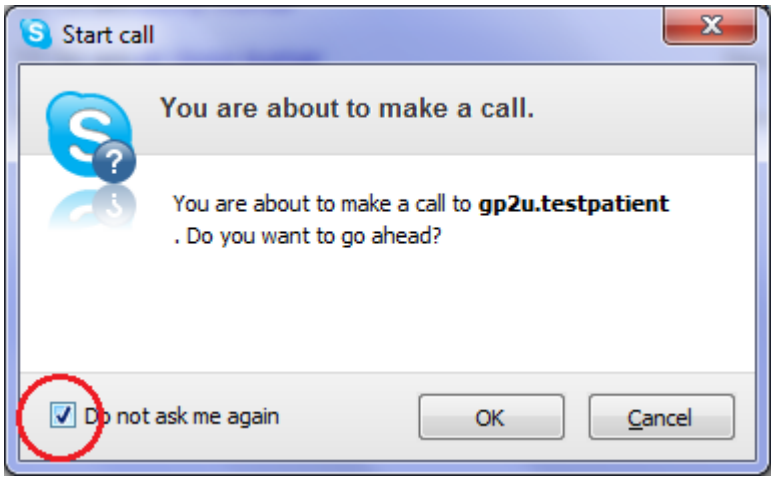
Click on the check box before "Always ask before opening this type of address" to remove the tick and then click Allow:



Next you will see this prompt:



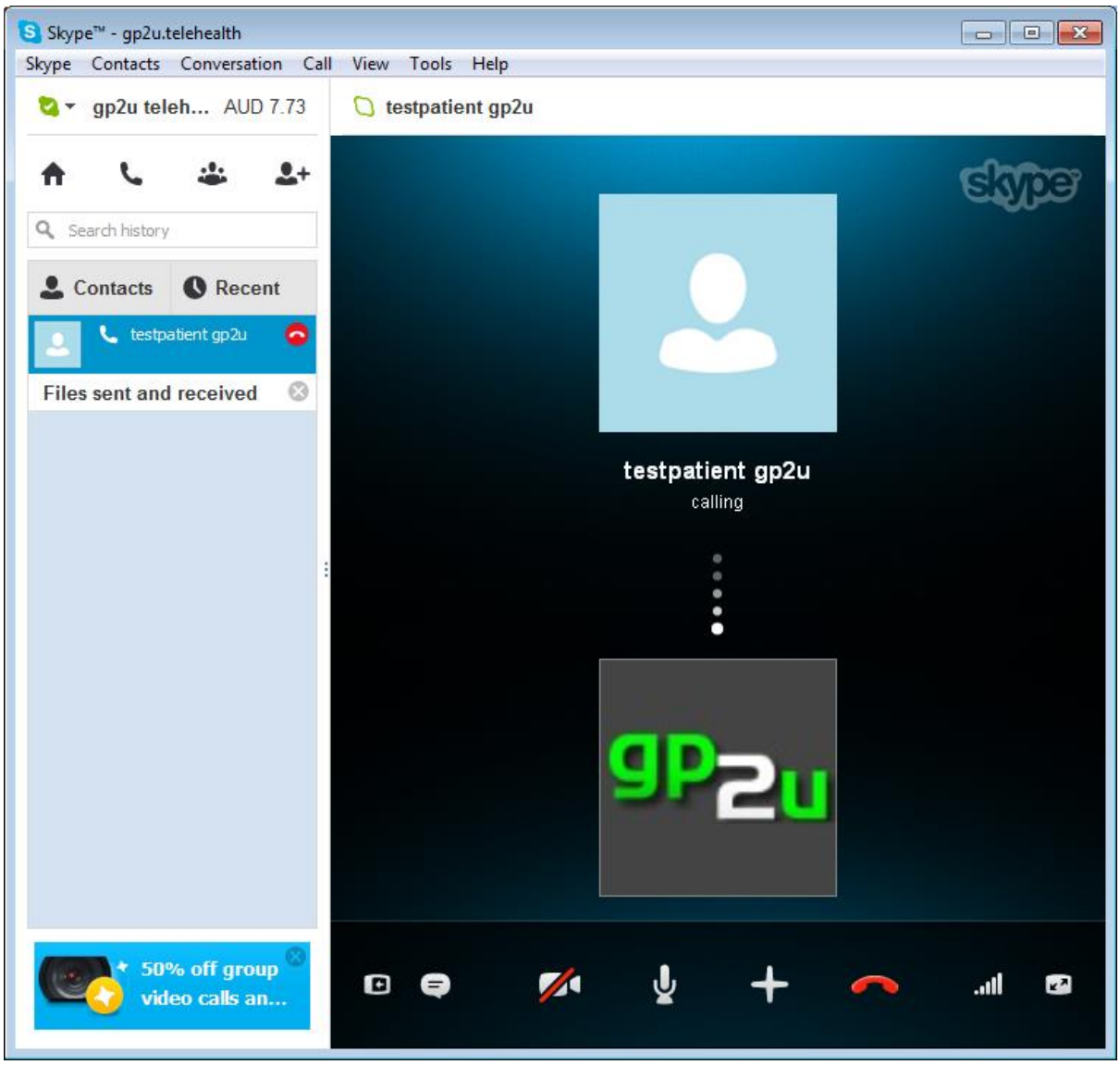
Click on the check box before “Do not ask me again” to add a tick and then click “OK”:



The next time you press [Connect] you will not see these prompts.

Skype will place the call immediately.

Ta da! ☺



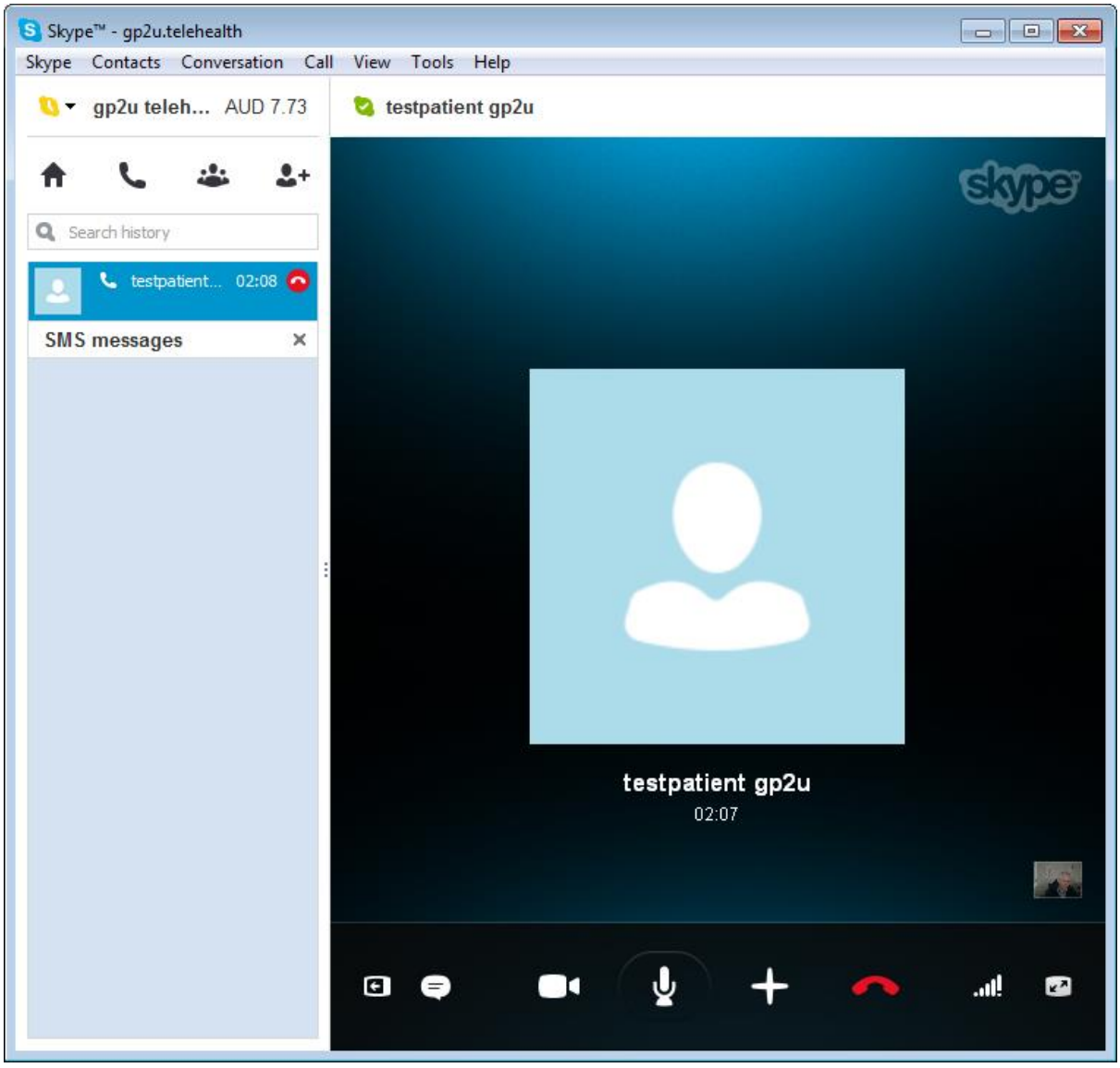
So now we've done that once, you should never be troubled about it again and pressing the connect button in the appointment book should just work.

Please note that in this picture the camera is turned off – see the diagonal red line?

In a perfect world you won't see this, however if you do, just click on the camera to turn the video on.

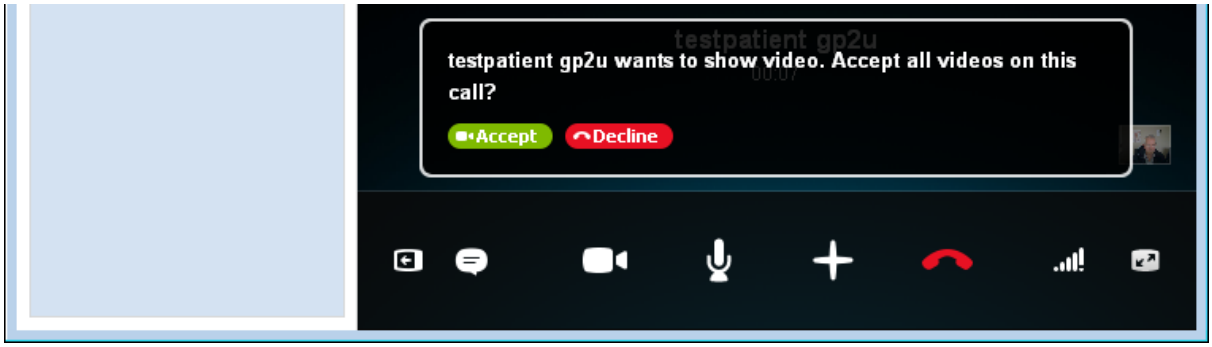
Your patient may also need to click on the video camera icon to turn their video on.

If you see a blank screen like this:



Then simply tell the patient to click their camera on.

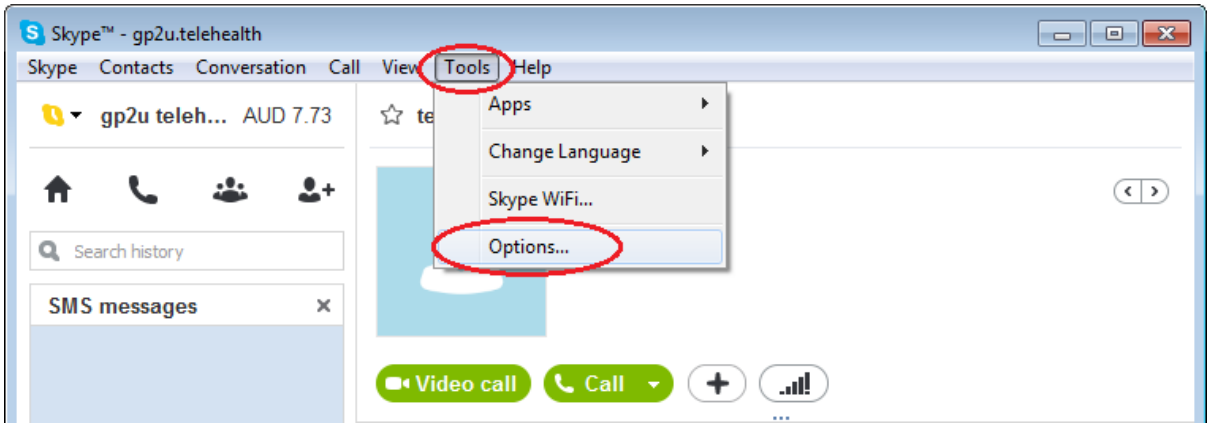
You will then see a message like this appear:



Click on the “Accept” button.

You can stop this message appearing by changing the default setting for video.

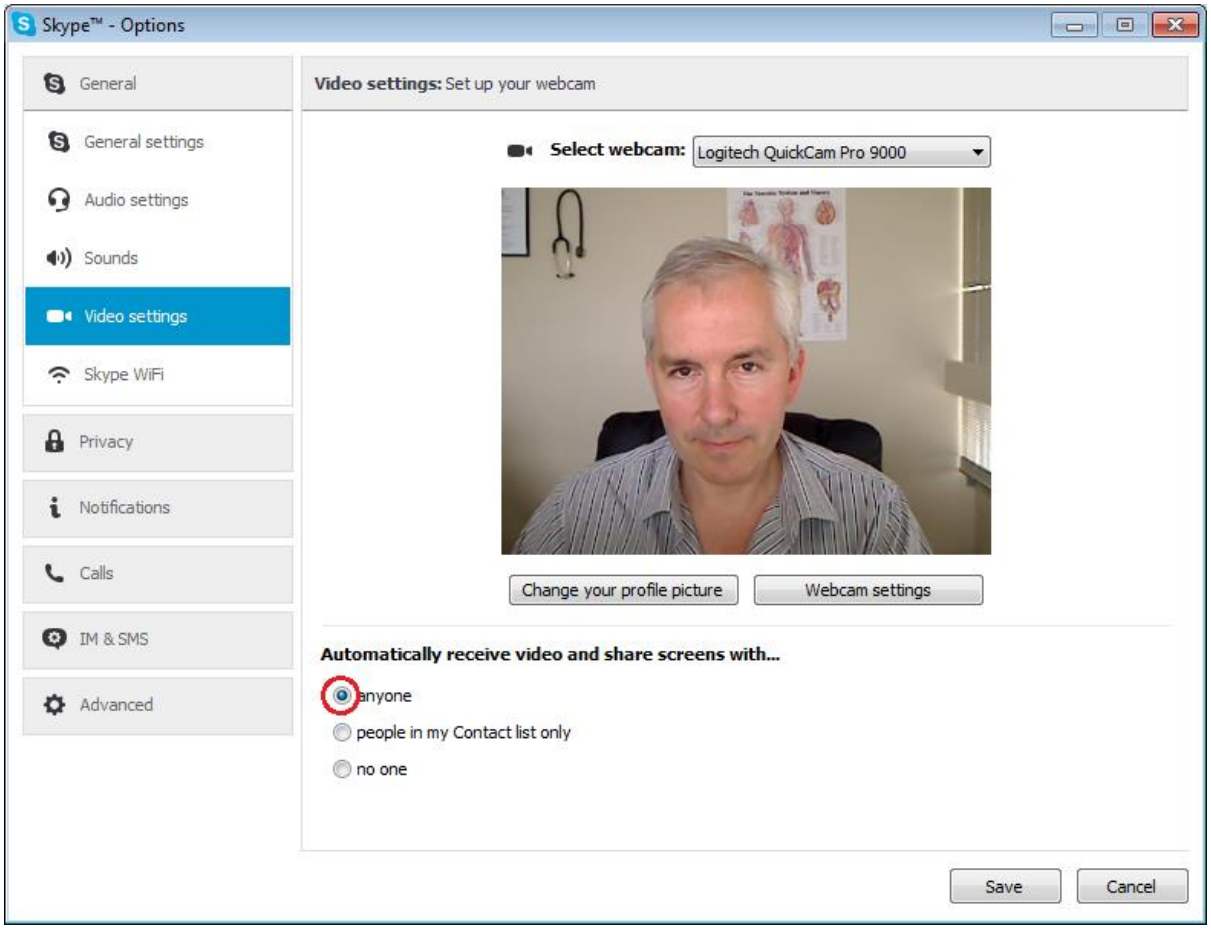
Select Tools | Options from the main Skype menu:



Then select “Video Settings”.

Click on the radio button next to “anyone” as show.

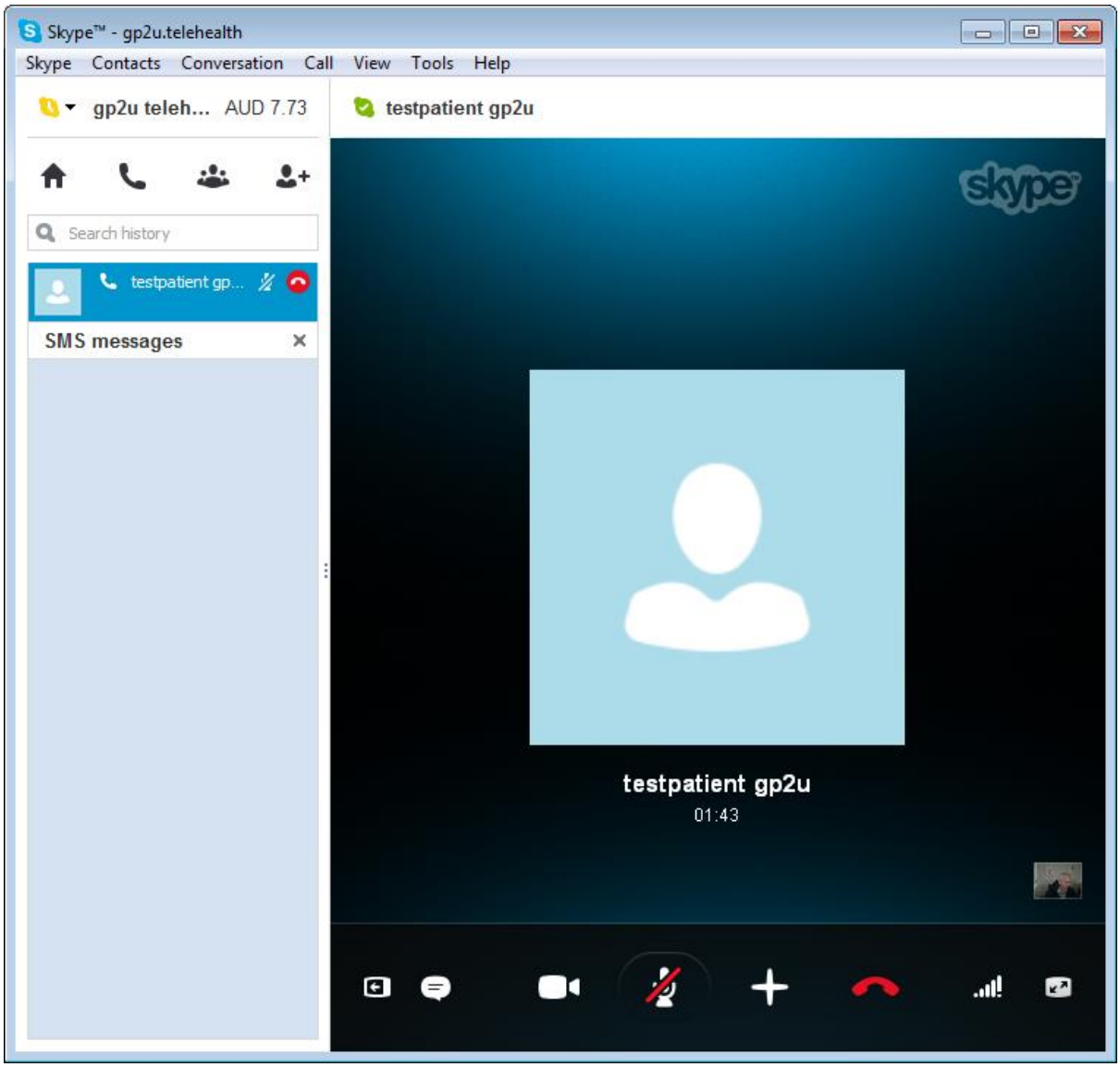
Click “Save”.



Now you won’t get asked if you want to accept videos again.

Please note that both you and the patient have the ability to mute your microphones.

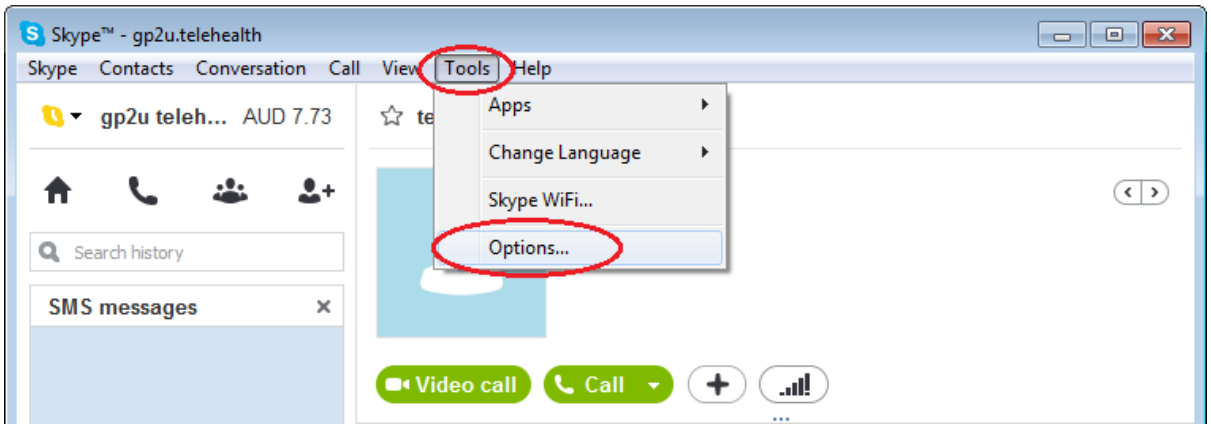
This is not the default but if you can't hear each other, this is a very likely culprit.



TROUBLESHOOTING

If you can't see or hear the patient, make sure your microphones are not muted, your video is switched on and your speakers are switched on.

You can test your camera, microphone and speakers by selecting Tools | Options from the main Skype menu.



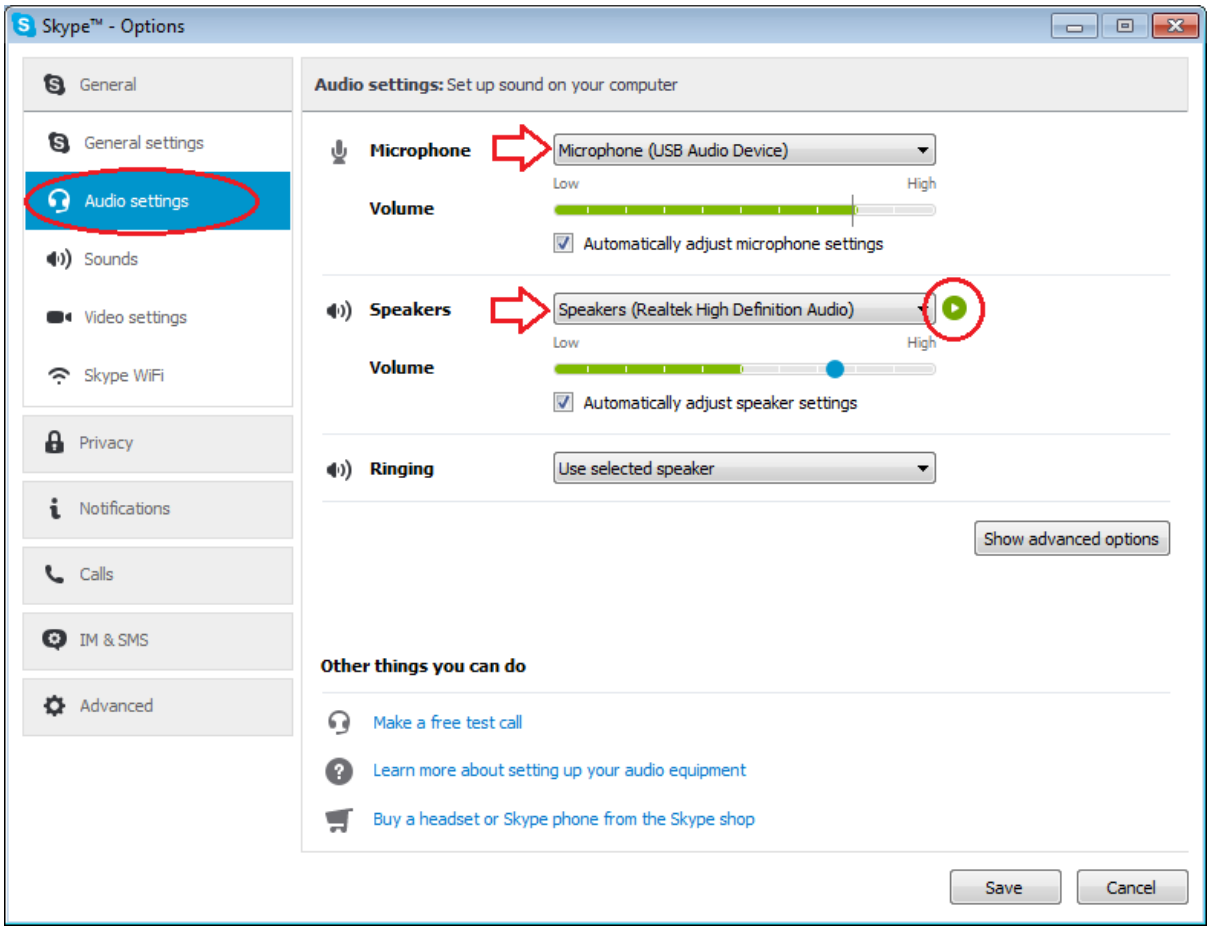
Click on the "Audio settings".

When you speak you should see the volume bar move in the microphone section.

If not, click on the drop down list and select the correct device.

Similarly, when you click the little green play button (circled) you should hear sound.

If not, click on the drop down list and select the correct device.

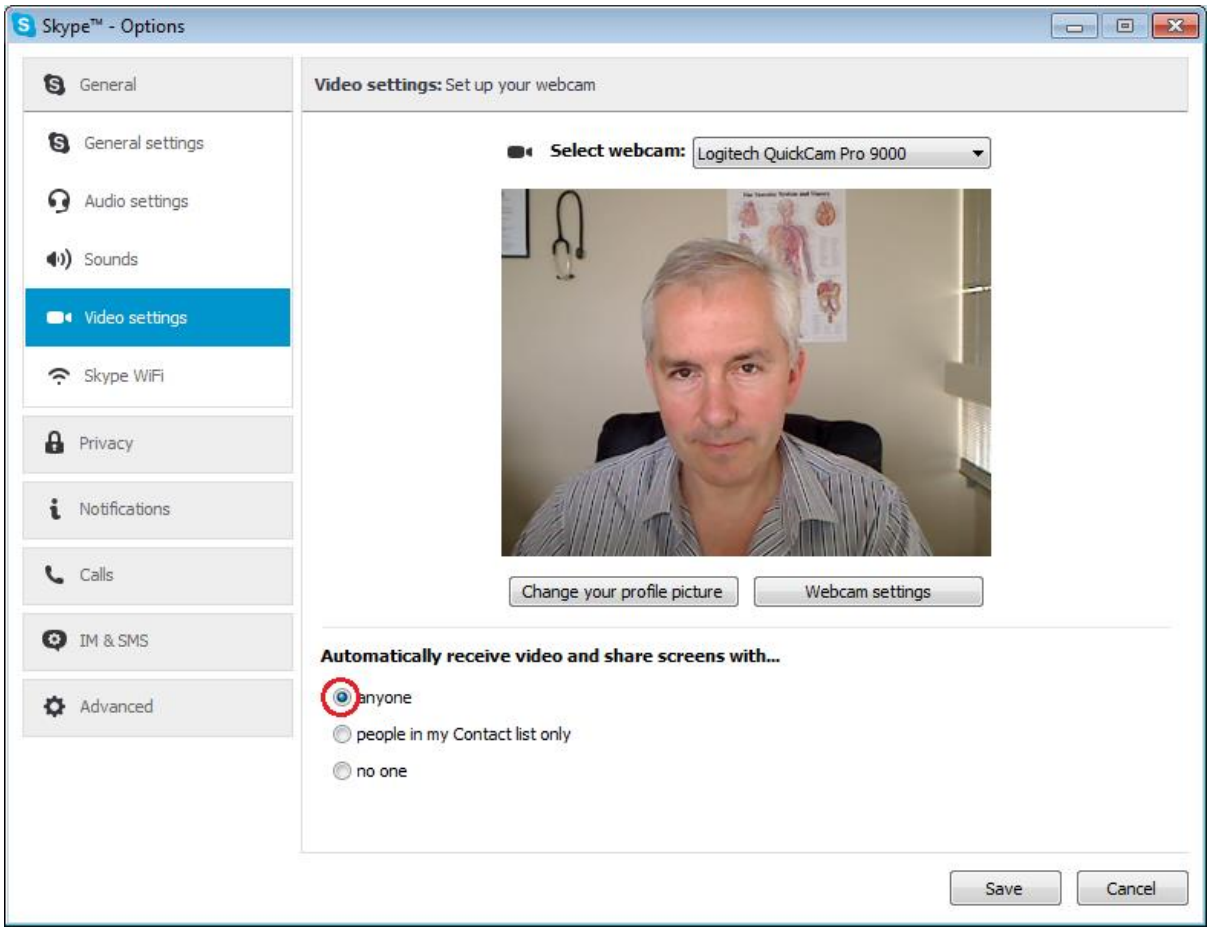


Don’t forget to click “Save” if you make changes here!

Now check your video settings.

You should see a picture of yourself.

If not, click on the “Select webcam” drop down list and select the correct device.



Remember that your computer also has a separate volume control.

On Windows it is down at the bottom of the page on the right hand side.

Here is what it looks like muted –

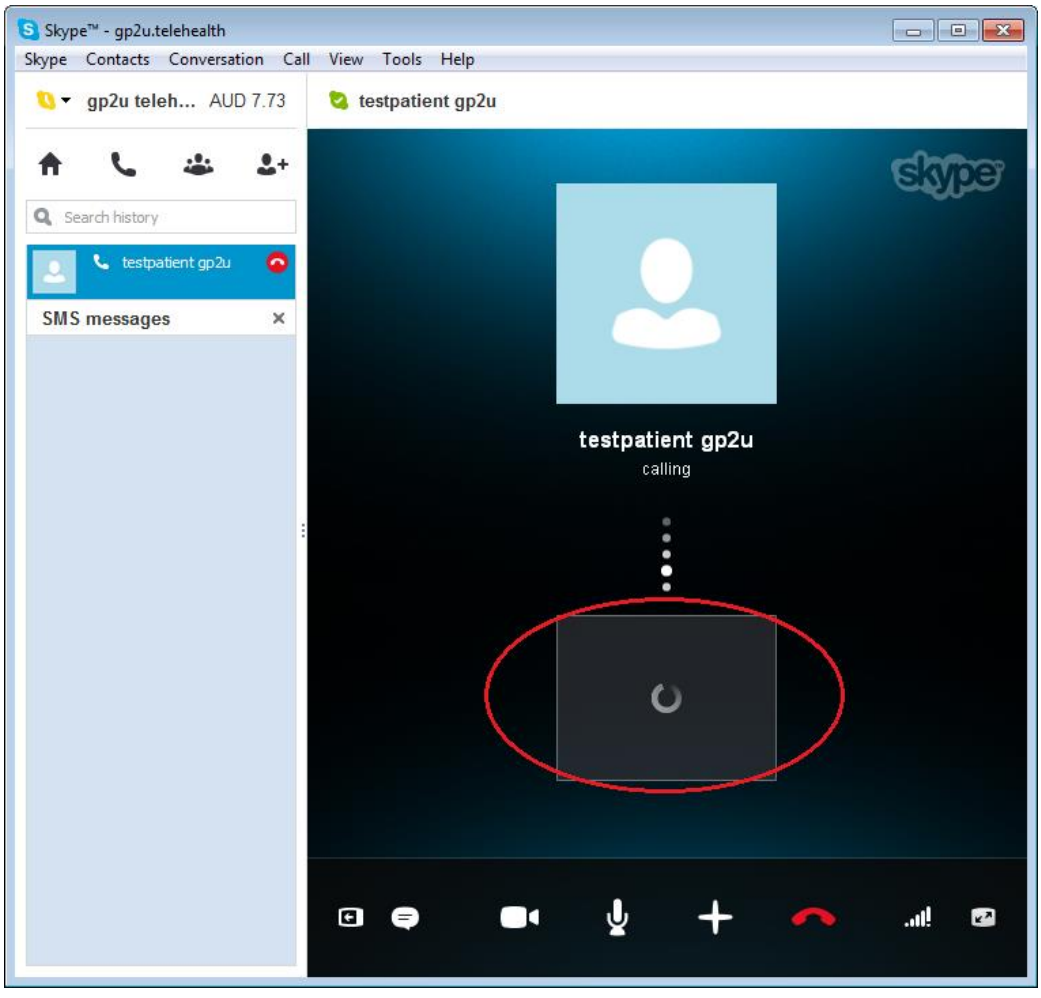
Click on the speaker to unmute it

Drag the slider to the top to turn up the volume

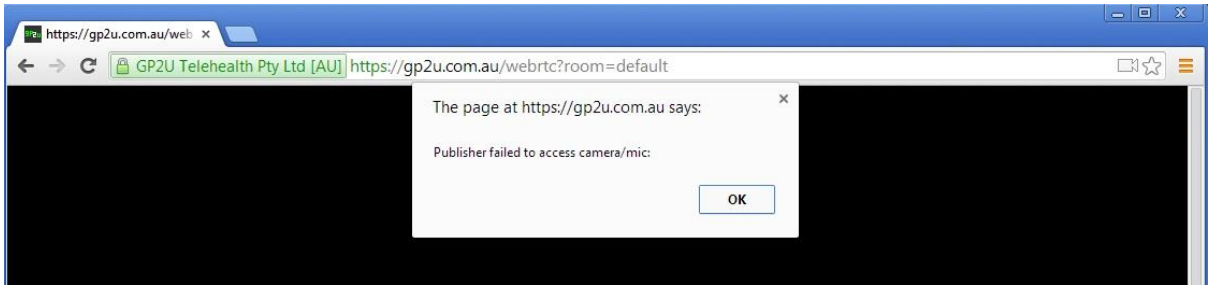
Finally, you should **note that only one piece of software can be in control of your camera at a time**.

If you have say WebRTC or Facetime open and using the camera, then Skype cannot access it and vice versa.

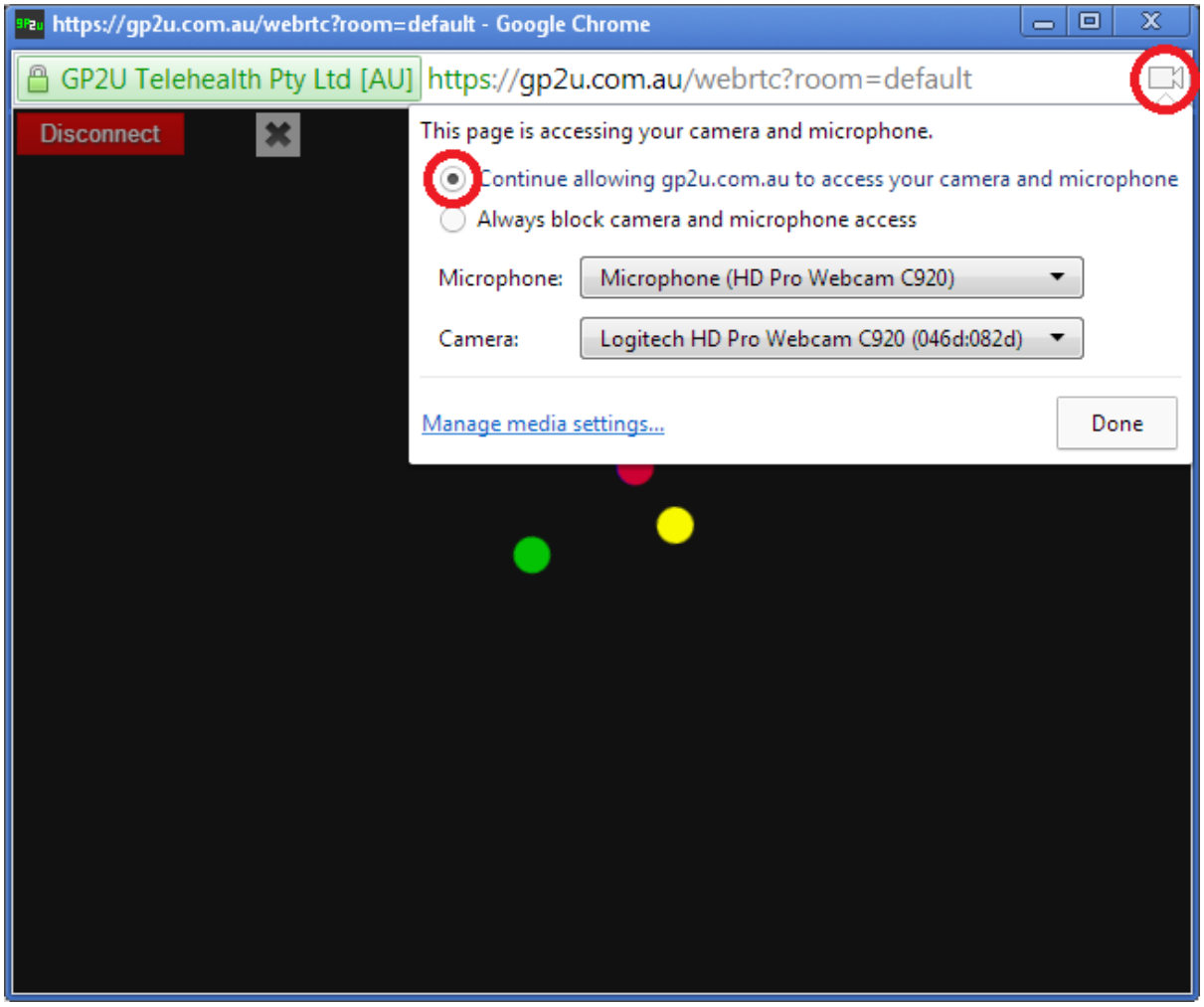
Here is what Skype looks like when it cannot get hold of your camera:



WebRTC is a bit more helpful. It will give you an error message like this:

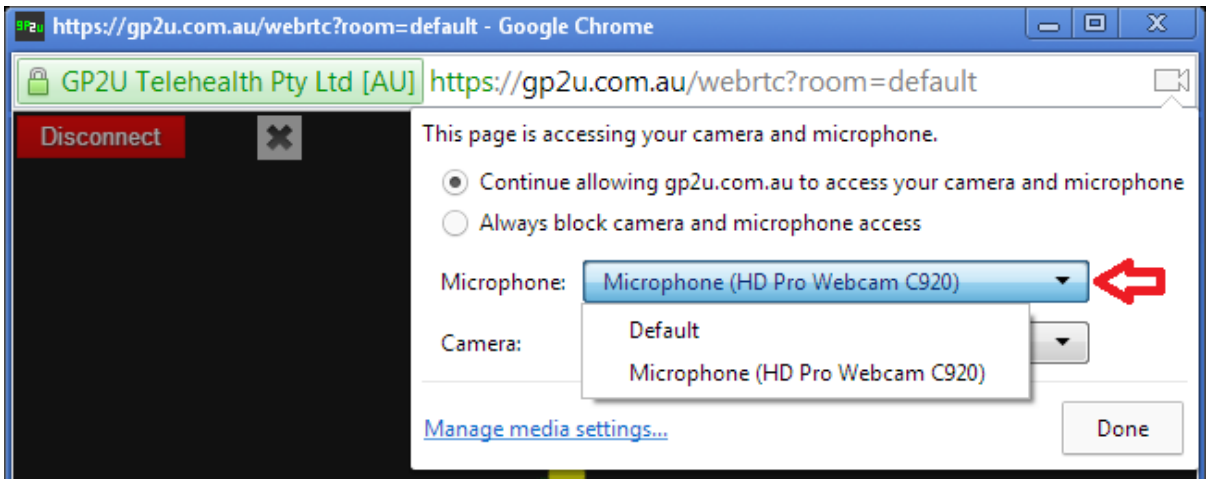


WebRTC also provides a handy link to your camera and microphone from the browser window. Simply click the camera icon top right near the star…..



Make sure camera/microphone access is allowed.

If things are not working select a different camera/microphone from the drop down list.

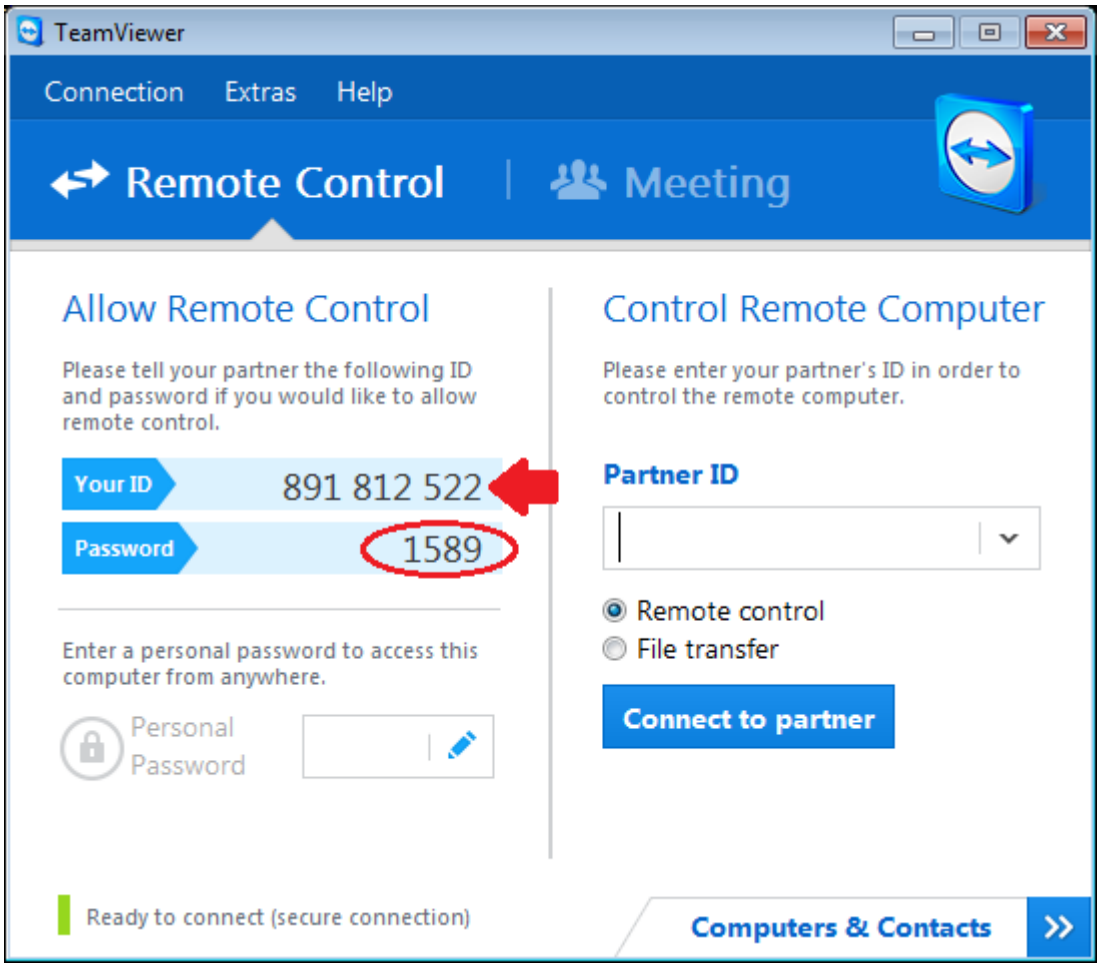


CALLING THE CAVALRY!

If your subscription includes the remote technical support option then you can have one of our technical support staff do things for you. To allow this to happen, you will need to download and install a piece of software called Teamviewer. This allows your computer to be configured remotely.

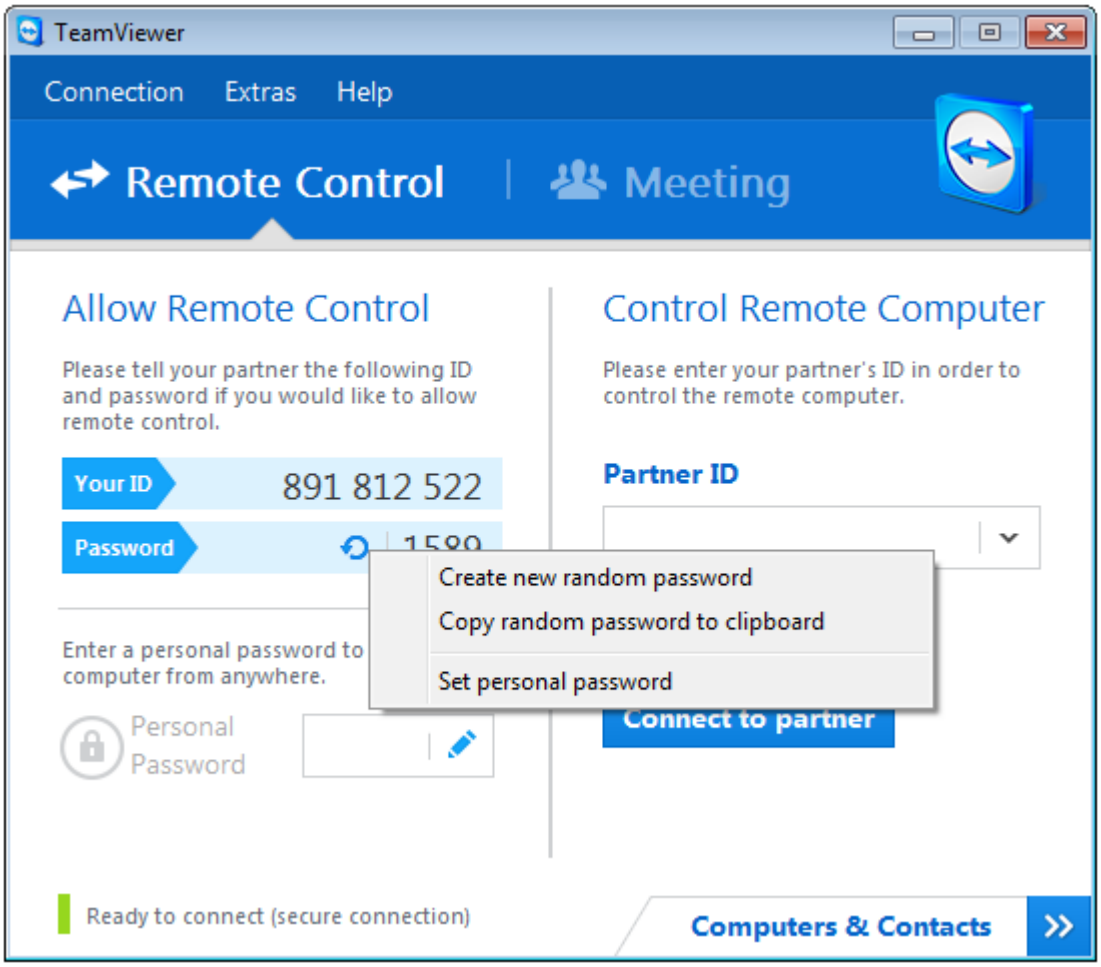
You can find the software here http://www.teamviewer.com/en/index.aspx

Once you have Teamviewer installed you will see something like this:



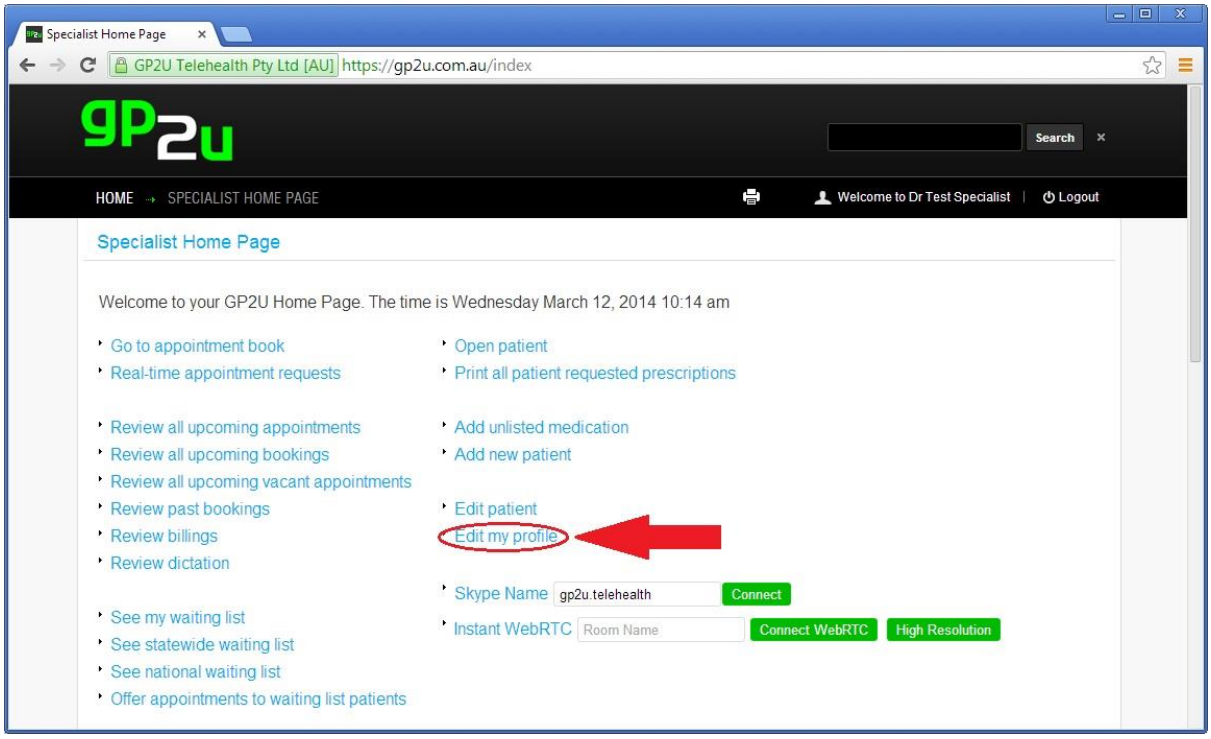
The technician will need to know your ID number to find your computer, and can only access your computer if you give them the password.

Also if you are worried about your privacy, as soon as you close teamviewer nobody can access your computer, even with your id and password. If you are paranoid simply change the password by mousing over it and selecting the option…..

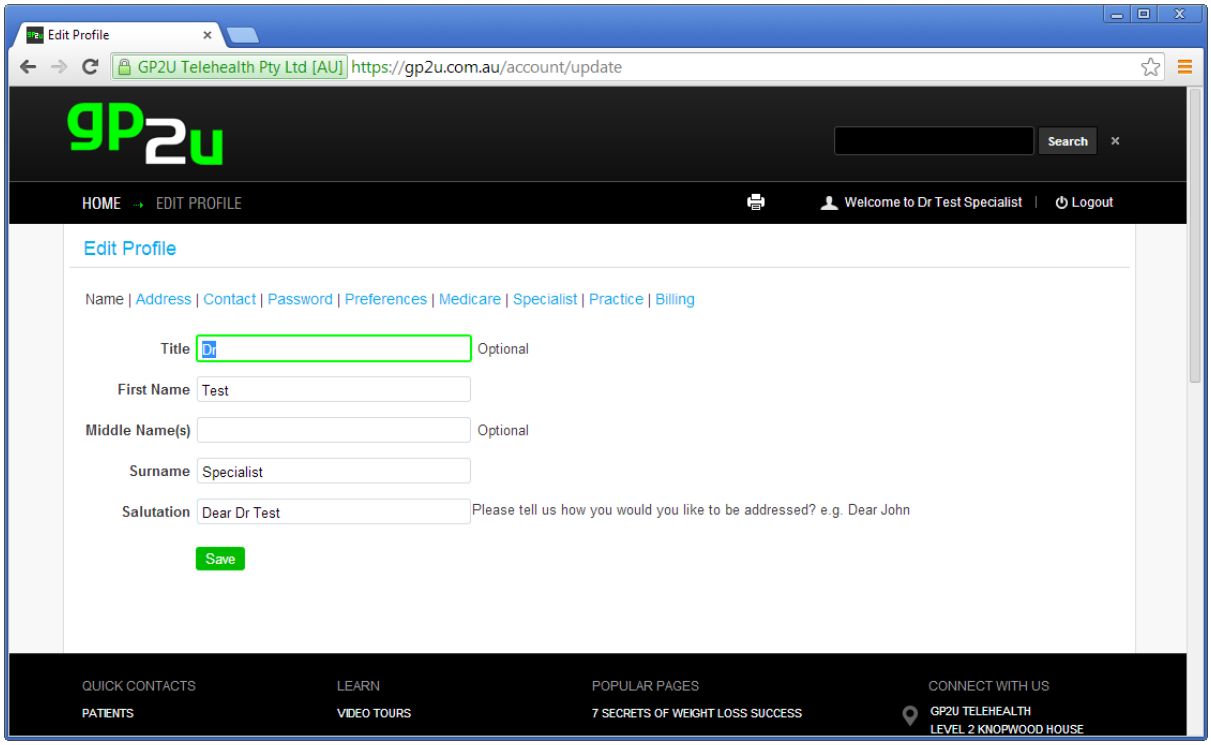


CHANGING YOUR DETAILS

From the home page of your account simply click on the link that says “Edit my profile”.

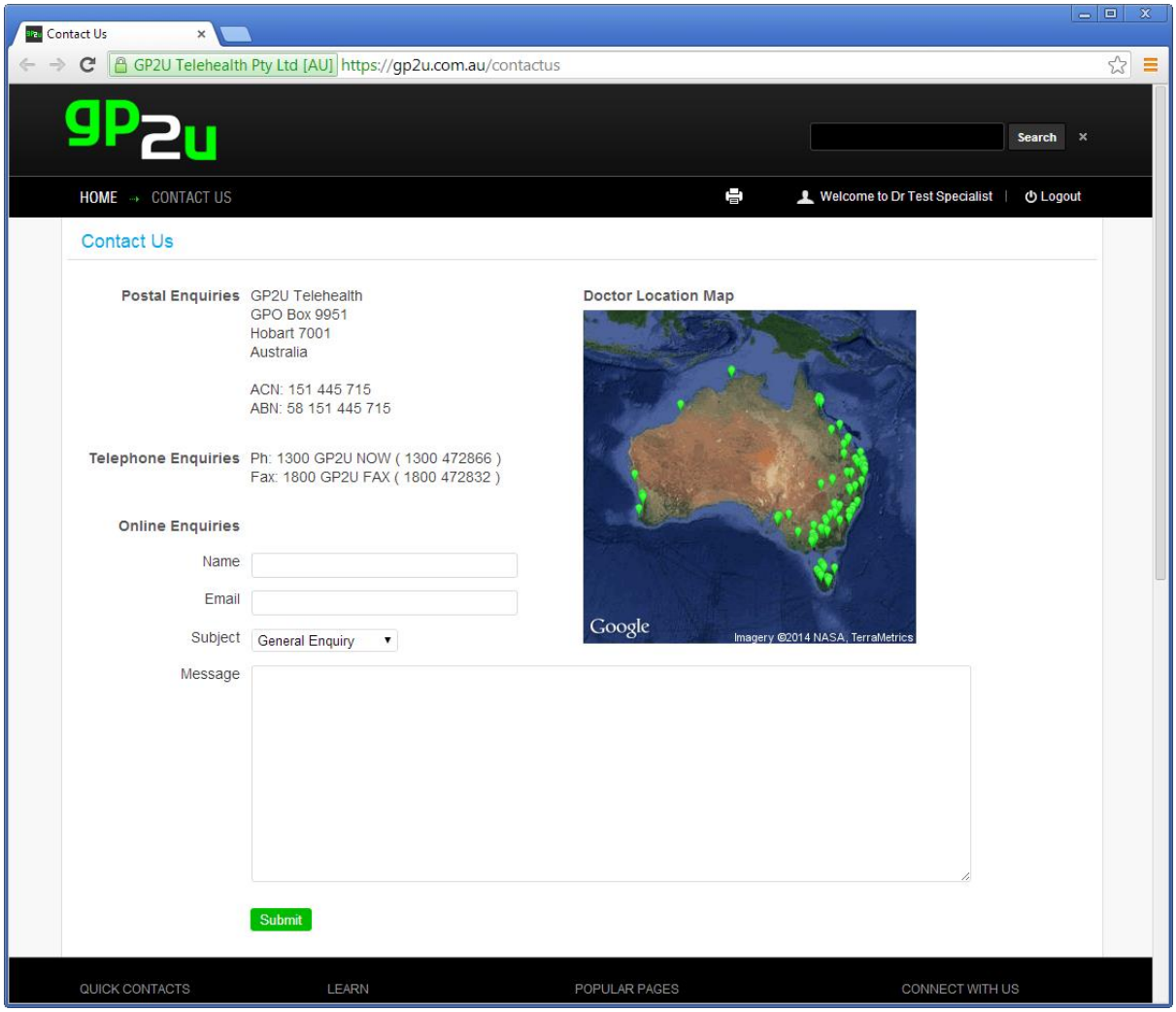


From here, you can change all your details.



CONTACTING US

To contact us simply go to the “contact us page” and select an option that suits you.

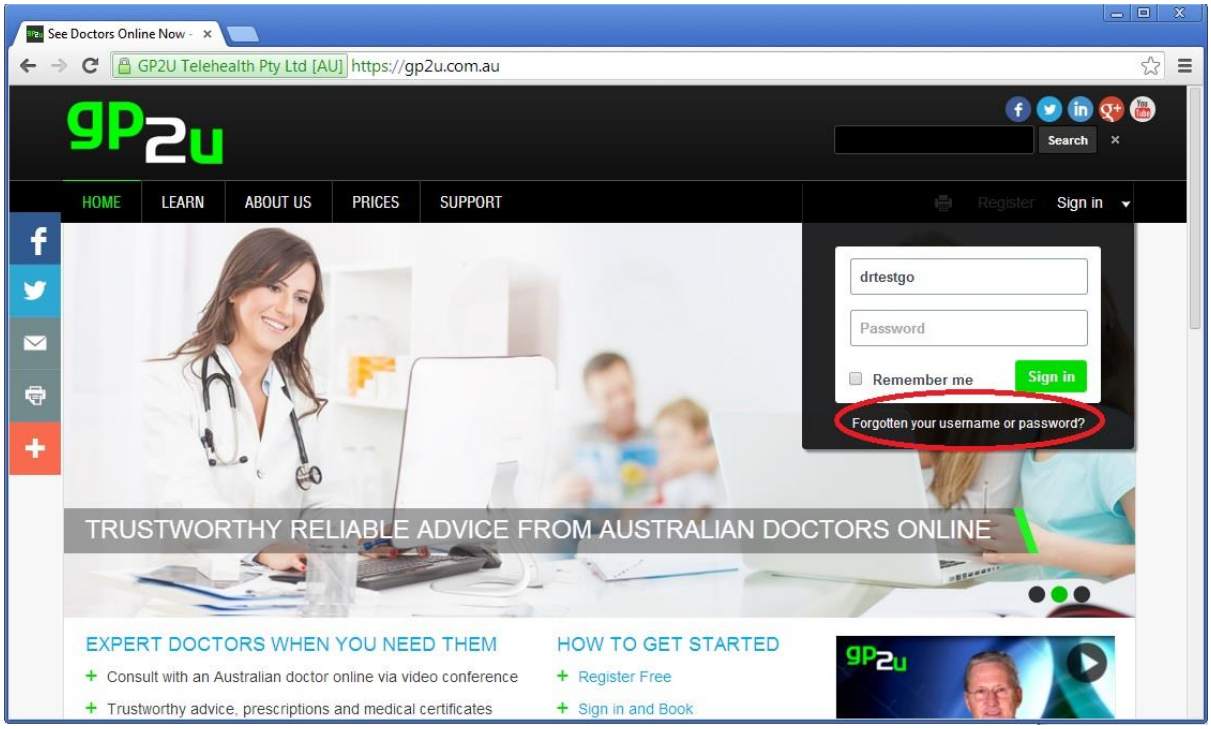


FORGOTTEN YOUR PASSWORD?

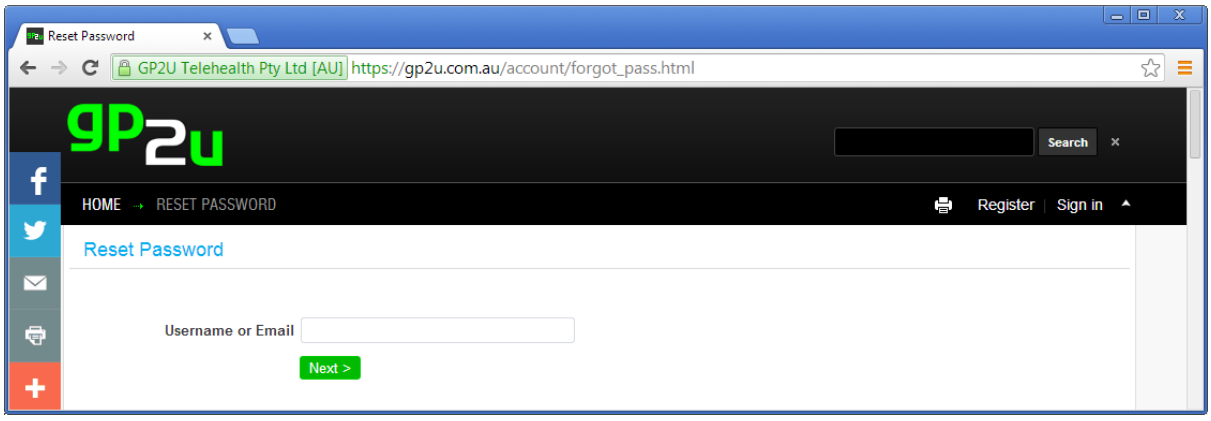
If you forget your password, simply click on the "Forgotten your password?" link on your home page, just below the username/password fields.

This will send an email to your registered email address that lets you reset your password.

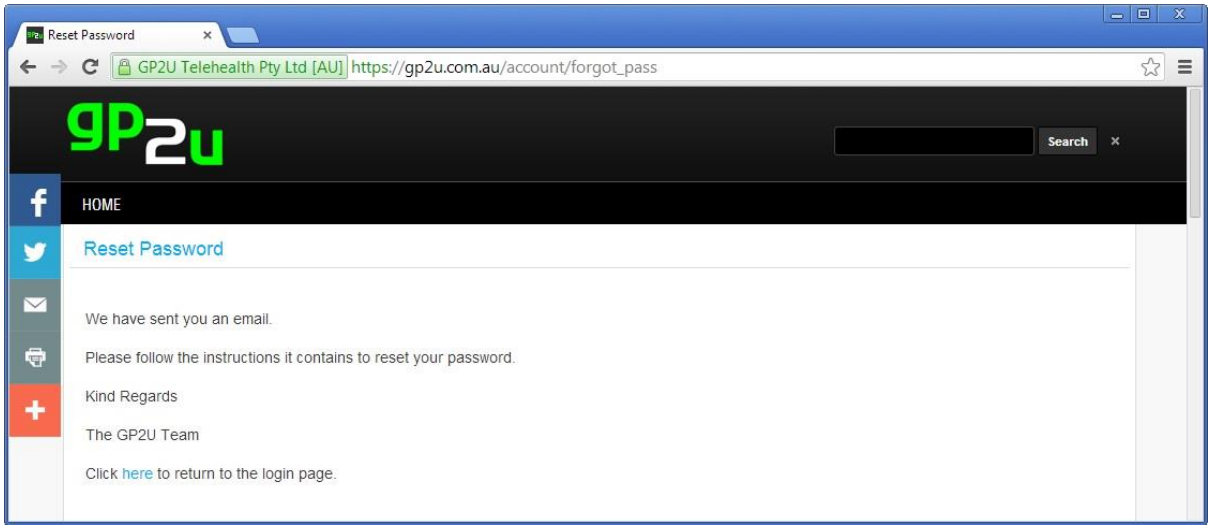
If for some reason you can't access that email and are having trouble, just give us a call on 1300 472866.



And from here, just give us your Username or Email:



And you should check your email after you have clicked next. A screen like the following should appear next:

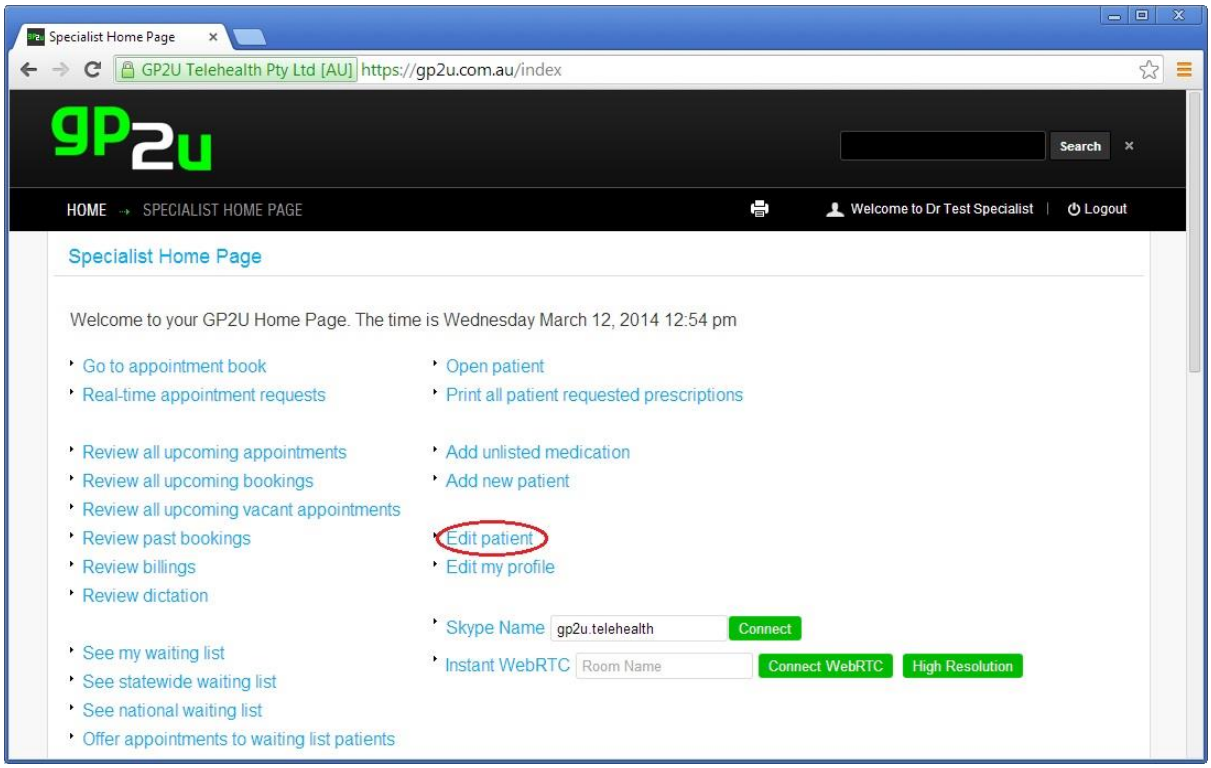


PATIENTS WHO HAVE FORGOTTEN THEIR PASSWORDS

Patients who have forgotten their passwords can use the same reset password link process shown above.

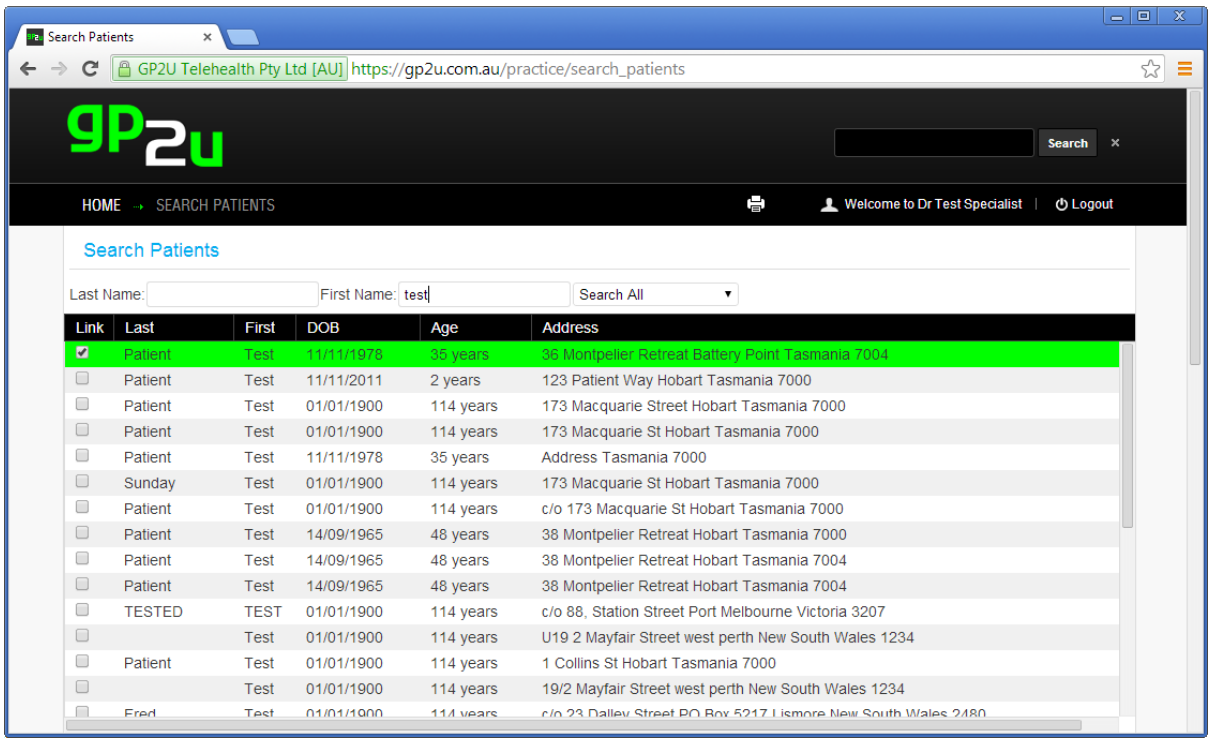
You can also reset their passwords for them should the need arise.

From your home page click the “Edit patient” link:

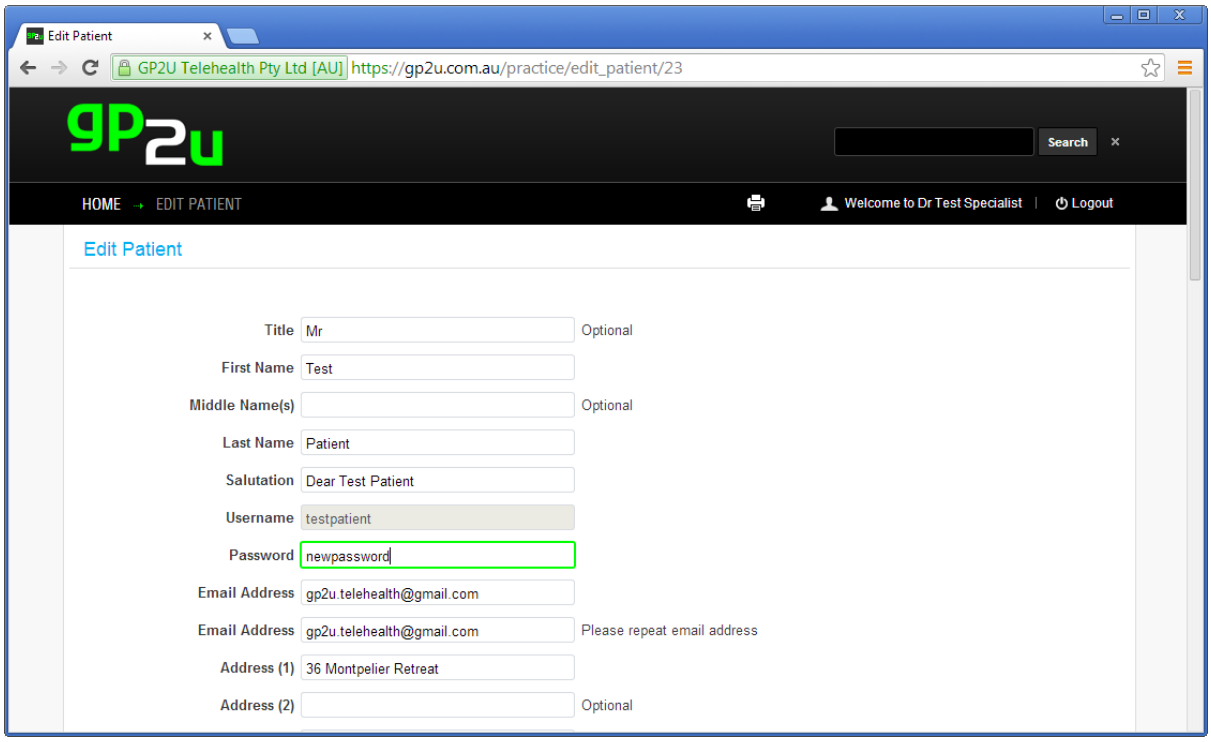


This will bring up the patient search screen.

Type in part of the patients name and select the patient by clicking on their name:



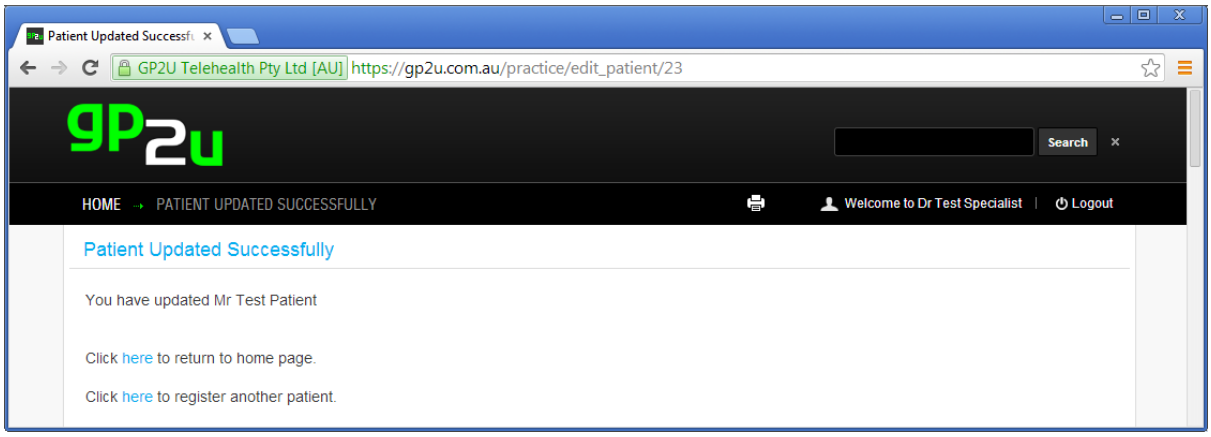
Enter a new password:



Then scroll down to the bottom of the page and click “Update”.

Note that if you update a patient’s details and do not enter a password, their password will remain unchanged.

Once you press update you will see this screen:

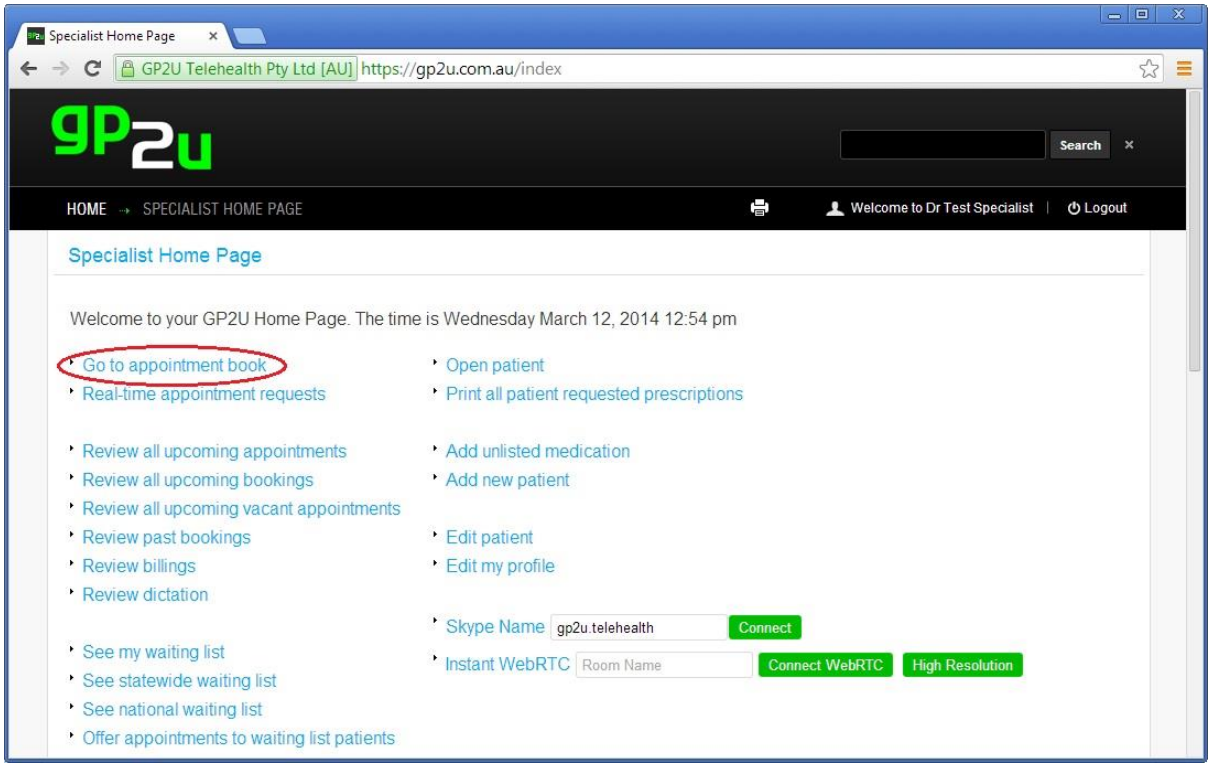


BOOKING YOUR FIRST APPOINTMENT

There are many ways for appointments to be booked and you may choose to use one or more of them.

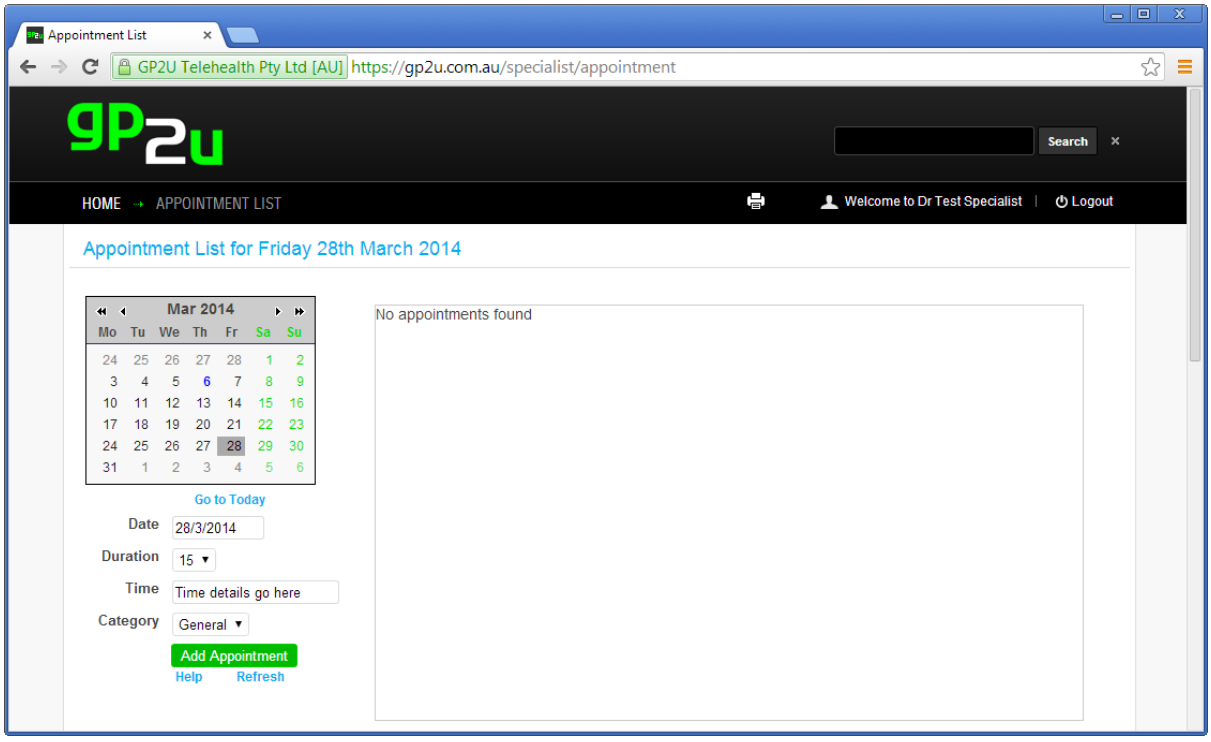
Everything rotates around the appointment book.

Like all the things you may wish to do with GP2U, you will find a direct link to it on your home page.



Click on this link to bring up the appointment book.

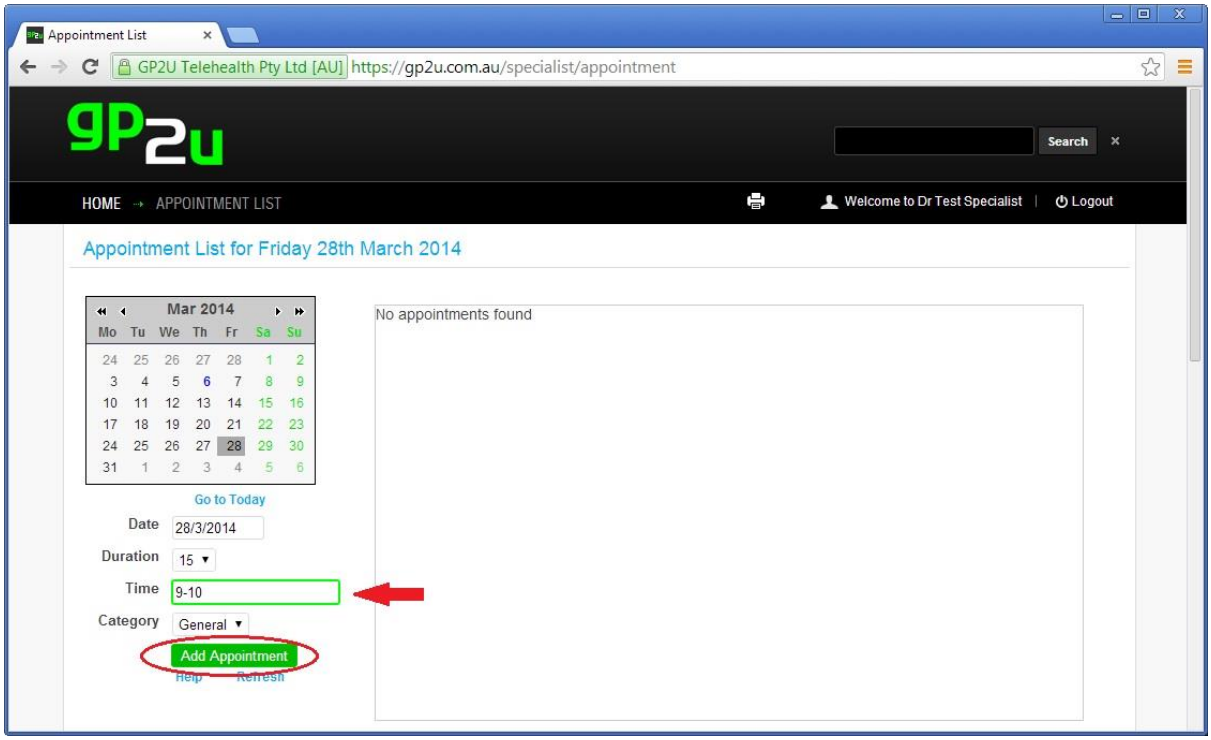
As you would expect, it opens on today's date and there are no appointments found.



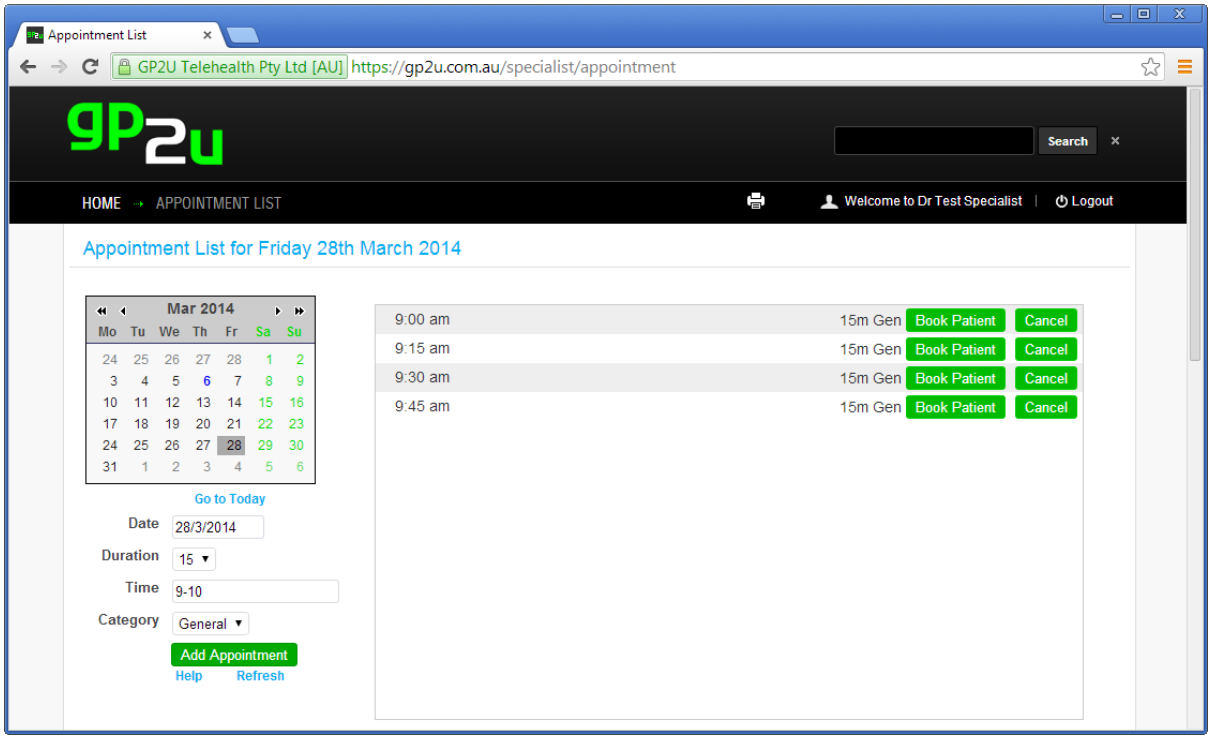
Now let's book our first patient.

To book a patient you need an appointment slot to put them in.

For testing just put in (say) 9-10 for the time and click the "Add Appointment" button:

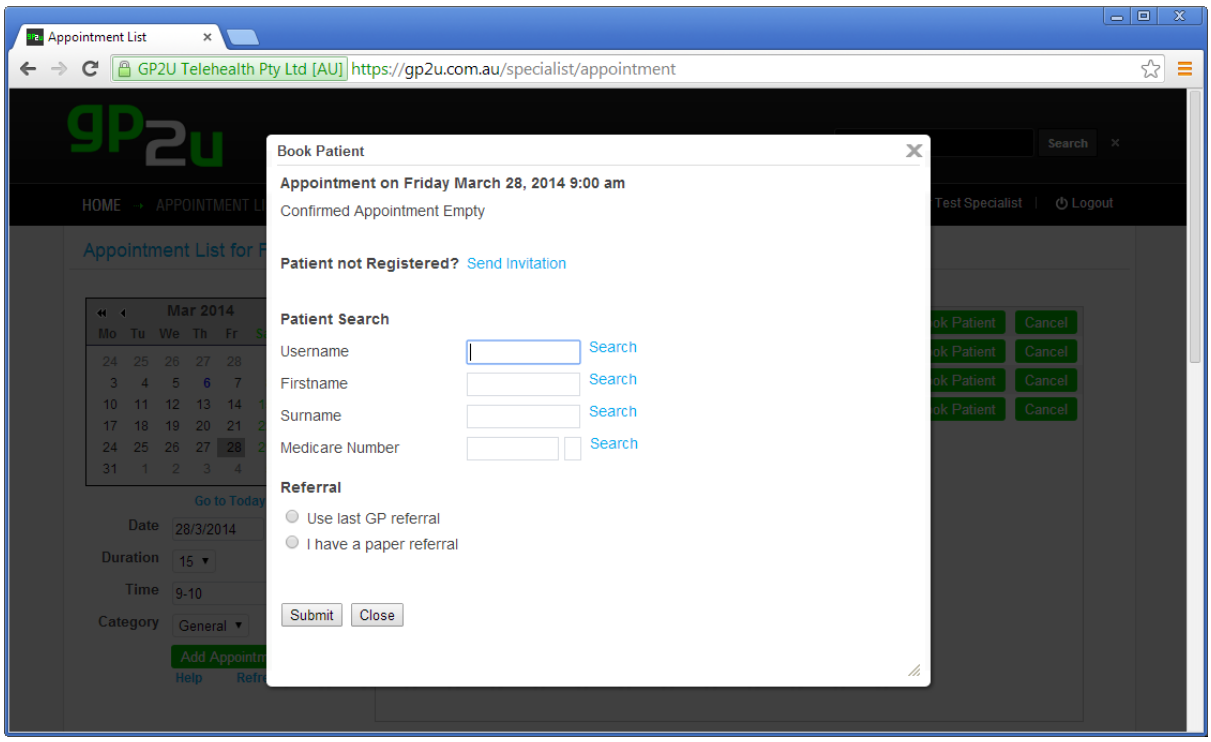


The system works out that if you want appointments from 9 to 10 and they are the default 15 minutes, we want appointments at 0900, 0915, 0930, & 0945, so what you will now see should look like this:



You can see that the 4 appointments have been created and we have "Book Patient" and "Cancel" buttons.

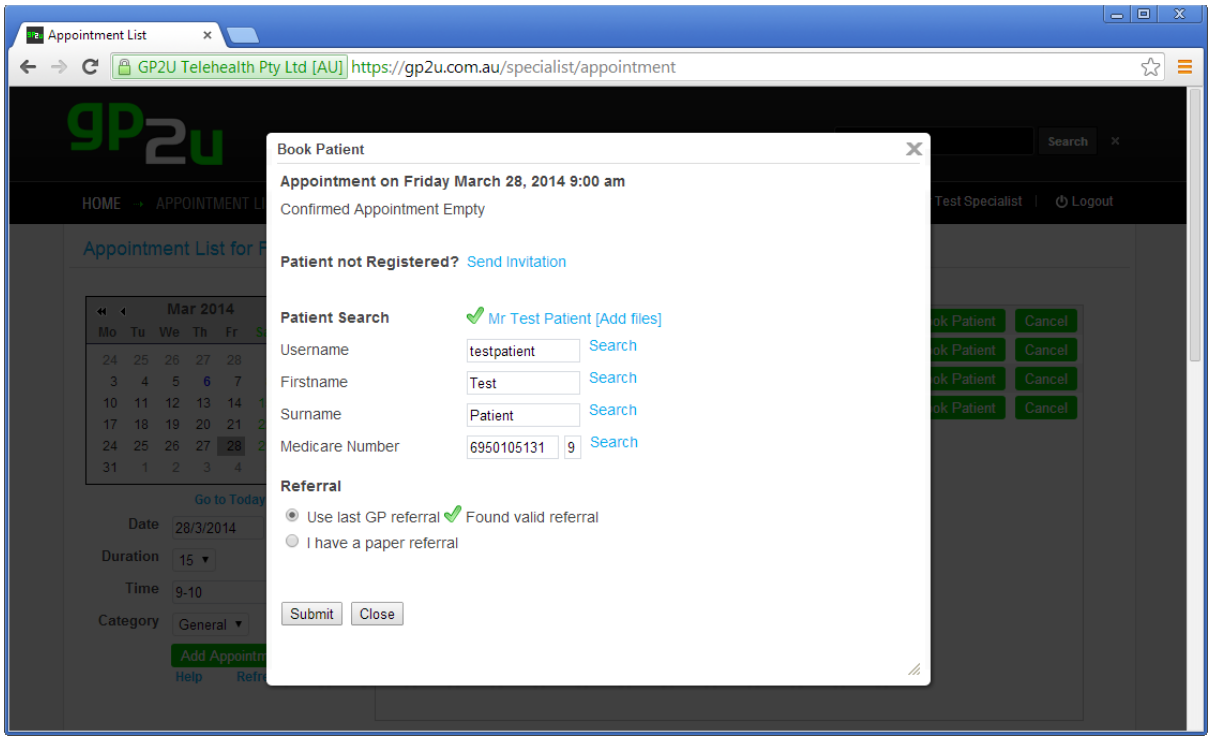
Let's click "Book Patient":



Type “testpatient” into the Username field and click the “Search” link next to that.

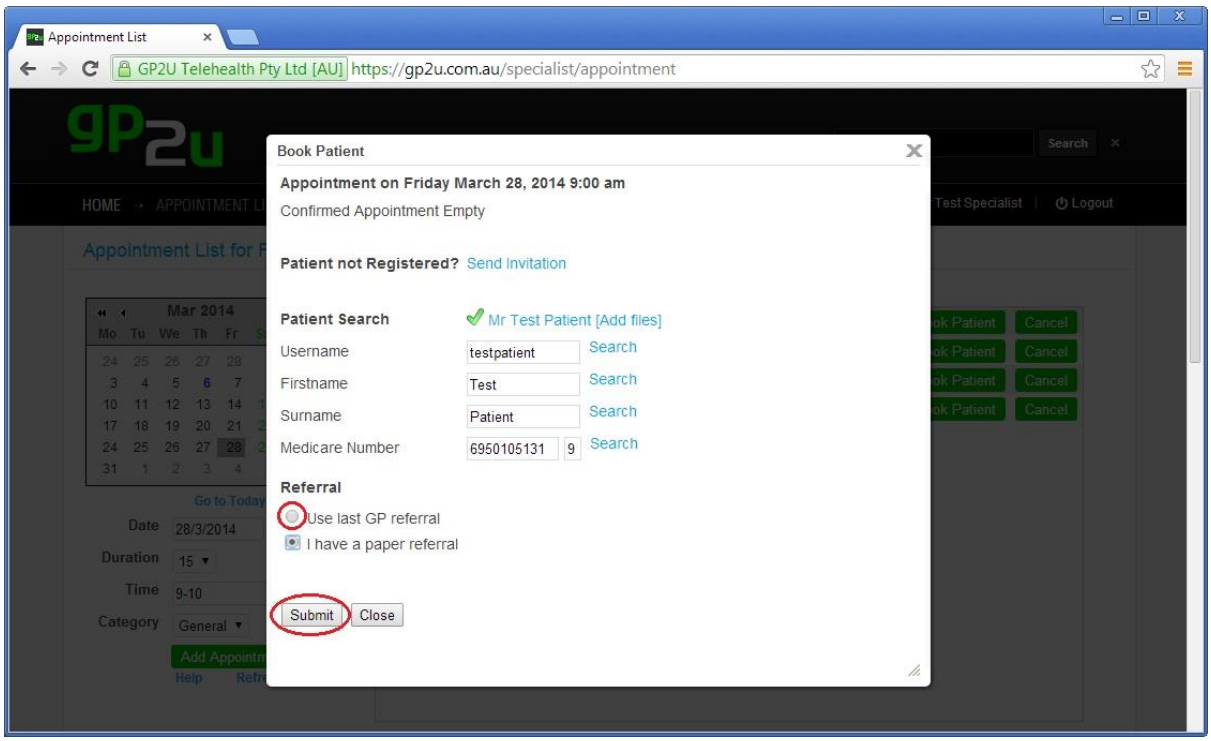
This is how we book patients that are already registered on the system. We can find patients by username, first name, last name or Medicare card number.

Next you will see something like this:

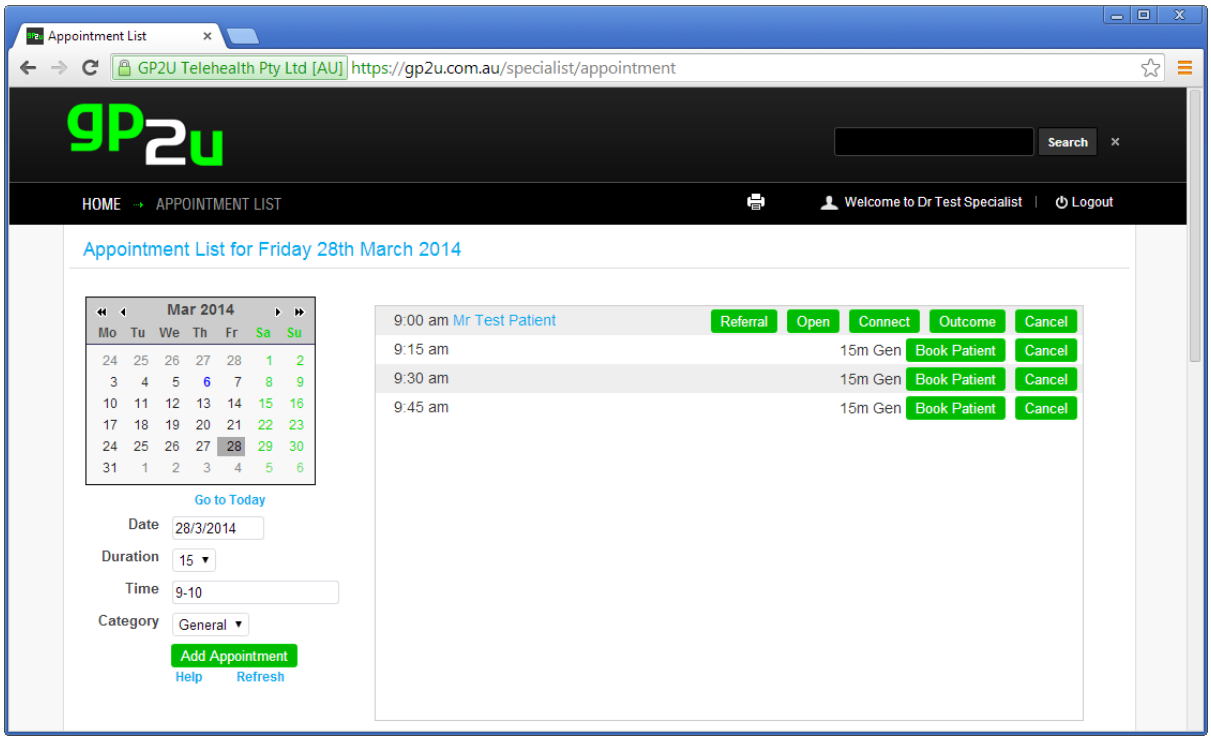


You will notice it says that no valid referral has been found.

Just click on the radio button next to “I have a paper referral” and click submit:



Now you will see this:



As you can see, we have the patient's name and several buttons.

They each have a purpose, which we will explain below but, what has also happened when we made the booking is –

"Test Patient" has been sent an email letting them know they have a booking.

The email looks like this:

Dear Test Patient

This email is to confirm the booking of your Telehealth appointment with Dr Test Specialist.

The appointment is scheduled for local time:

Patient: Friday March 28, 2014 12:00 pm
Specialist: Friday March 28, 2014 9:00 am

Dr Test Specialist
1 King Street Perth 6000
Ph: 0438350854

Please ensure you are available online 15 minutes prior to the commencement time.

If you plan to use WebRTC and the Virtual Waiting Room to connect please be aware that you need Internet Explorer, Chrome or Firefox (not Apple Safari) as your browser.

Click here to connect.

When you use WebRTC for the first time you will be prompted to allow access to your camera and microphone. Please see https://gp2u.com.au/faq/webrtc.html for details.

If for some reason that link does not work try this emergency backup server.

Kind Regards

The GP2U Team

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Level 2 Knopwood House
38 Montpelier Retreat
Battery Point Hobart 7004
Phone 1300 GP2U NOW (1300 472866)
FAX 1800 GP2U FAX (1800 472832)
Email admin@gp2u.com.au
Facebook https://www.facebook.com/skype2doctor
Twitter https://twitter.com/GP2U_Telehealth @GP2U_Telehealth
Web https://gp2u.com.au/

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You will notice that we quote the appointment time for both patient and specialist.

- This is because the patient may be in a different time zone so your “10 am” may be their “8 am”.
- You don’t have to worry about time zones because we always report times in terms of user local time.
- We also take care of day light savings issues.

You will also notice a link that says “Click here to connect”.

- All the patient has to do is click this and they will automatically be logged in and taken to the Virtual Waiting Room, ready for you to connect to them.

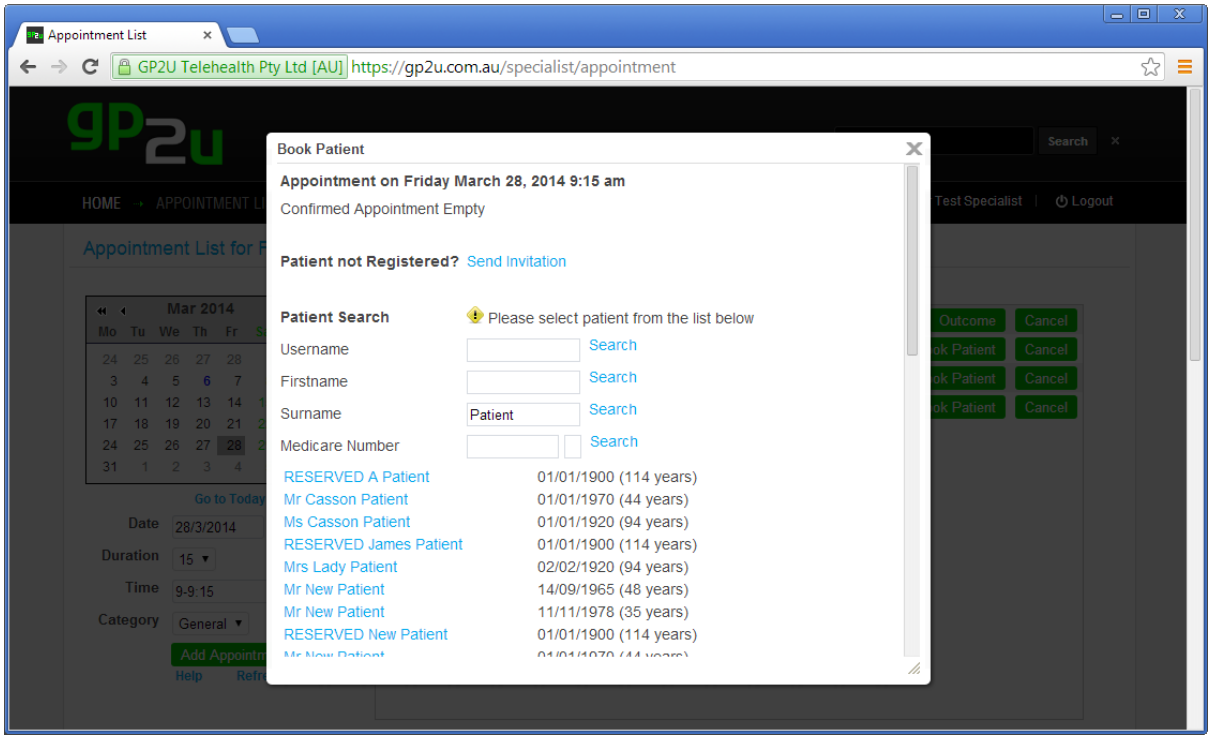
The email also provides other useful details.

Patients also get an automatic reminder email before the appointment, to minimise the risk of “no shows”.

In the “testpatient” example, because we searched by username (which is unique), we have only found one patient.

If we search by say first name and last name, we may find more than one patient.

Simply click on the correct patient to book them.

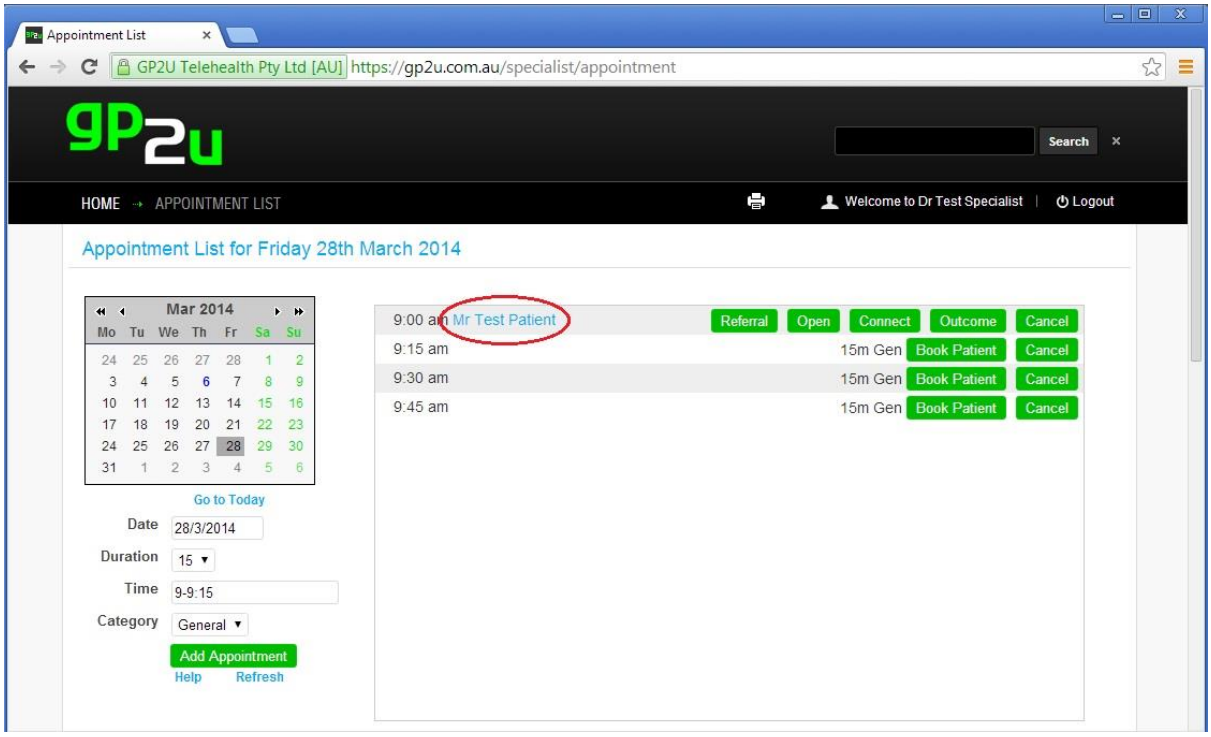


Don’t worry, there are very simple ways of getting the patients into the system, and once they’ve been added…..

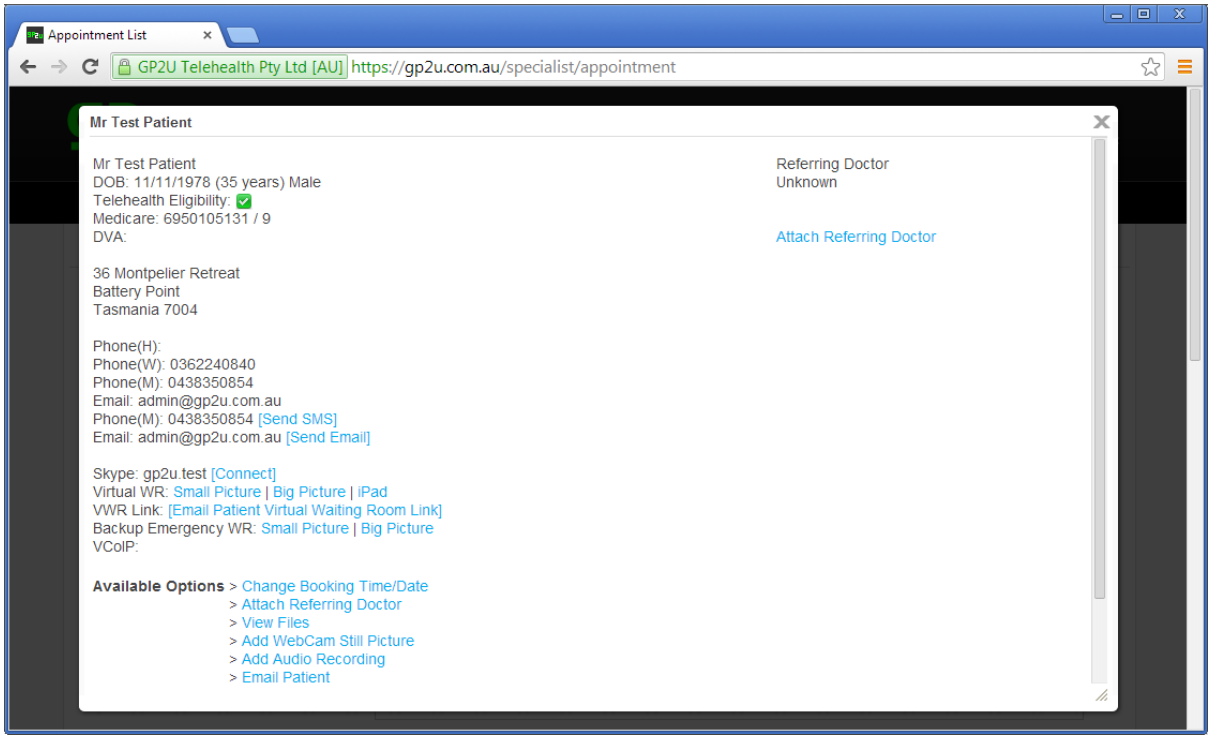
So let’s get back to your appointment book:

PATIENT NAME

Let's start by clicking on the patient's name. This brings up details about them:



You will notice a whole series of links.

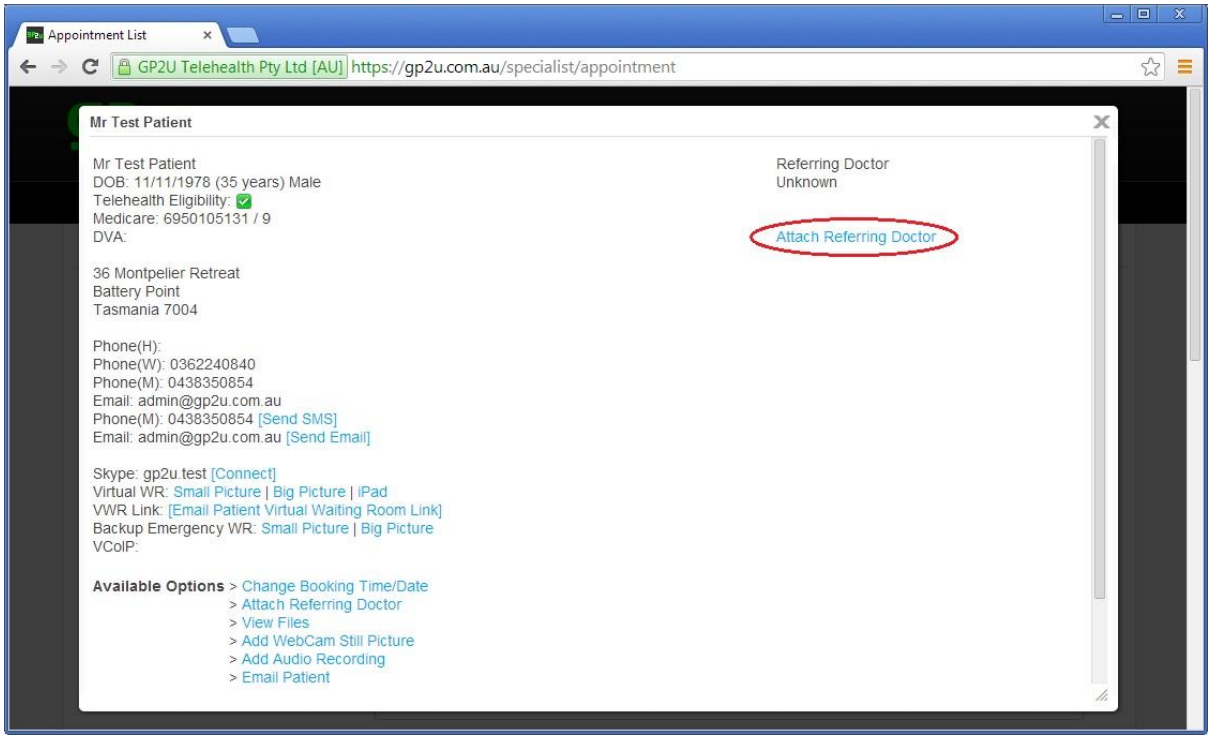


These all do what they say they do and are described in more detail later.

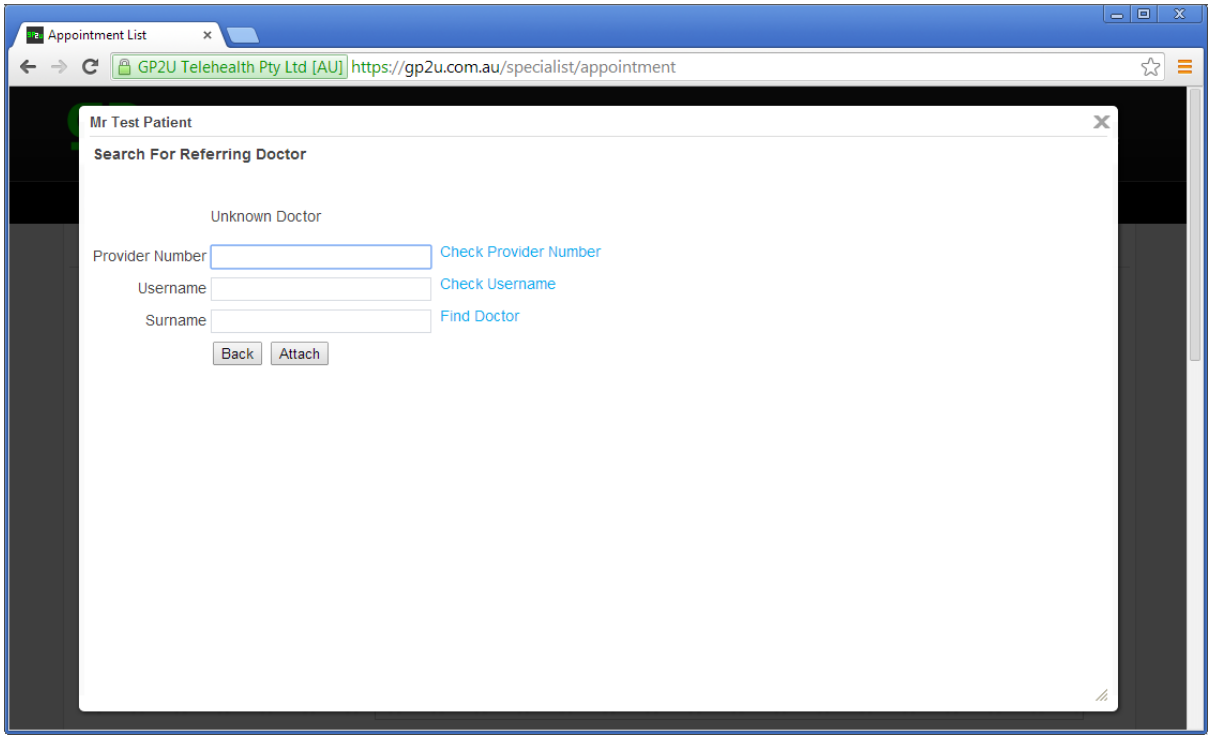
The one we will mention now is the "Attach Referring Doctor" link.

> Because we earlier specified that a paper referral exists, the system has no idea about who the referring doctor is.

Click the “Attach Referring Doctor” link.



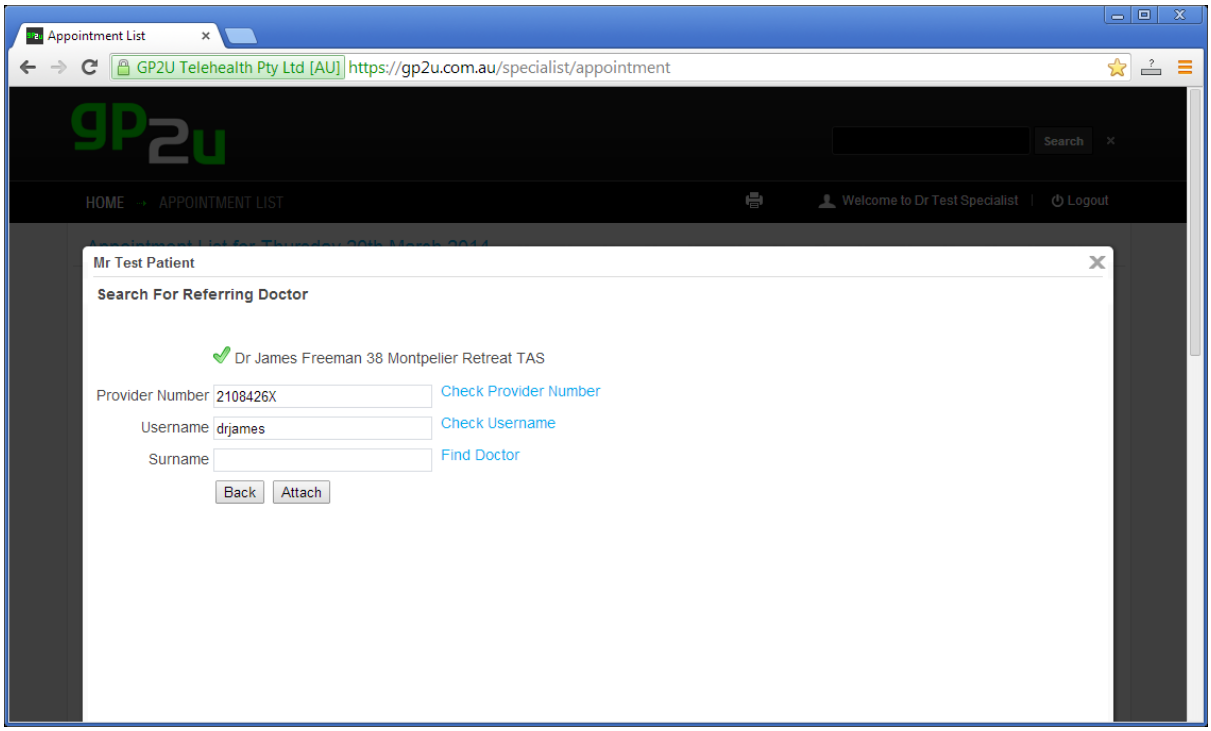
That will bring up this page:



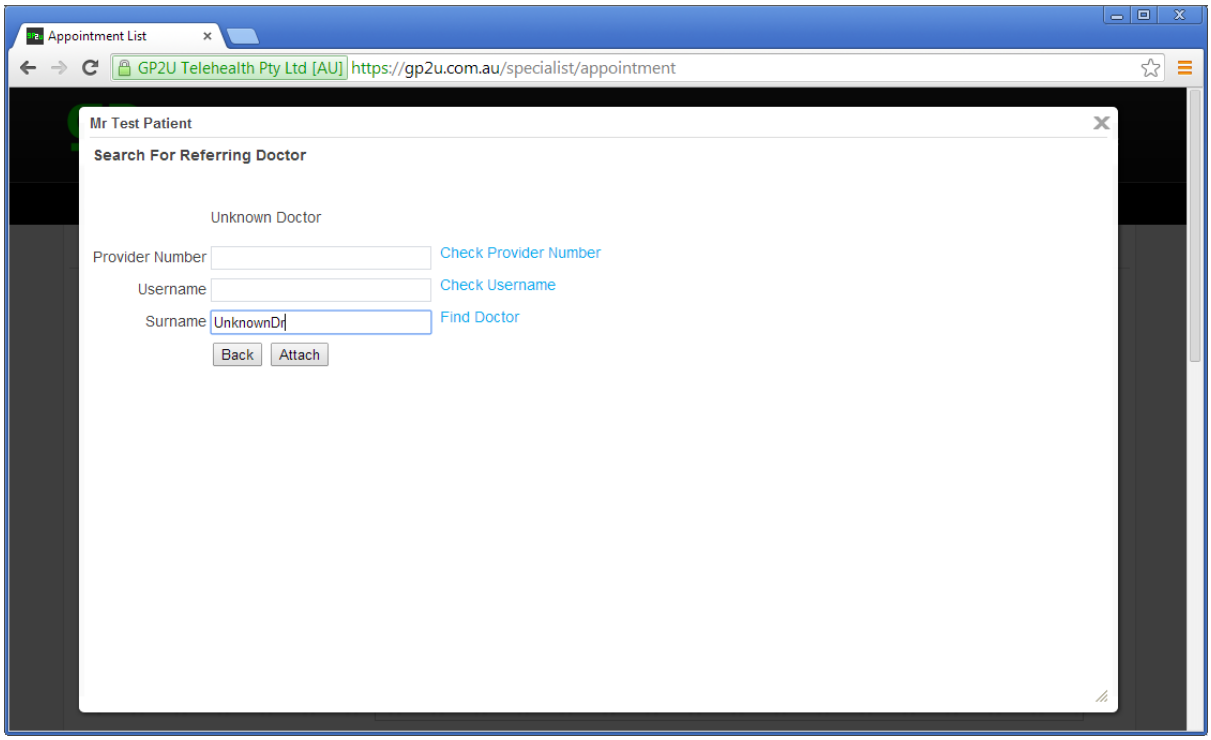
We can search for doctors by provider number, username or surname.

Let’s search for 2108426X and click the “Check Provider Number” link.

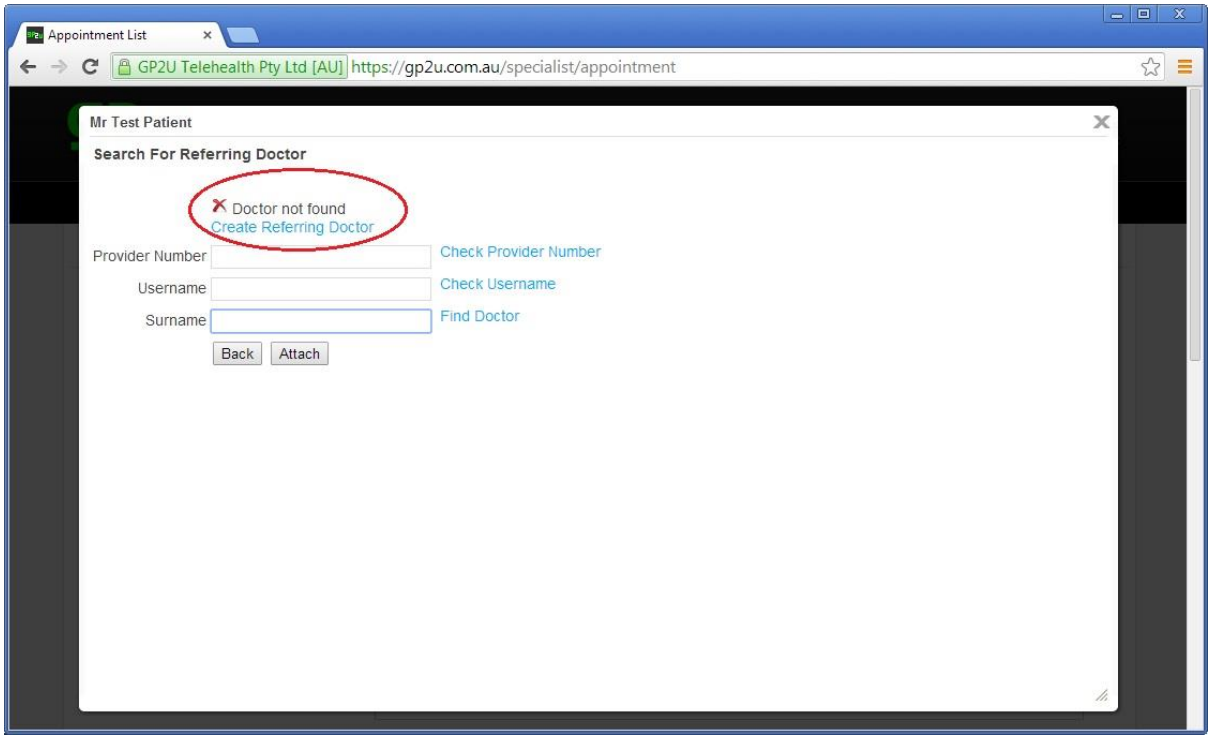
That will bring up this page:



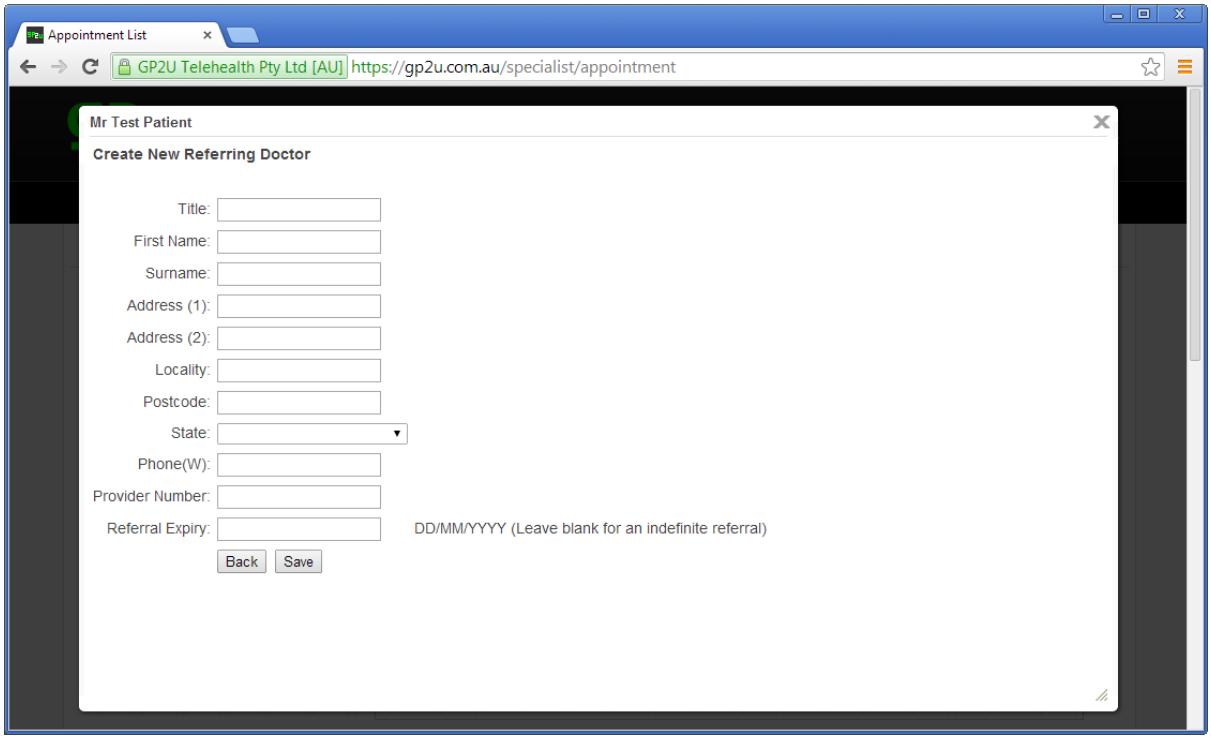
Now if we search for a GP but can't find them:



A new “Create Referring Doctor” link becomes available:



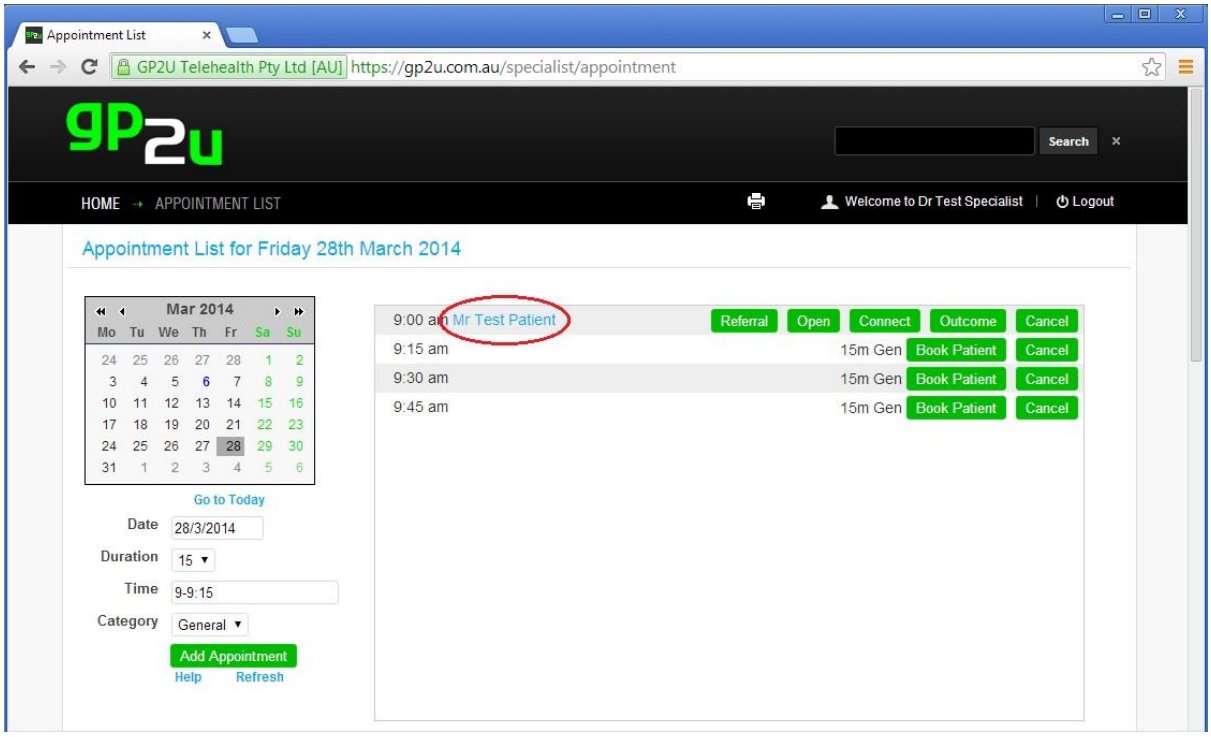
Click that link to see the following page:



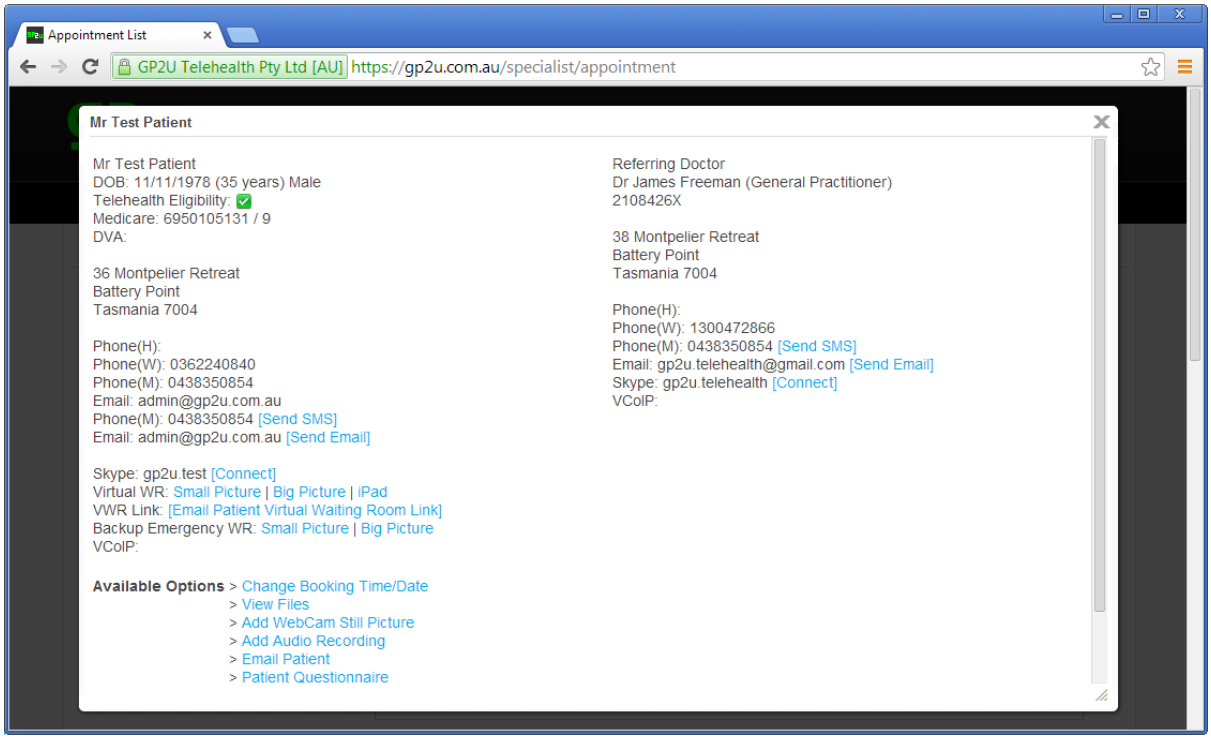
Adding the doctor in at this point will ensure we can find them easily next time.

We collect enough details to make sure letters and reports can reach them.

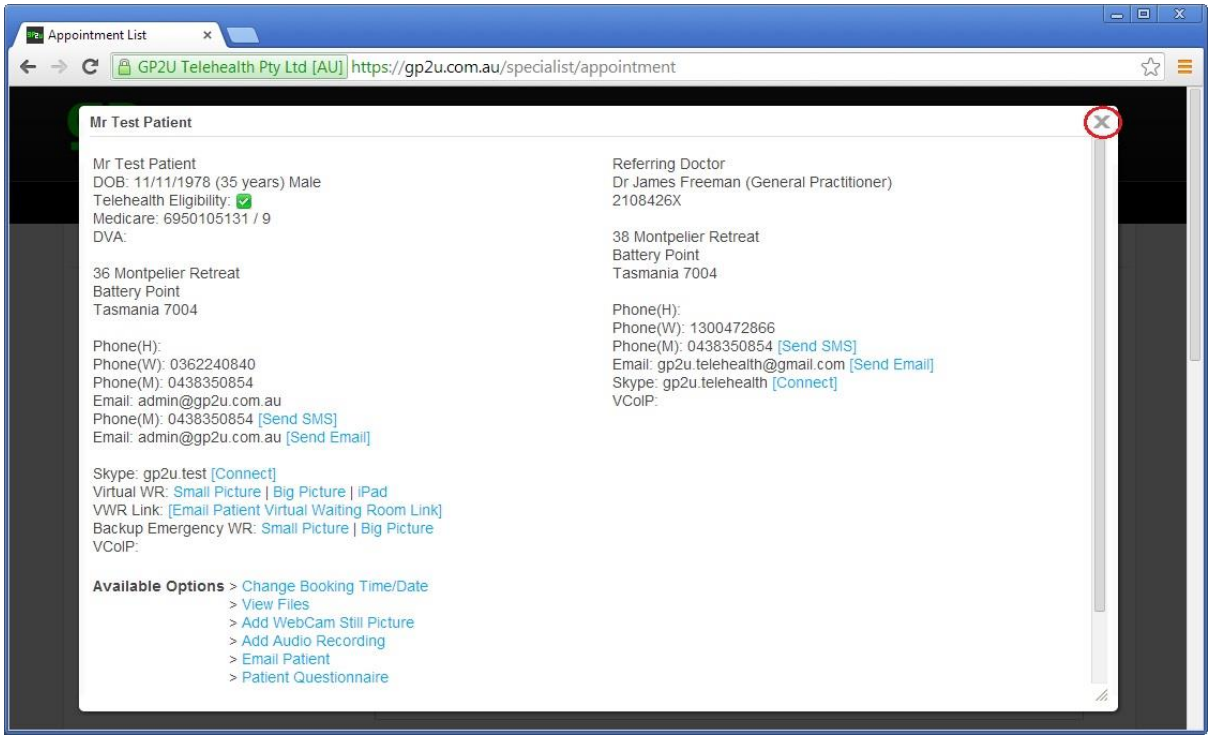
Once the doctor is attached, click on the patient's name:



This brings up all the referring doctors details



Click in the “X” in the top right hand corner to close this window.



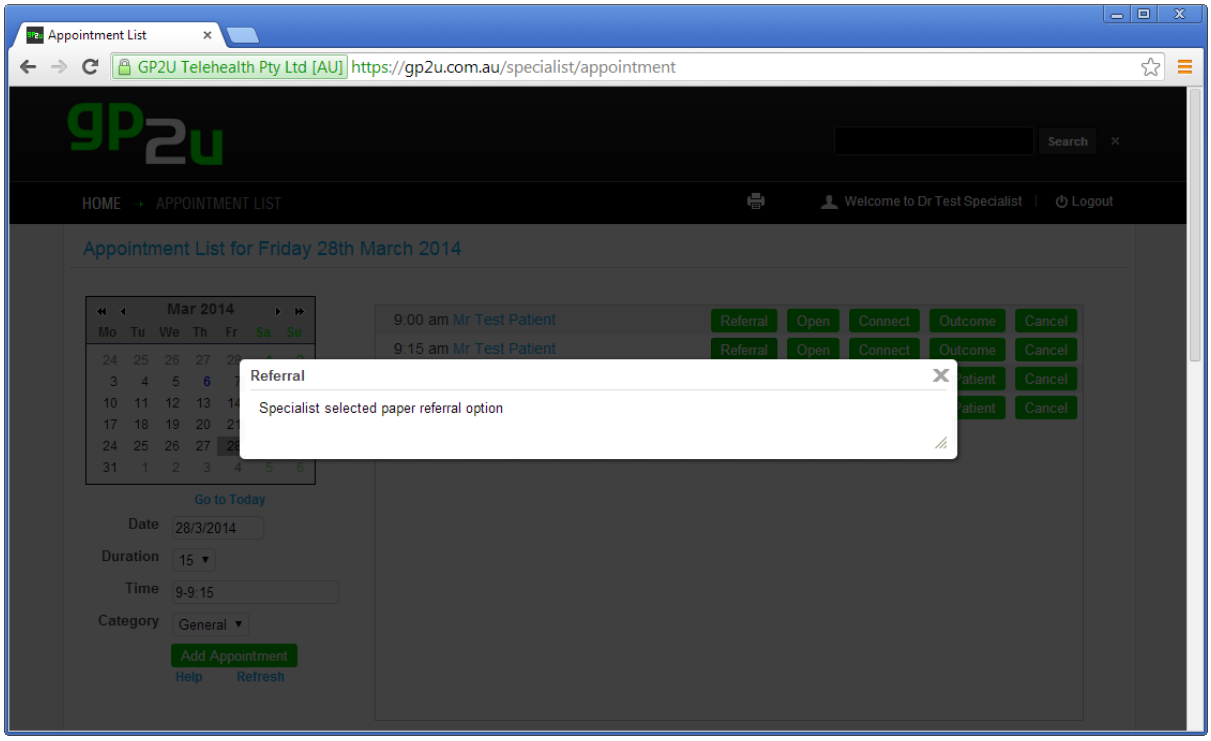
You can also click anywhere outside these pop up windows to close them.

REFERRAL BUTTON

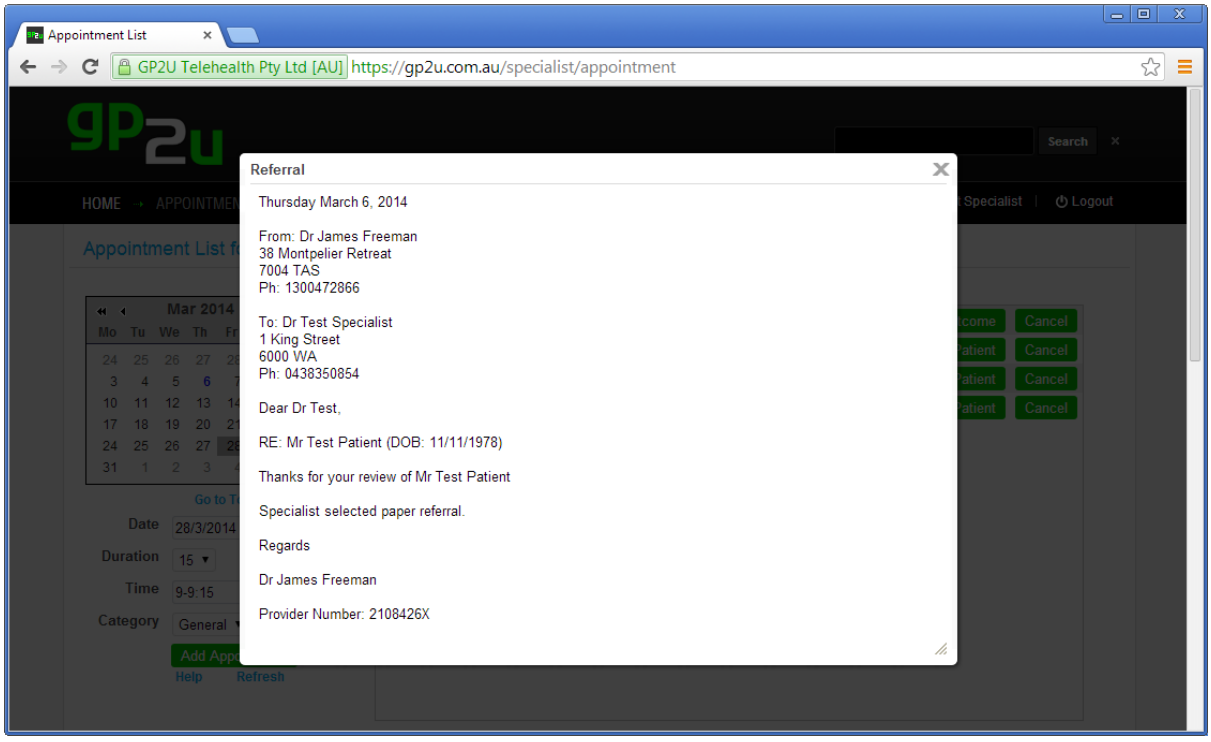
Now let's click in the buttons.

The referral button show you the patients referral.

In this case we see that the paper referral option has been selected.

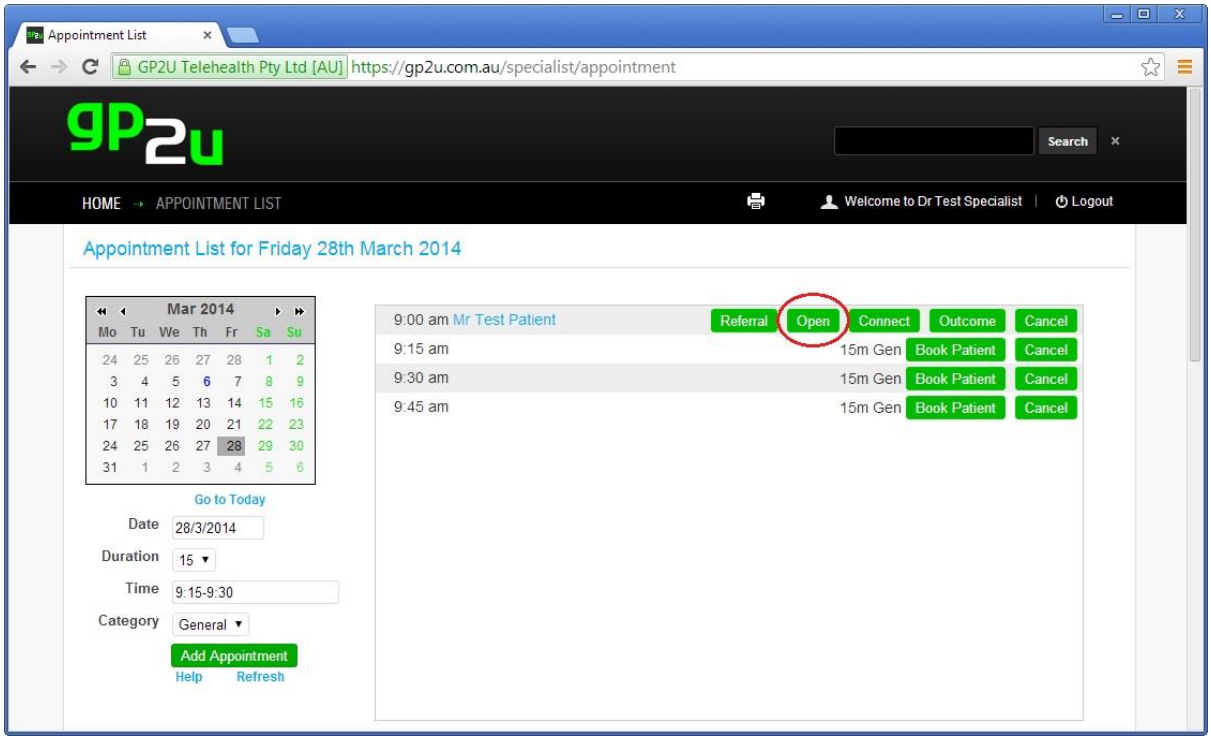


When a GP books a patient directly through GP2U you will see a referral like this:



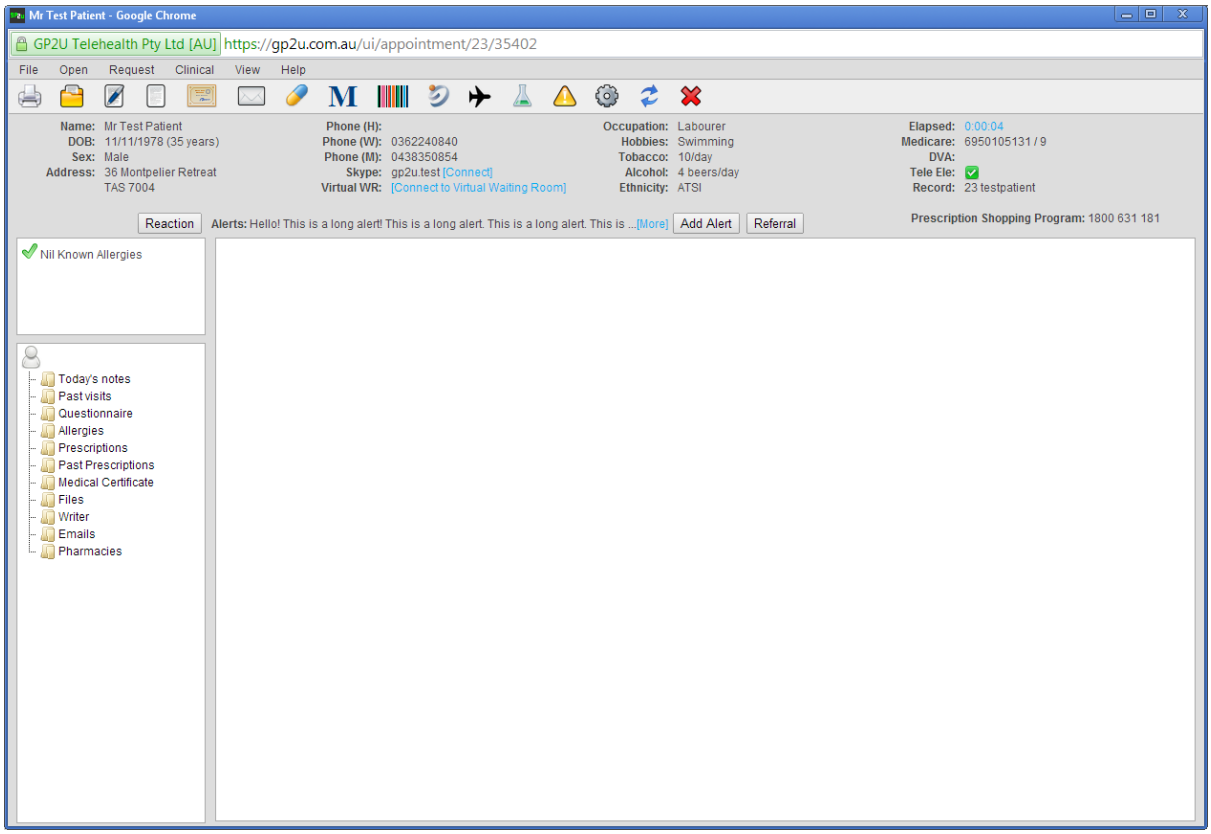
OPEN BUTTON

Next we have the open button.



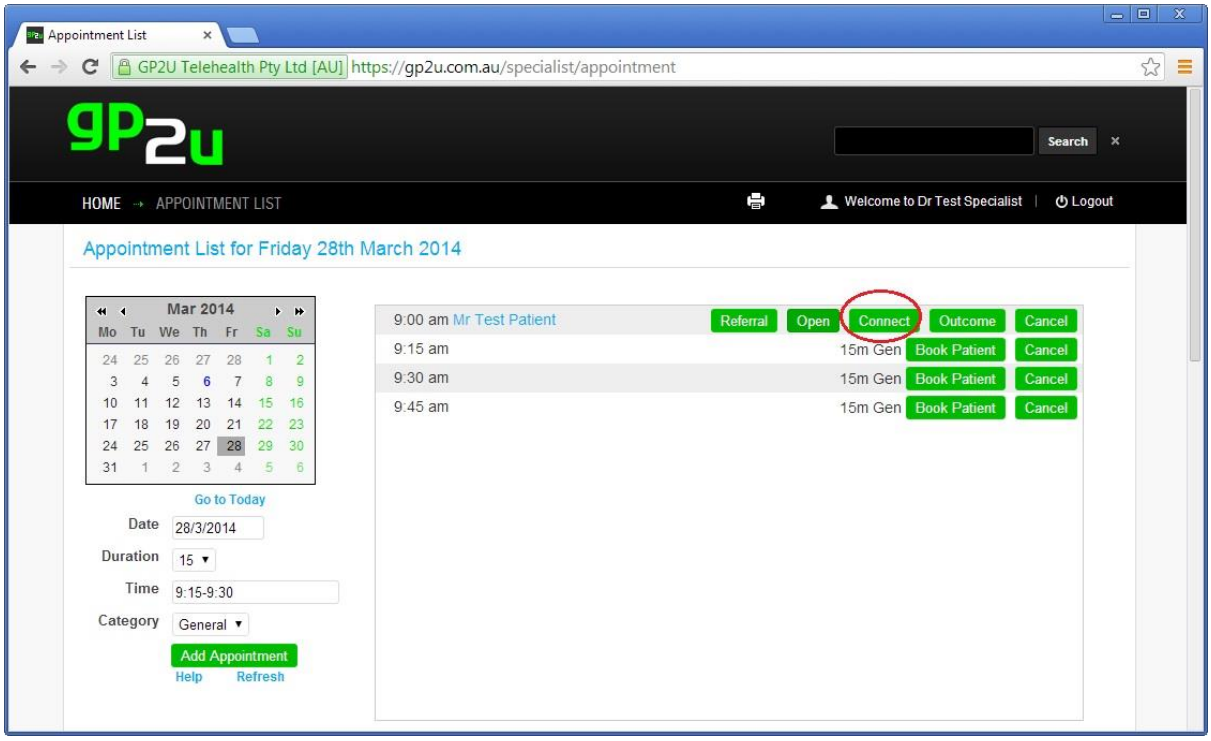
This pops up a window that will probably look familiar. Here you can keep notes, prescribe medications, etc.

Prescriptions made through here will be immediately available to the patient.



CONNECT BUTTON

The “Connect” button does what you expect.

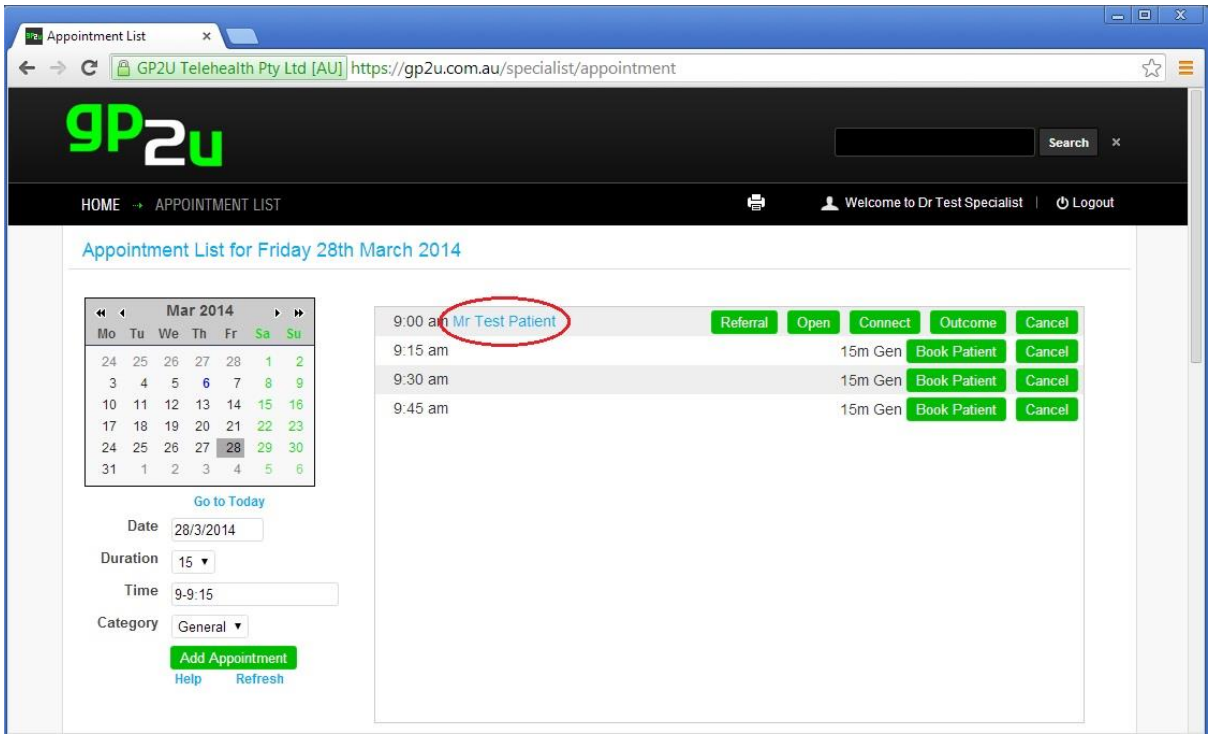


If the patient has a registered Skype address it tries to connect to that.

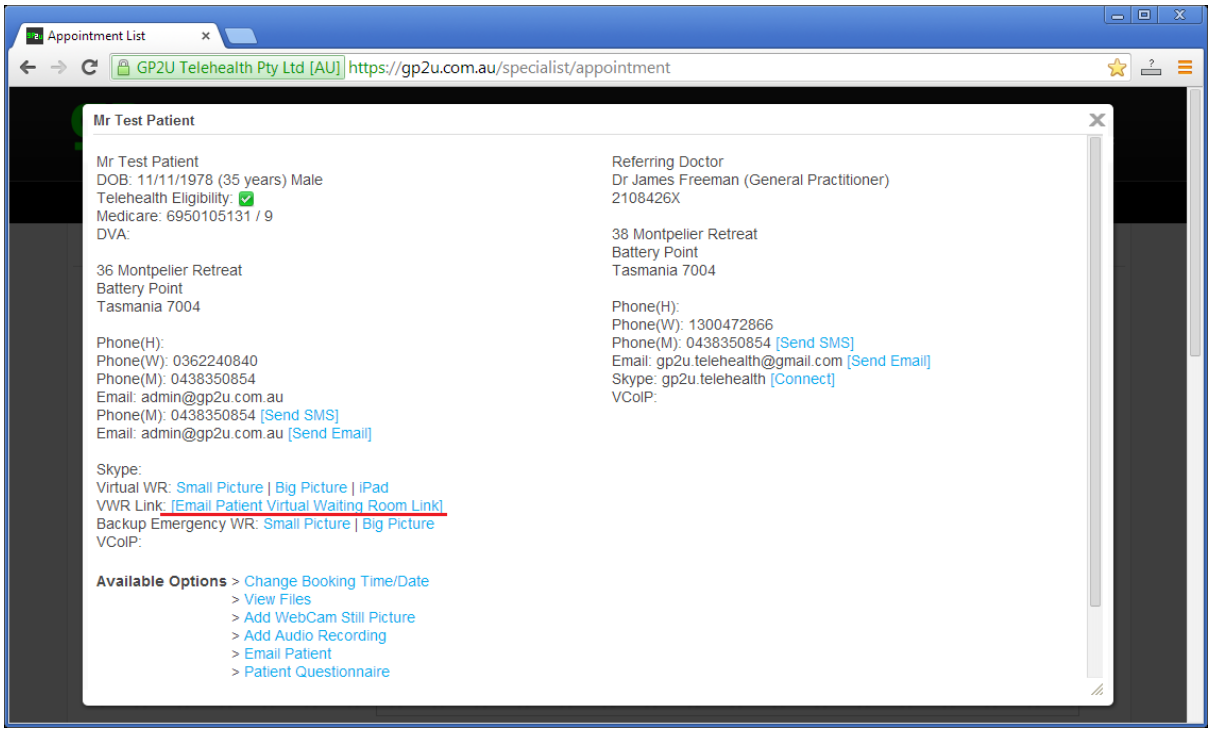
If they don’t, the system automatically tries to connect to the Virtual Waiting Room.

If you find a problem connecting with Skype:

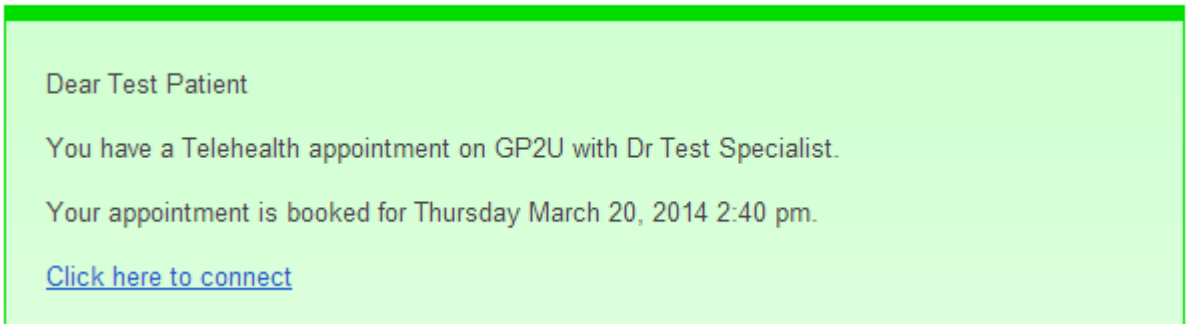
Click on the patient’s name and use the Virtual WR link to connect to them there.



If the patient can't login, or has deleted the original appointment email you can resend the Virtual Waiting Room link to the patient using the email shown below:



This will send an email to the patient like this:



All the patient then needs to do is click the email link to be taken to the Virtual Waiting Room, ready for you to connect to them.

And of course there are magazines in the waiting room!

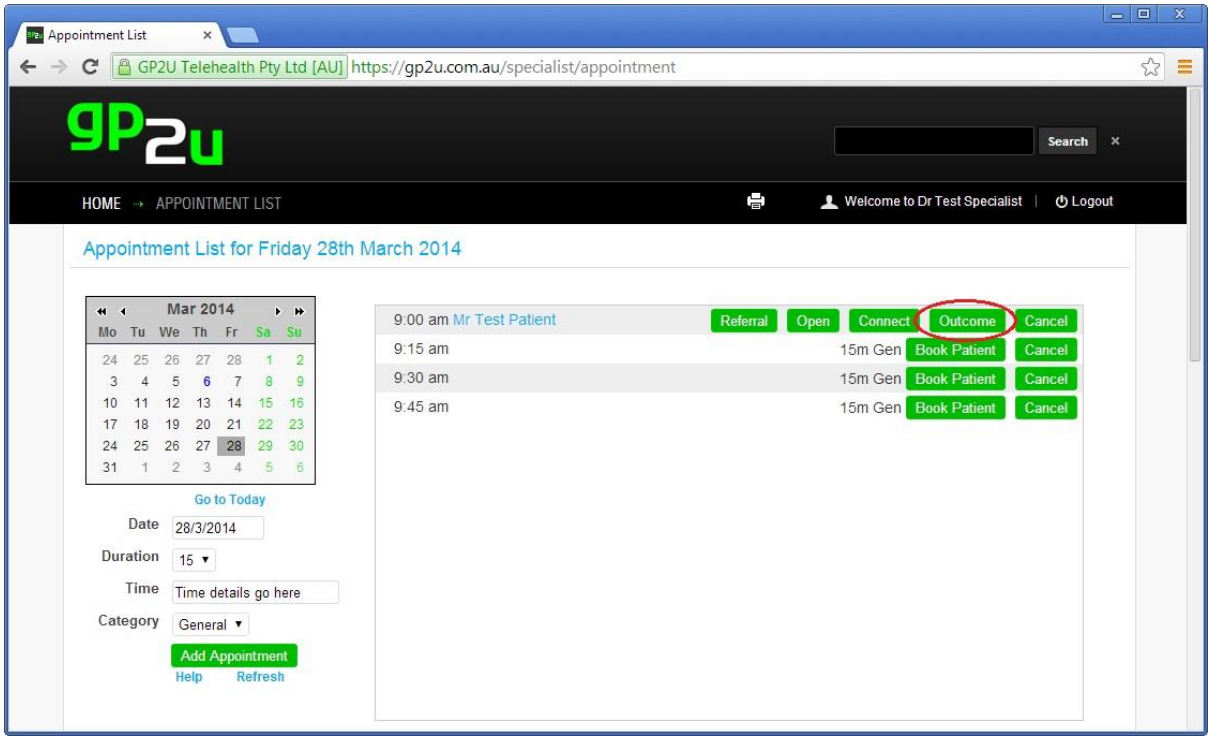
Seriously!

See what it looks like from the patient perspective on the next page……

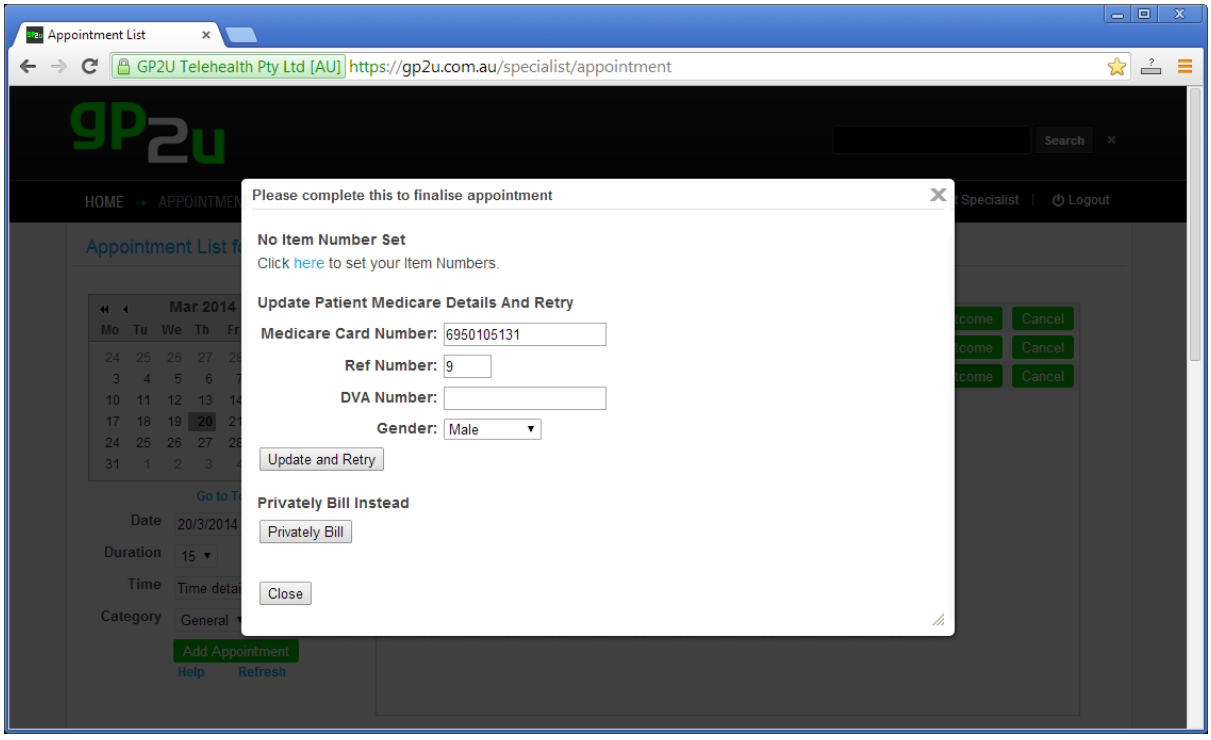
Note that if you're running late the waiting room

OUTCOME BUTTON

The “Outcome” button allows you to submit a claim to Medicare automatically.

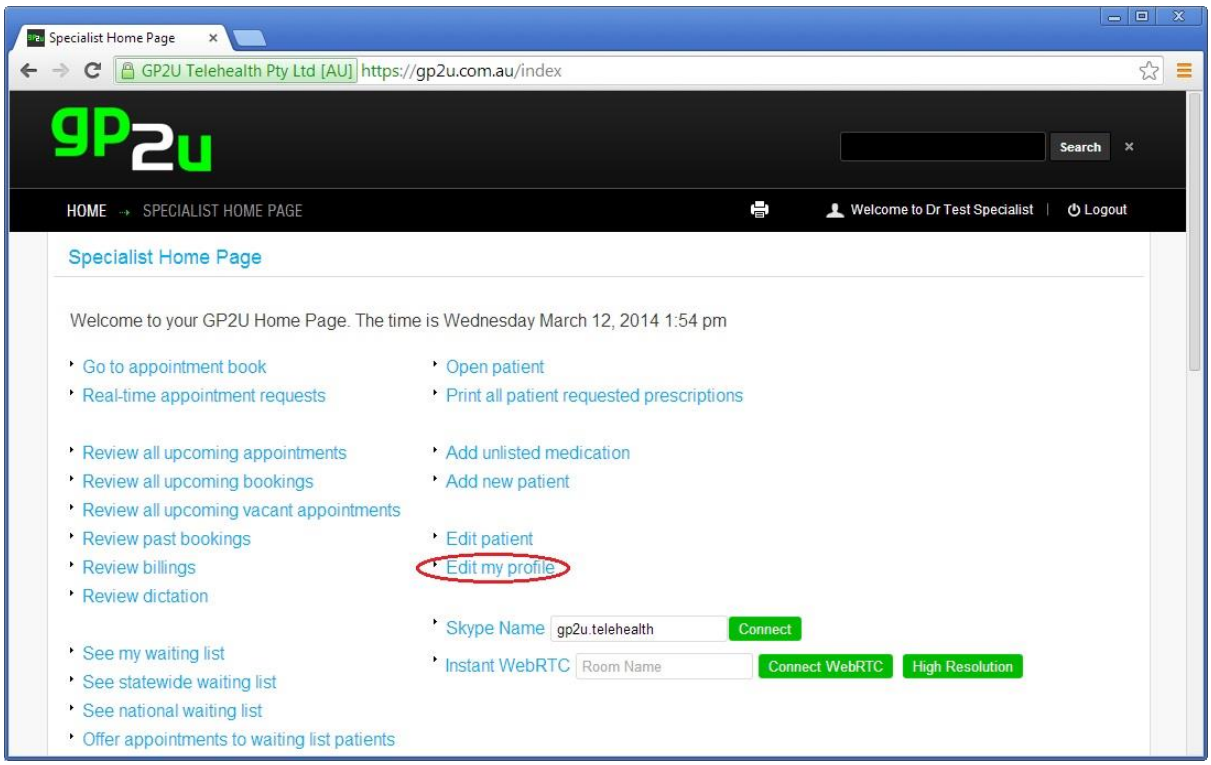


The first time you click on it you will get a message like this:

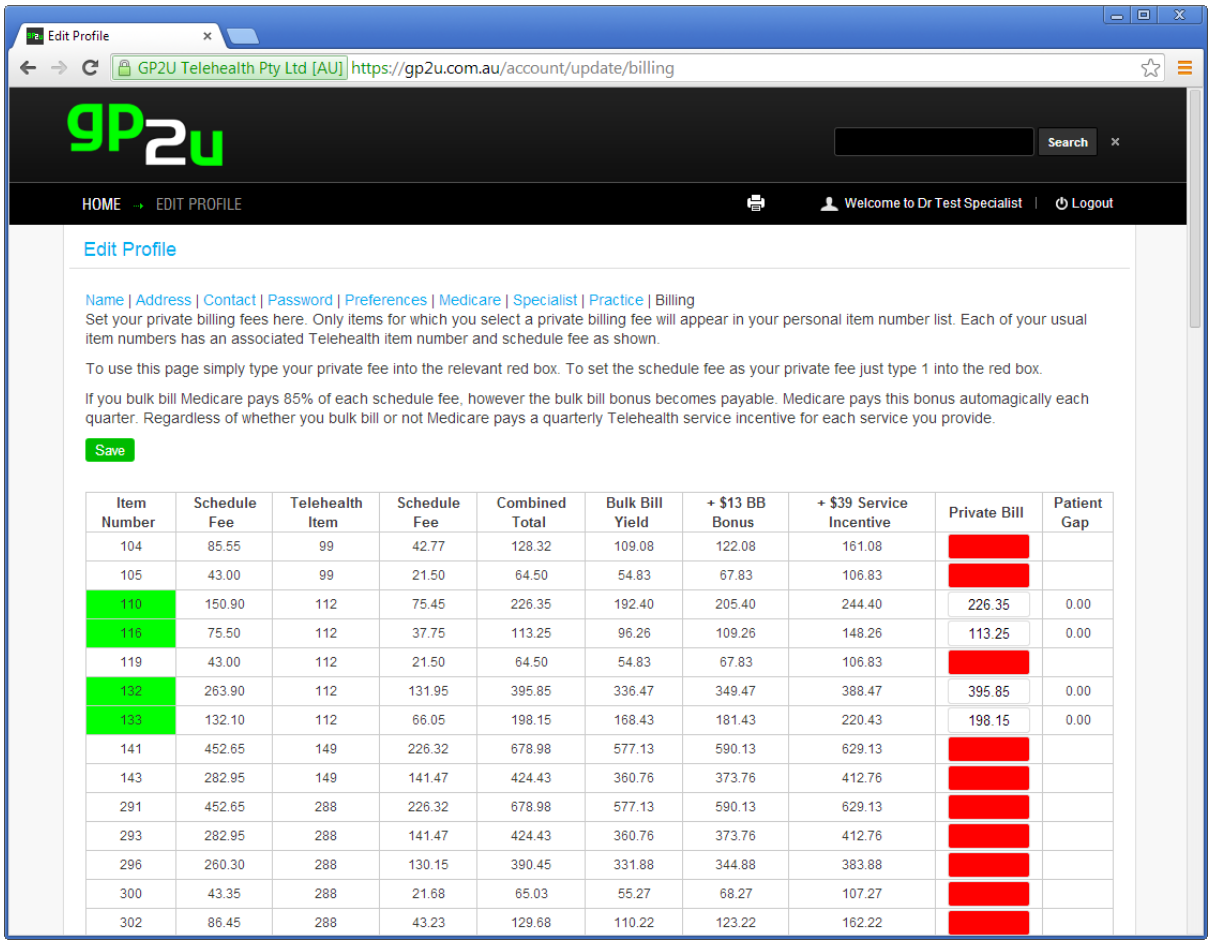


Follow the “Click here to set your item numbers”.

This will take you the billings page, which is usually accessed via the “Edit my profile” link on your home page.

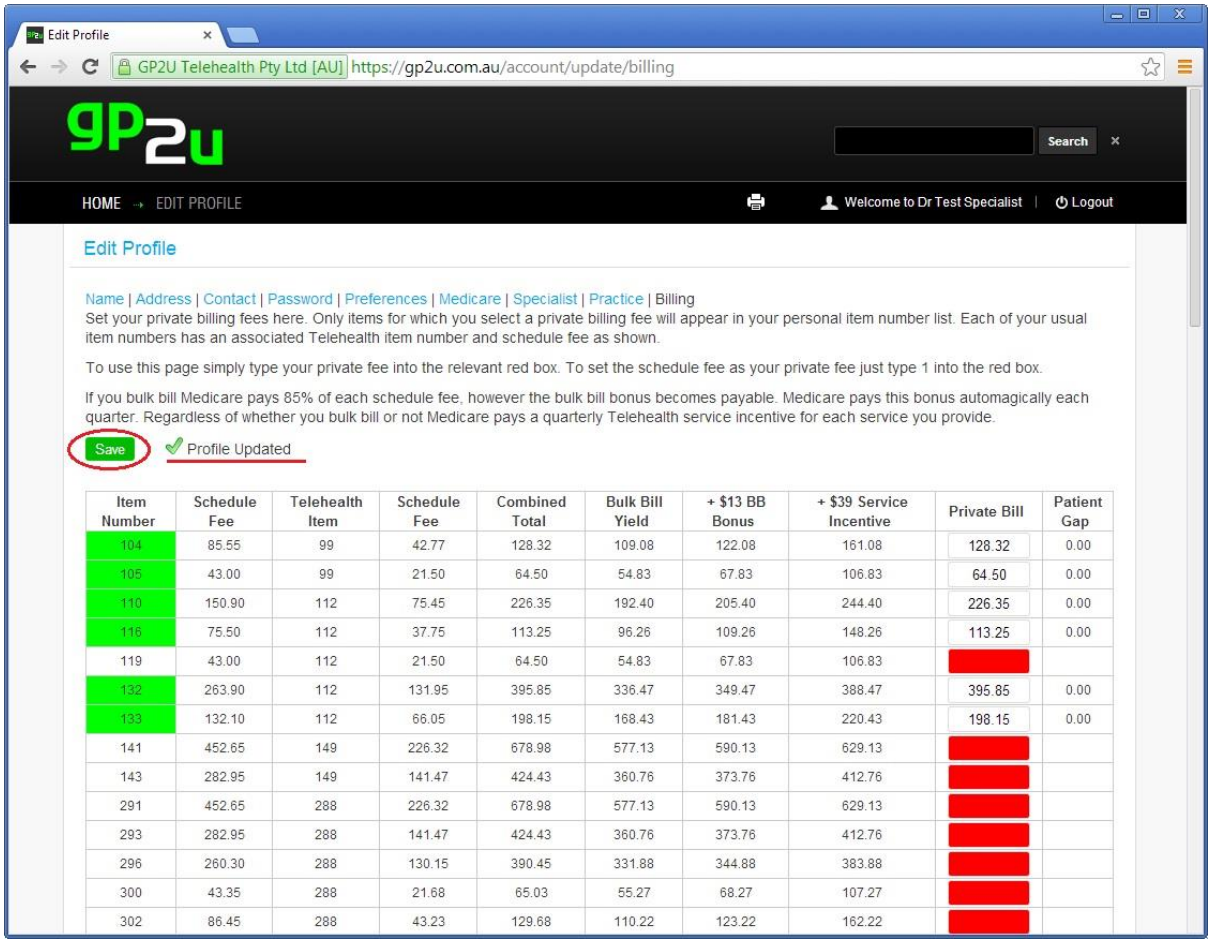


On this page you need to set your fees. If you plan to Bulk Bill just enter the number 1 in the red fields - next to the item numbers you wish to use and move to another field to set the correct value.



Item Number	Schedule Fee	Telehealth Item	Schedule Fee	Combined Total	Bulk Bill Yield	+ $13 BB Bonus	+ $39 Service Incentive	Private Bill	Patient Gap
104	85.55	99	42.77	128.32	109.08	122.08	161.08		
105	43.00	99	21.50	64.50	54.83	67.83	106.83		
110	150.90	112	75.45	226.35	192.40	205.40	244.40	226.35	0.00
116	75.50	112	37.75	113.25	96.26	109.26	148.26	113.25	0.00
119	43.00	112	21.50	64.50	54.83	67.83	106.83		
132	263.90	112	131.95	395.85	336.47	349.47	388.47	395.85	0.00
133	132.10	112	66.05	198.15	168.43	181.43	220.43	198.15	0.00
141	452.65	149	226.32	678.98	577.13	590.13	629.13		
143	282.95	149	141.47	424.43	360.76	373.76	412.76		
291	452.65	288	226.32	678.98	577.13	590.13	629.13		
293	282.95	288	141.47	424.43	360.76	373.76	412.76		
296	260.30	288	130.15	390.45	331.88	344.88	383.88		
300	43.35	288	21.68	65.03	55.27	68.27	107.27		
302	86.45	288	43.23	129.68	110.22	123.22	162.22		

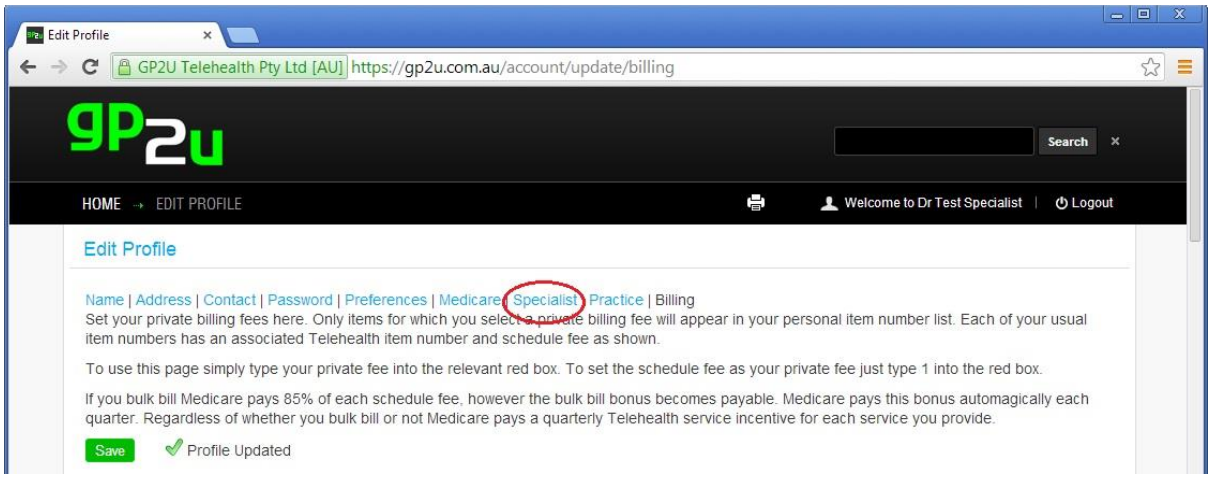
Once you have finished your selections click “Save”. You will then see a message saying “Profile Updated”.

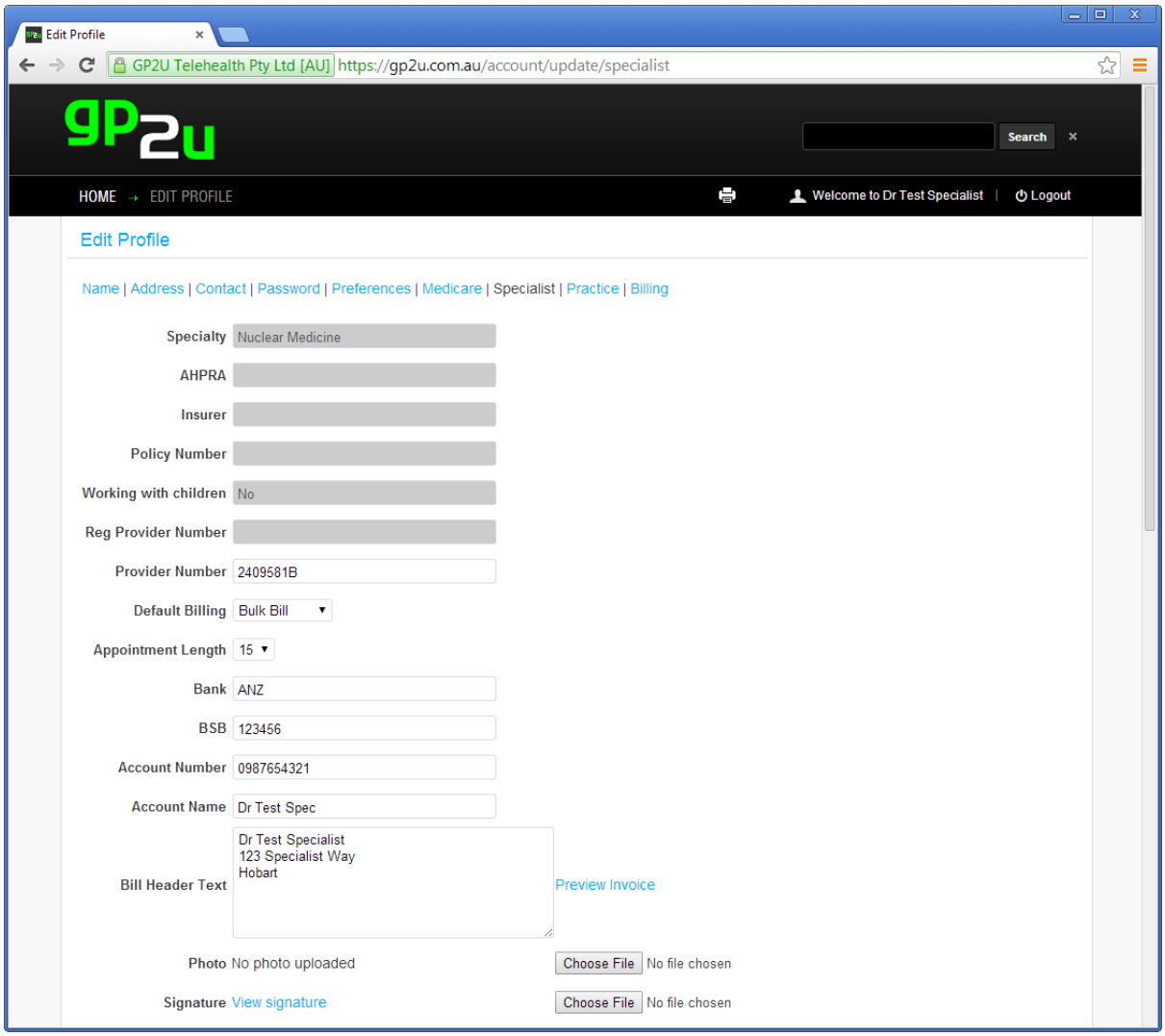


Item Number	Schedule Fee	Telehealth Item	Schedule Fee	Combined Total	Bulk Bill Yield	+ $13 BB Bonus	+ $39 Service Incentive	Private Bill	Patient Gap
104	85.55	99	42.77	128.32	109.08	122.08	161.08	128.32	0.00
105	43.00	99	21.50	64.50	54.83	67.83	106.83	64.50	0.00
110	150.90	112	75.45	226.35	192.40	205.40	244.40	226.35	0.00
116	75.50	112	37.75	113.25	96.26	109.26	148.26	113.25	0.00
119	43.00	112	21.50	64.50	54.83	67.83	106.83		
132	263.90	112	131.95	395.85	336.47	349.47	388.47	395.85	0.00
133	132.10	112	66.05	198.15	168.43	181.43	220.43	198.15	0.00
141	452.65	149	226.32	678.98	577.13	590.13	629.13		
143	282.95	149	141.47	424.43	360.76	373.76	412.76		
291	452.65	288	226.32	678.98	577.13	590.13	629.13		
293	282.95	288	141.47	424.43	360.76	373.76	412.76		
296	260.30	288	130.15	390.45	331.88	344.88	383.88		
300	43.35	288	21.68	65.03	55.27	68.27	107.27		
302	86.45	288	43.23	129.68	110.22	123.22	162.22		

Setting Private Billing Details:

If you click on the “Specialist” tab of “Edit Profile” you can set a variety of options.





You may wish to set your preferences for default billing and the default appointment length.

While we are on this page let’s have a look at how we set up private billing.

Private billing is done via invoice.

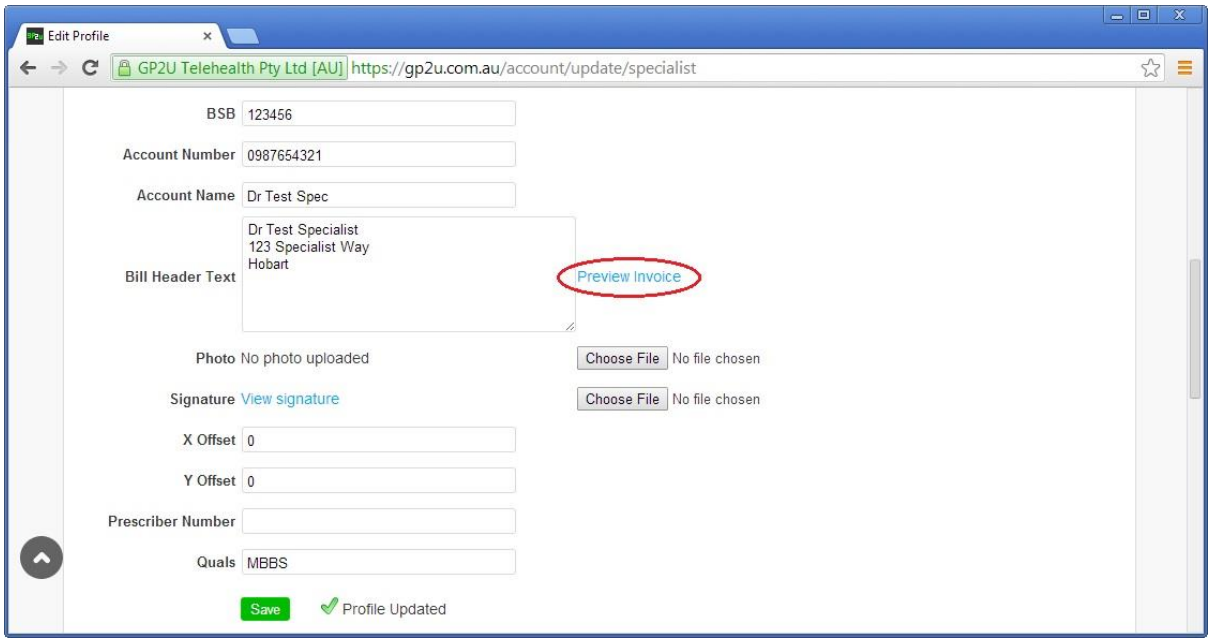
The “Bill Header Text” is what appears on this invoice, immediately below the words “TAX INVOICE”.

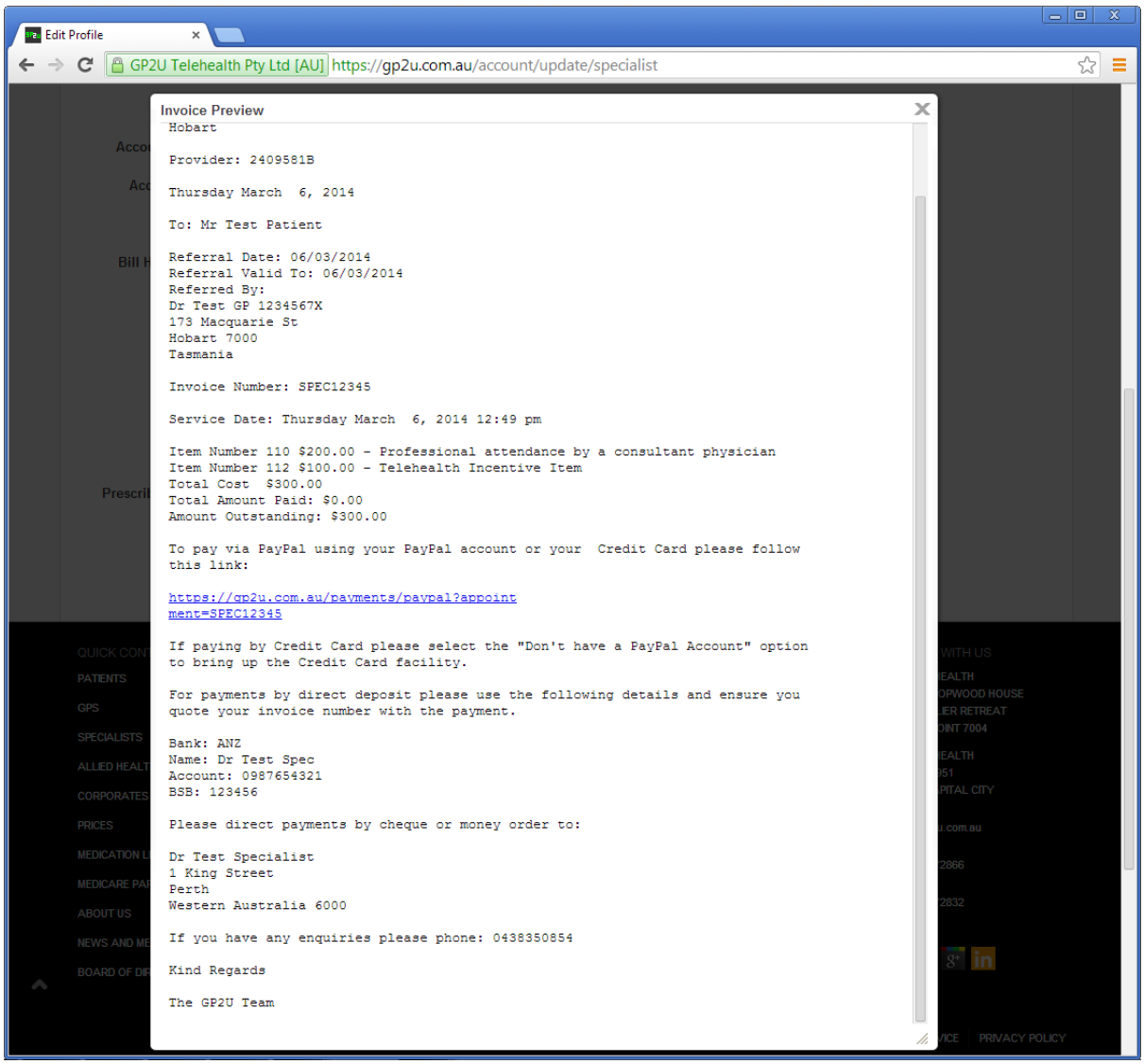
Here you need to put the details you want to appear, such as the doctor/practice name and address and ABN (if required).

To provide the patient with the options of paying by direct deposit, we also need your bank details for the invoice.

We automatically provide the option to pay by credit card or Paypal.

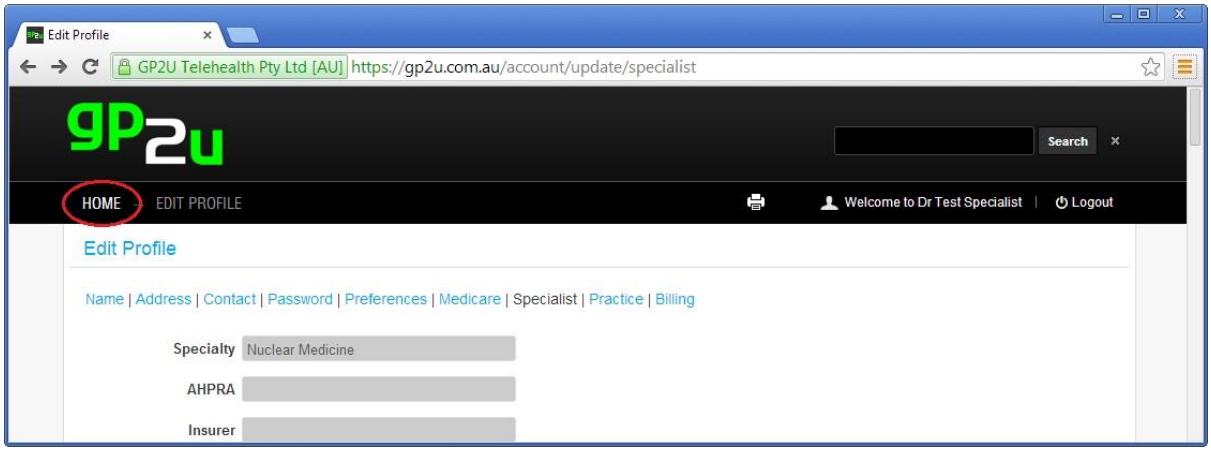
You can preview the invoice by clicking on the “Preview Invoice” link.



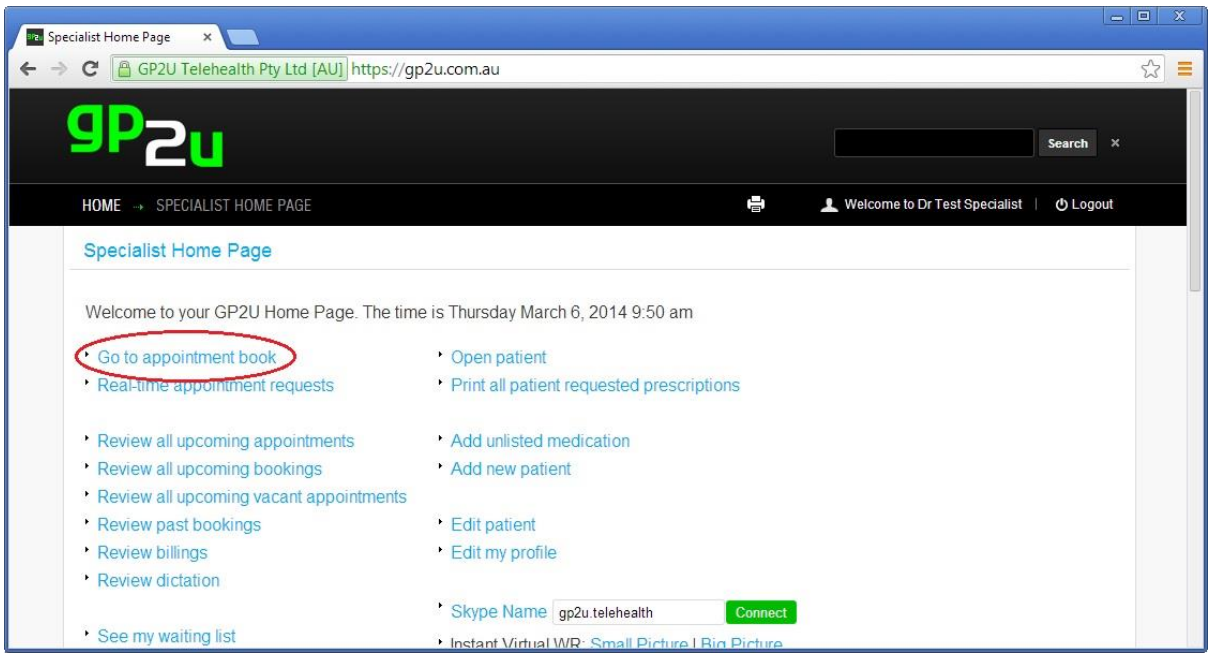


Now let's go back to the appointment book.

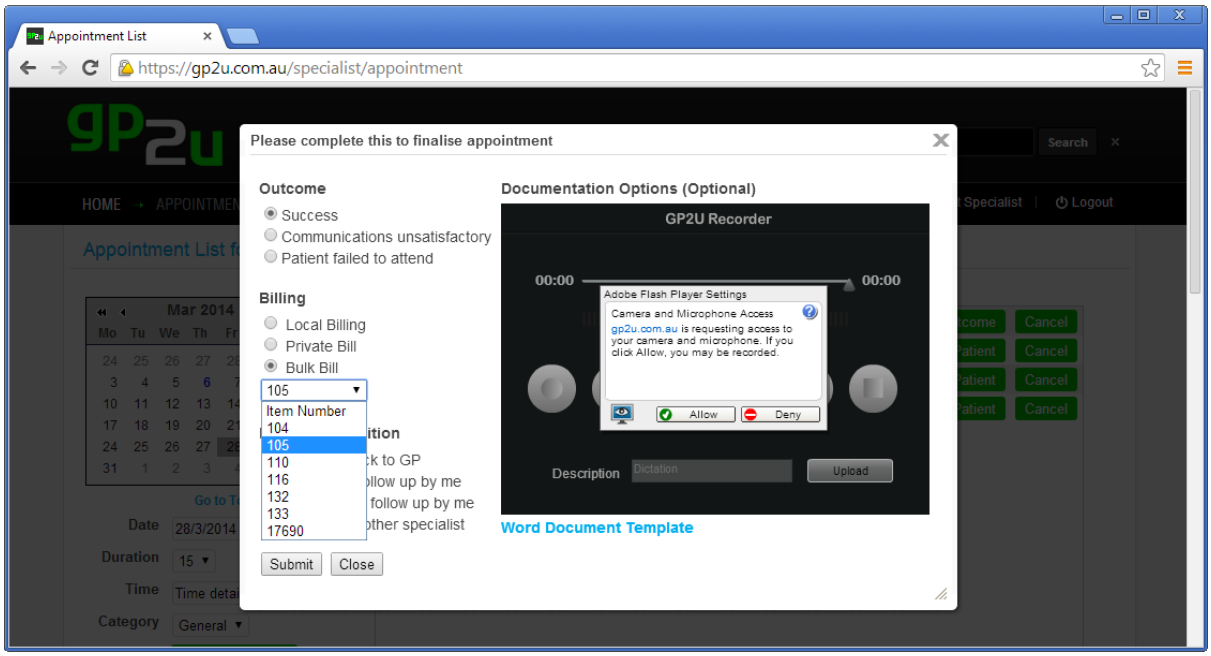
Simply click the "Home" link up the top left:



Then click on the "Go to appointment book" link again.



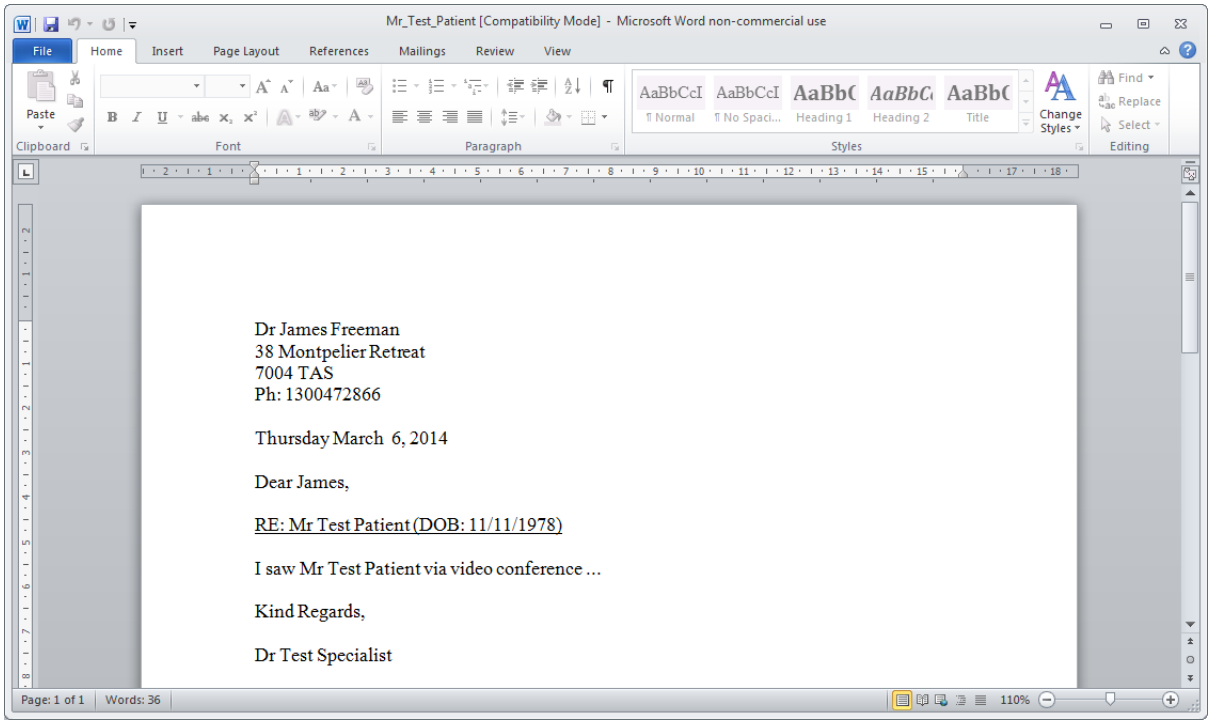
Now when you click the “Outcome” button you will see:



All you need to do is select your item number and any other appropriate options.

Then click “Submit”.

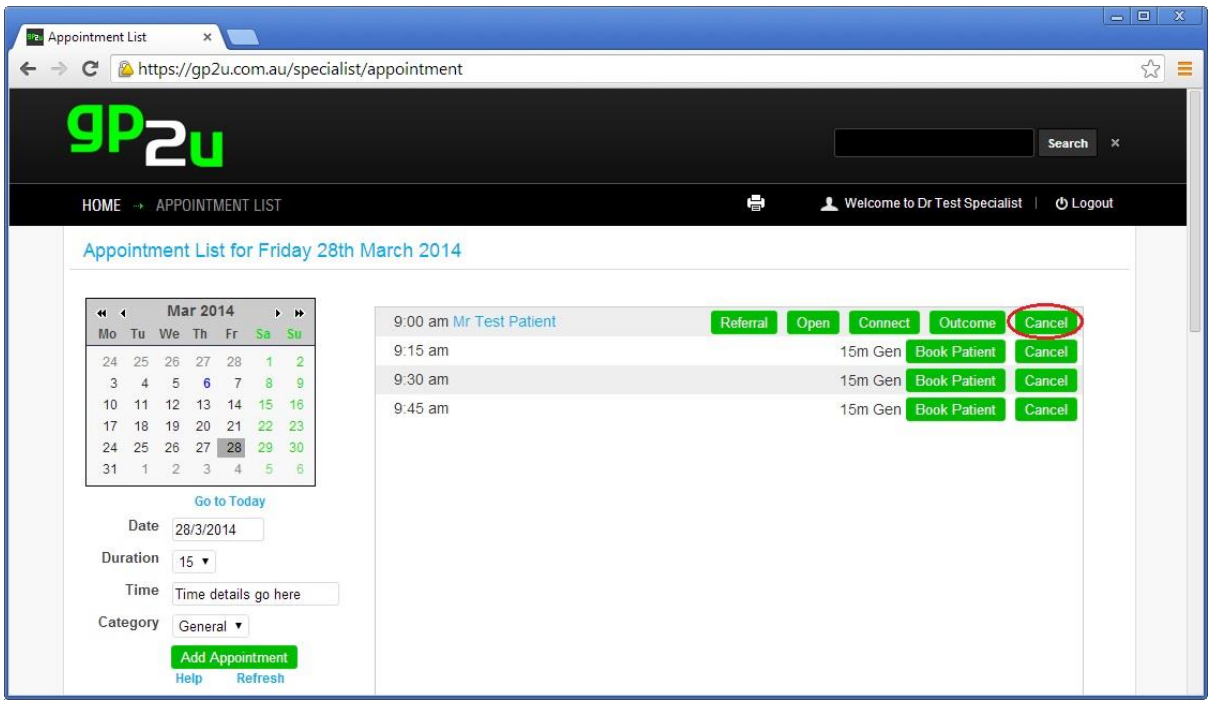
Note that the blue link called “Word Document Template” provides you with a letter template pre-populated with the referring doctor and patient details.

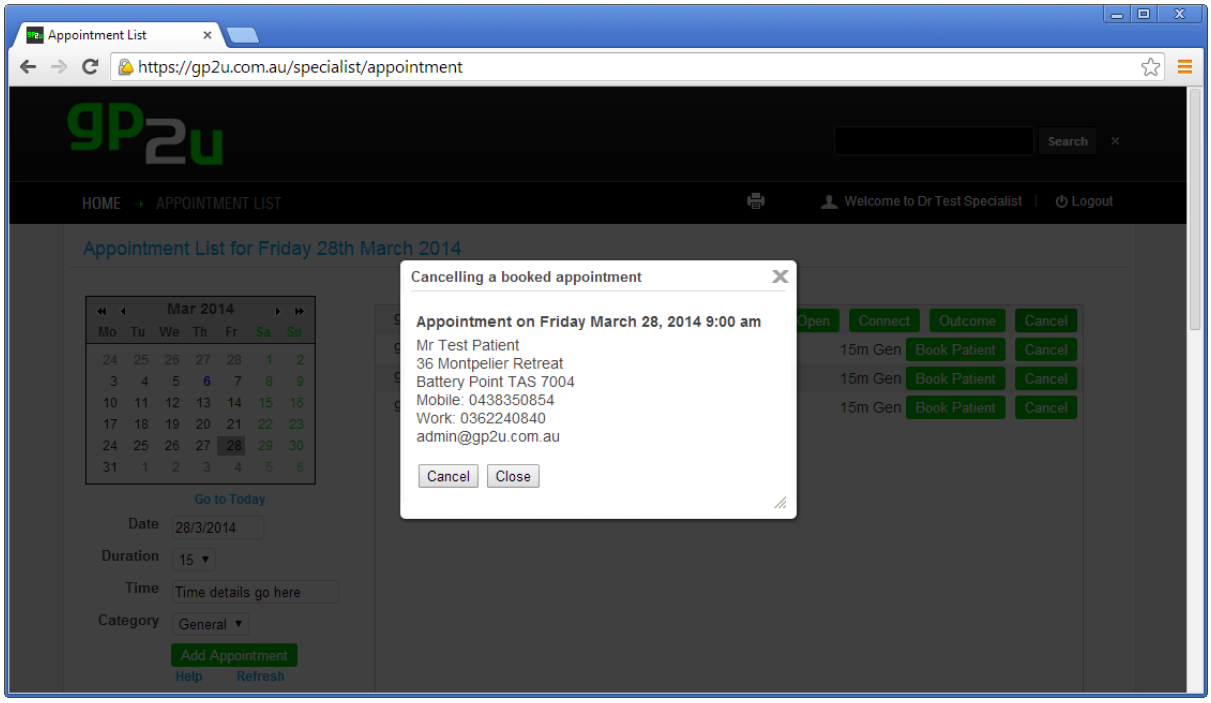

Mr_Test_Patient [Compatibility Mode] - Microsoft Word non-commercial use
File
Home
Insert
Page Layout
References
Mailings
Review
View
Paste
Clipboard
Font
Paragraph
Styles
Change Styles
Editing
Find
Replace
Select
Dr James Freeman
38 Montpelier Retreat
7004 TAS
Ph: 1300472866
Thursday March 6, 2014
Dear James,
RE: Mr Test Patient (DOB: 11/11/1978)
I saw Mr Test Patient via video conference ...
Kind Regards,
Dr Test Specialist
Page: 1 of 1
Words: 36
110%

CANCEL BUTTON

The “Cancel” button cancels the appointment.

Automatically generated email is sent to the patient (and the referring GP).

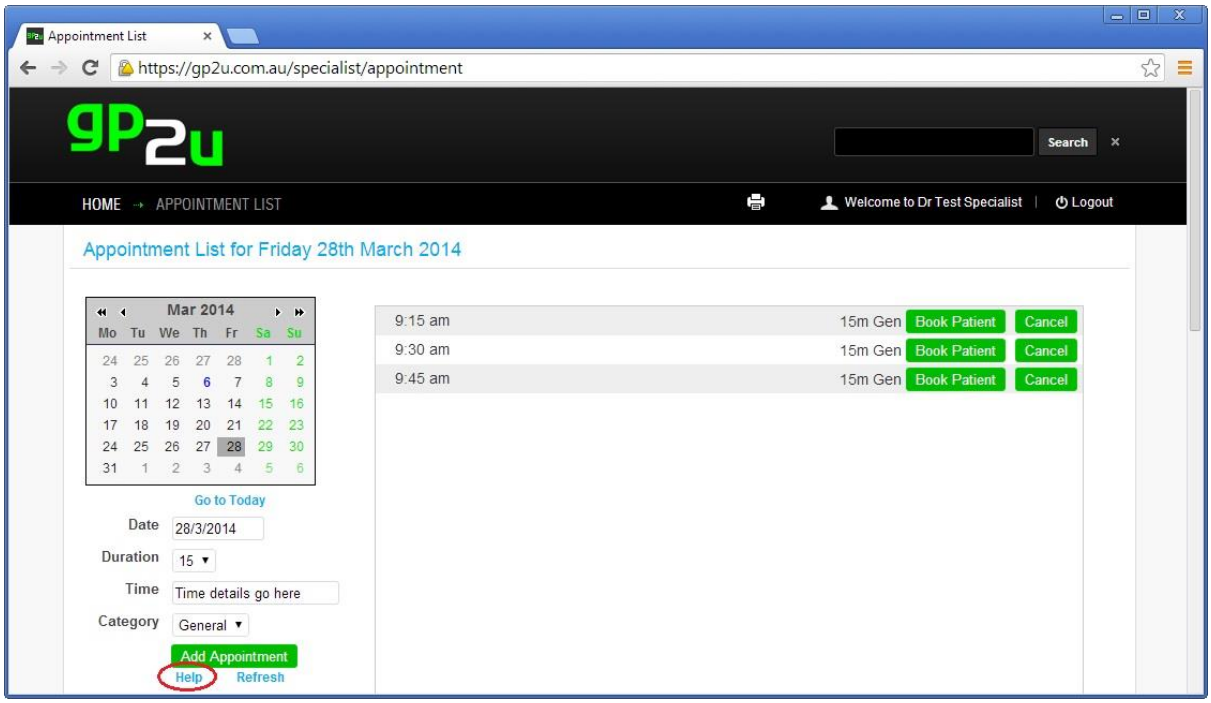


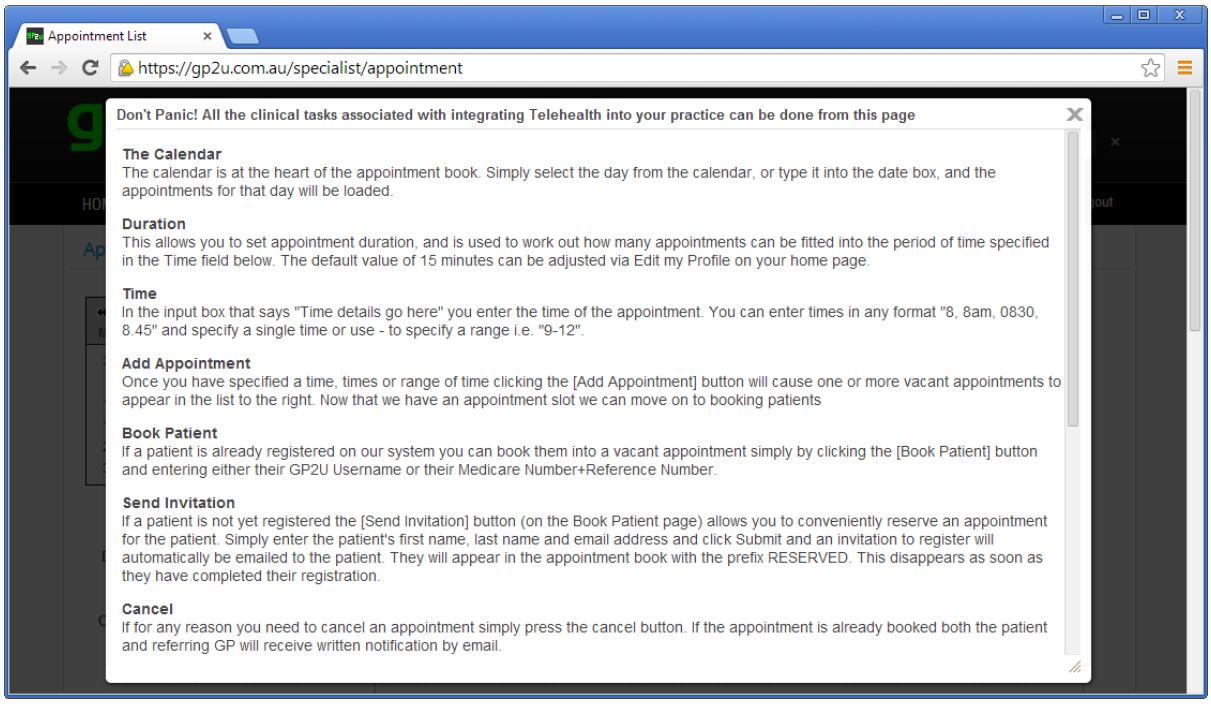


HELP LINK

Just below the “Add Appointment” button you will see a link called “Help”.

It will provide you with details about everything on the page.



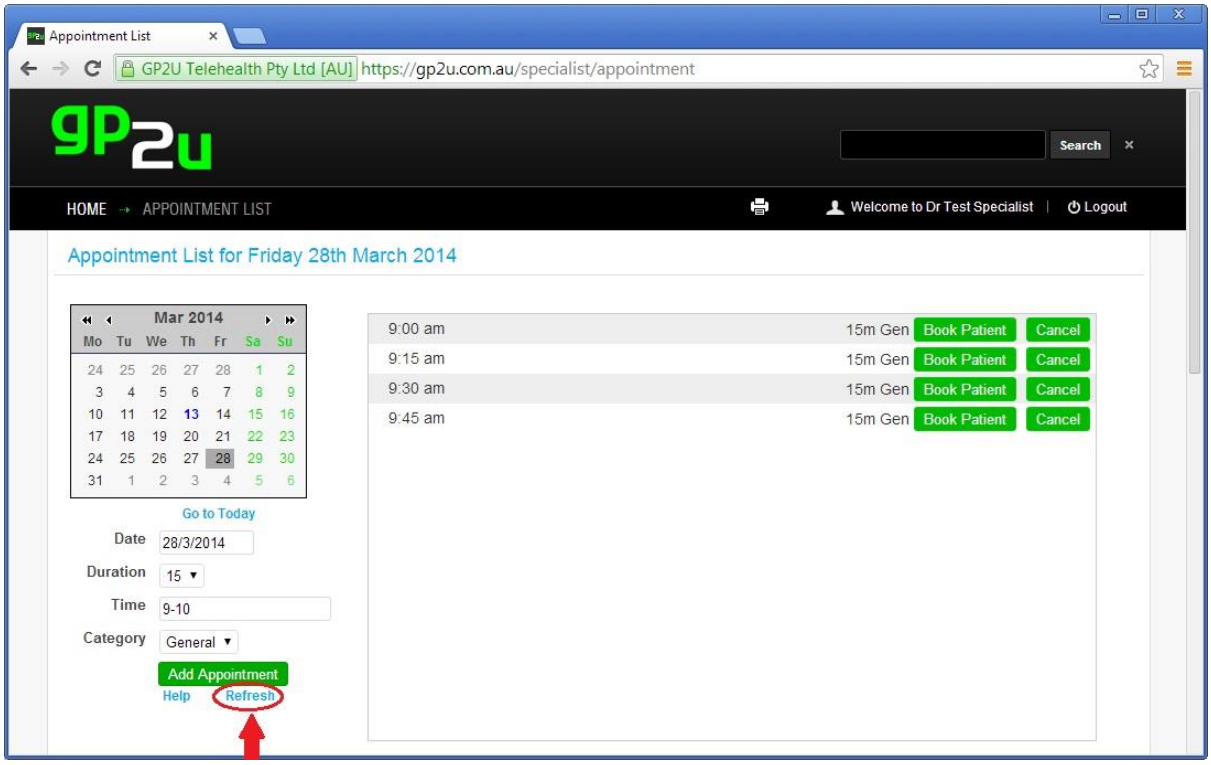


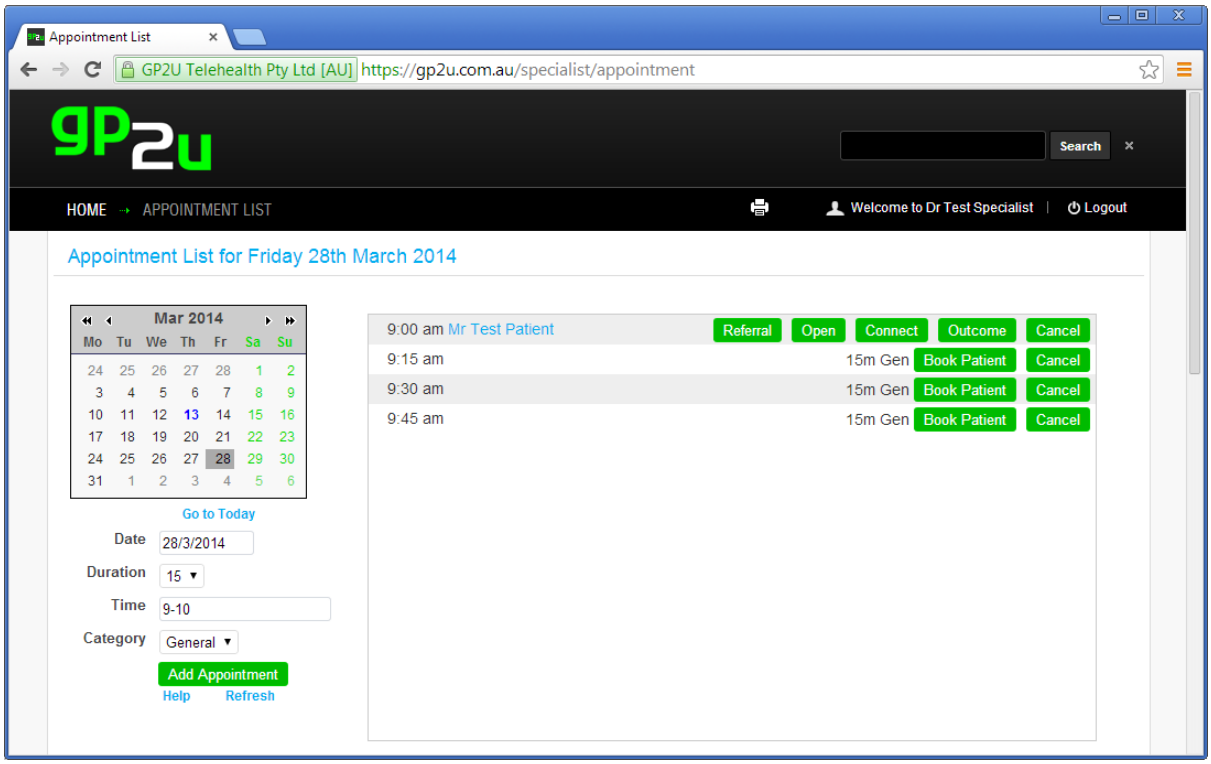
REFRESH LINK

When the appointment book displays, it shows the appointments and patient details as they existed at the time the page was displayed.

If someone books an appointment, this will not show up until you either leave the appointment book and go back or Click on the “Refresh” button below the “Add Appointment” button.

Similarly, if the patient say adds their Skype name in, your page will not reflect that until it is refreshed.

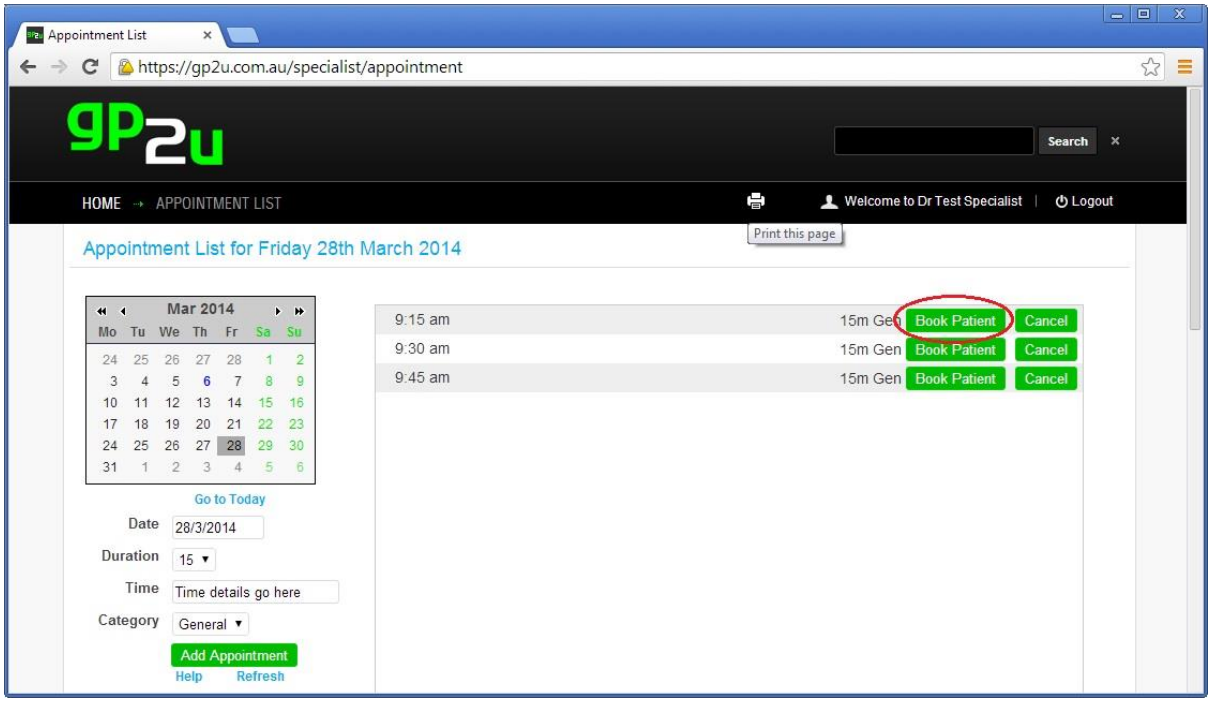




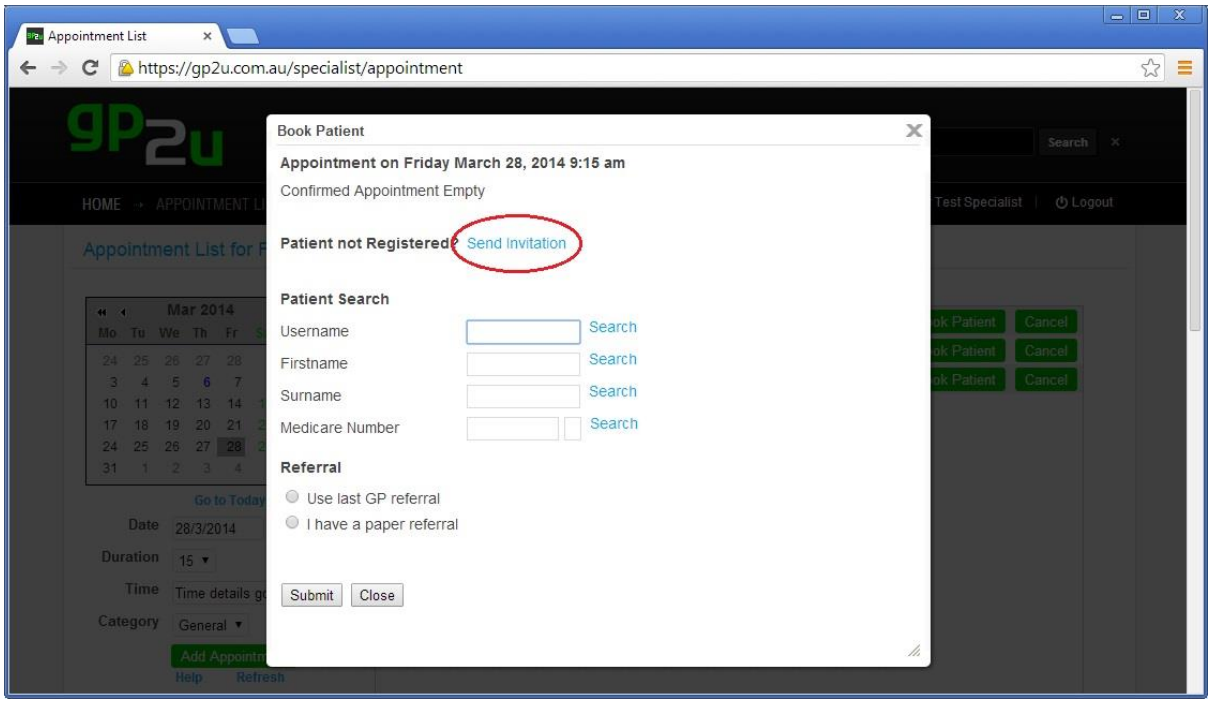
BOOKING NEW PATIENTS

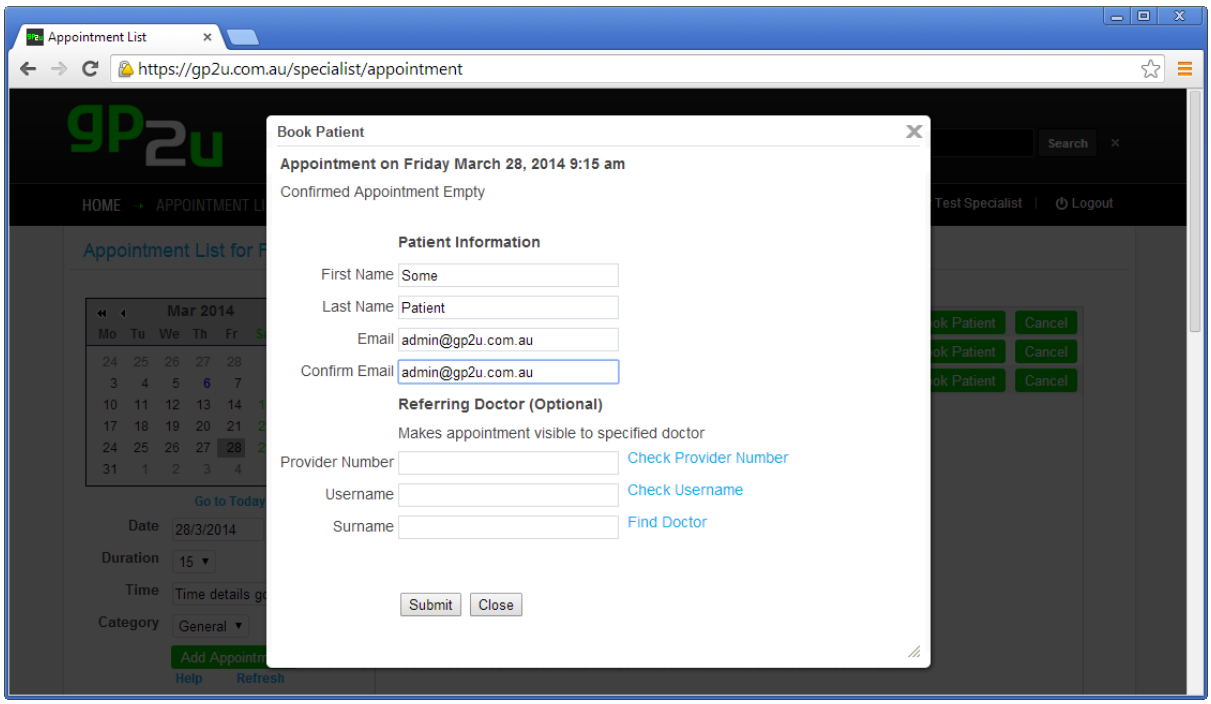
One of the commonest ways specialists become involved in Telehealth is to book an existing patient who needs review into an appointment. Doing this is very quick and easy. Simply make an appointment slot on the desired date and time.

Click the “Book Patient” button.



Instead of searching for the patient (as we did previously) click on the “Send Invitation” link:





You will notice we have filled in the patient's first name, last name and email address.

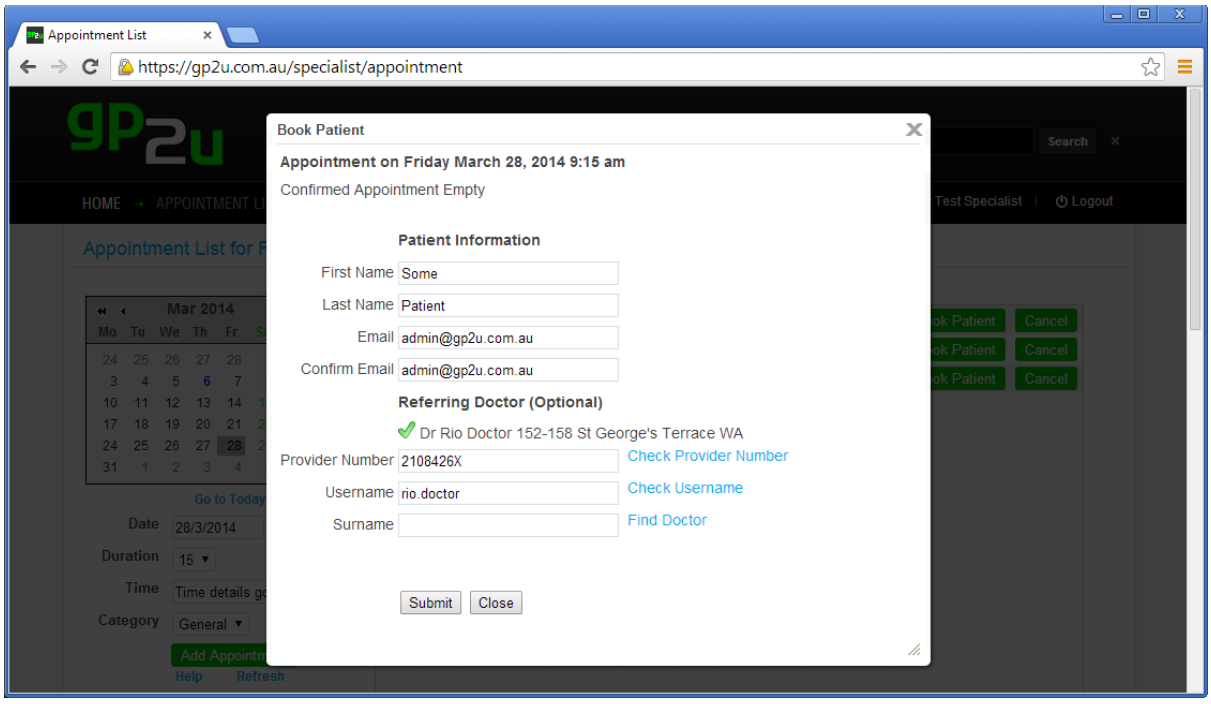
When you press "Submit" this will automatically send the patient an email inviting them to complete their registration.

Before we do that, let's attach the referring GP:

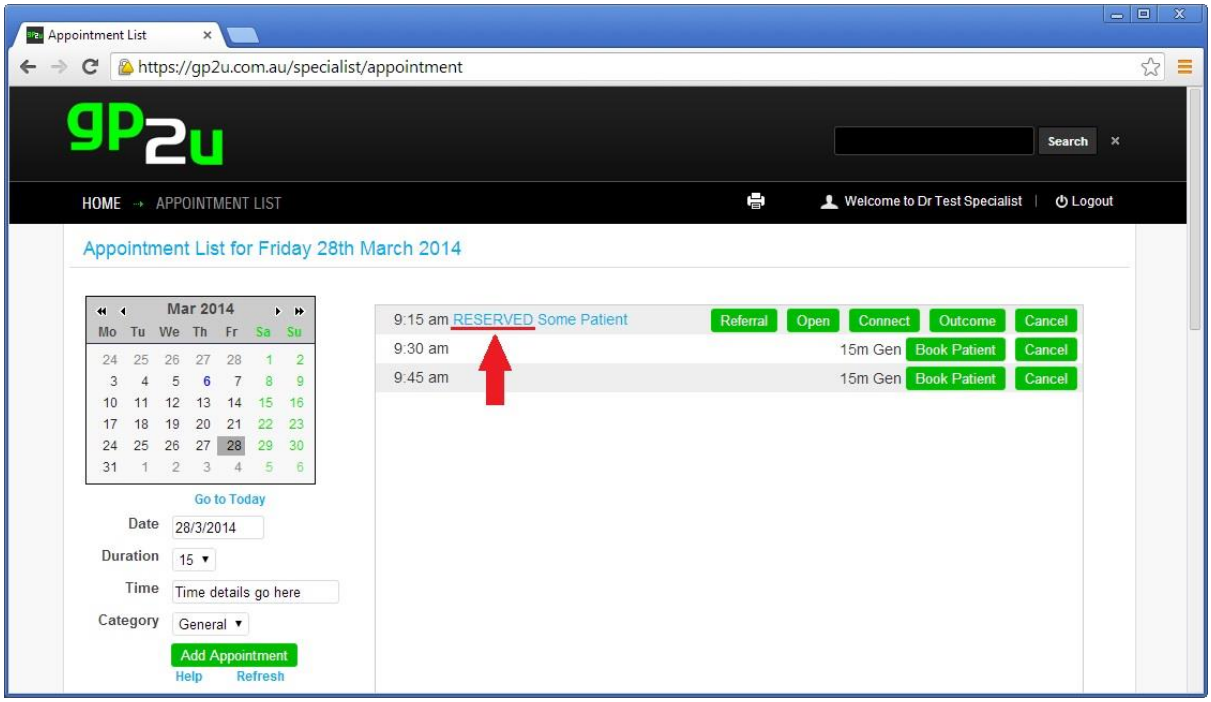
We can search for GPs by provider number, username or surname.

Here we have entered 2108426X and clicked 'search' to find a GP.

You can skip this step and add the GP later if desired.



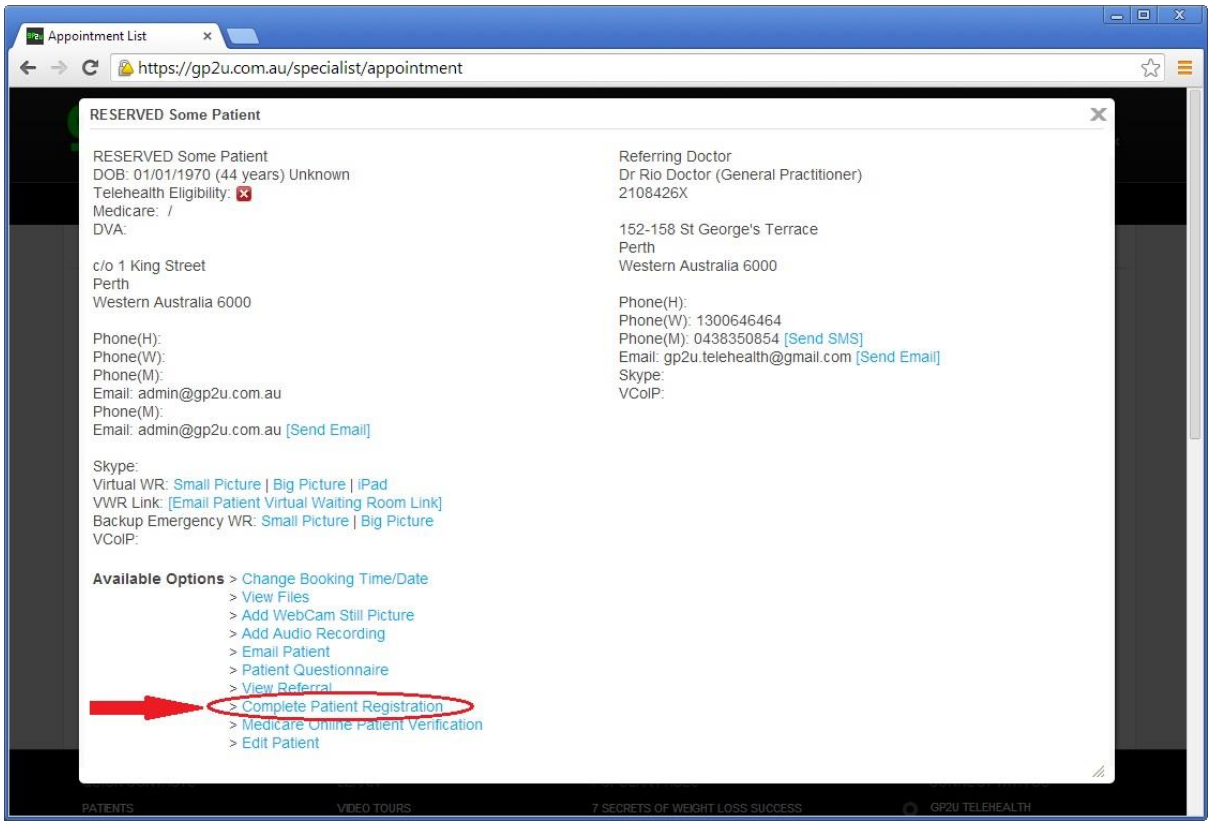
Now what you will see in the appointment book will look like this:



The “RESERVED” flag lets you know the patient has yet to complete their registration.

You or your staff can complete their registration for them.

Simply click on the name and use the “Complete Patient Registration” link.



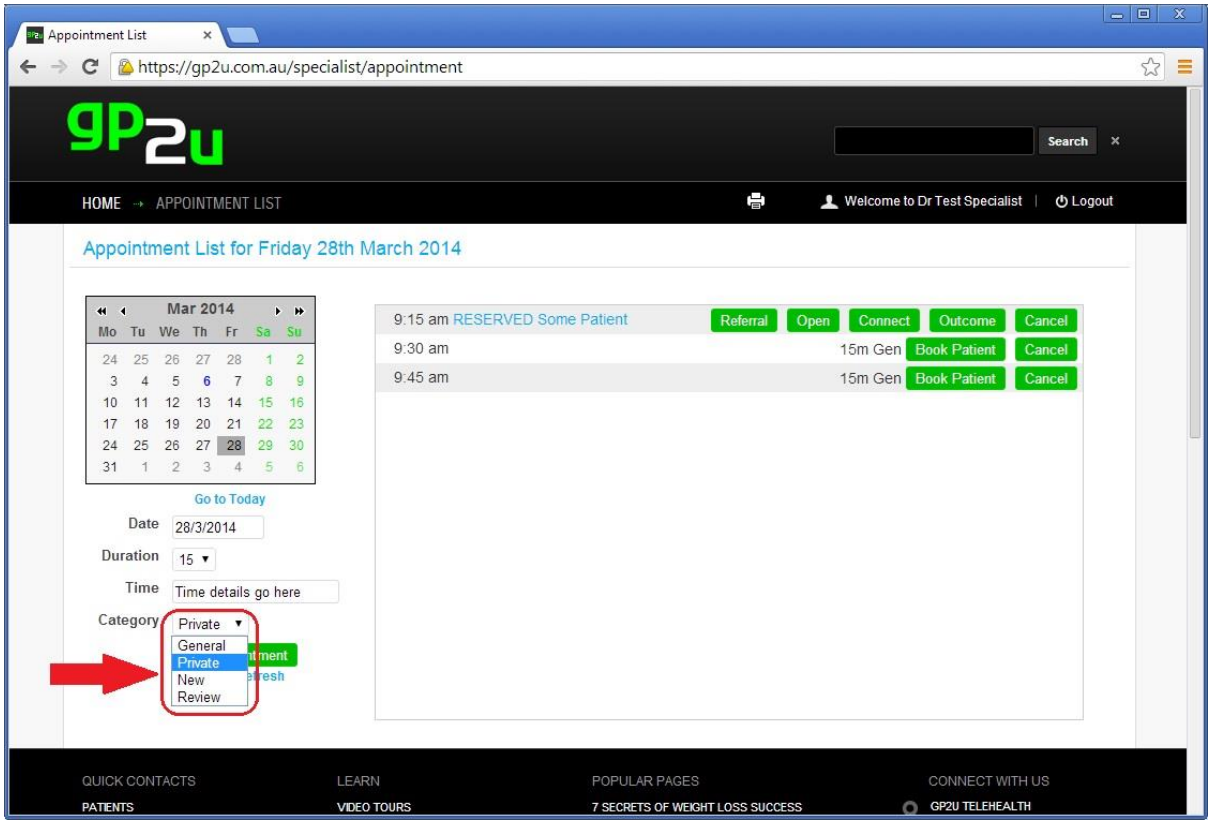
If you have attached a GP, they will have access to this link as well.

PUBLIC AND PRIVATE APPOINTMENTS

The GP2U system lets you create several appointment types.

Appointments are either “Private” – only you can see them, or “Public” in which case, both GPs and Patients (with a valid referral in the system) can both see and book them remotely.

You select the type of appointment you wish to create using the drop down list:



In the input box that says "Time details go here" -

Enter the time of the appointment.

You can enter times in any format –

"8, 8am, 0830, 8.45" and specify a single time or use - to specify a range i.e. "9-12".

Once you have selected the following – Date
Duration
Time(s) and
Category

Click “Add Appointment”.

The “New” and “Review” categories – Indicate to GPs booking appointments that this appointment is suitable for patients that fit that category.

The “General” category – Is a ”catch all.”.

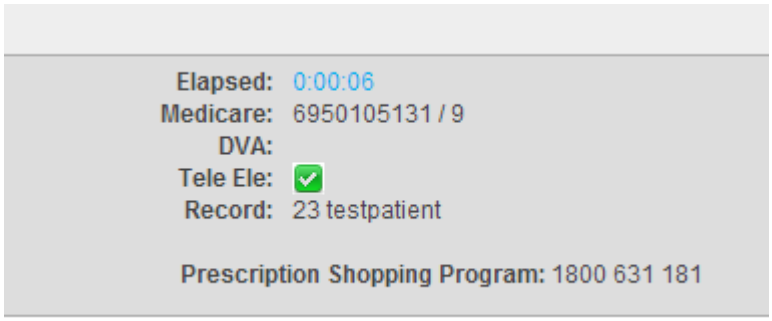
Note: Appointments in any of the above 3 categories become visible to GPs as soon as you create them.

The “Private” appointment category – creates appointments only you can see and book.

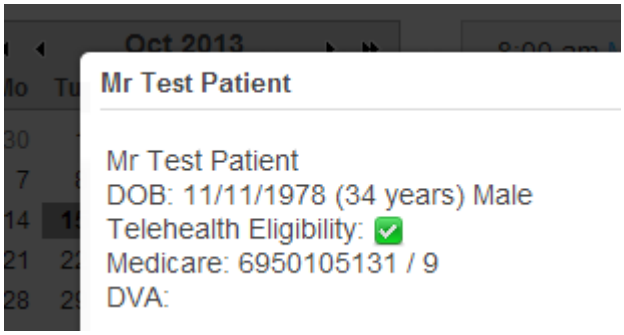
To make sure all our GPs know you are offering Telehealth, it's not a bad idea to offer a few appointments over the next month or two. This will help keep you visible.

PATIENT TELEHEALTH ELIGIBILITY

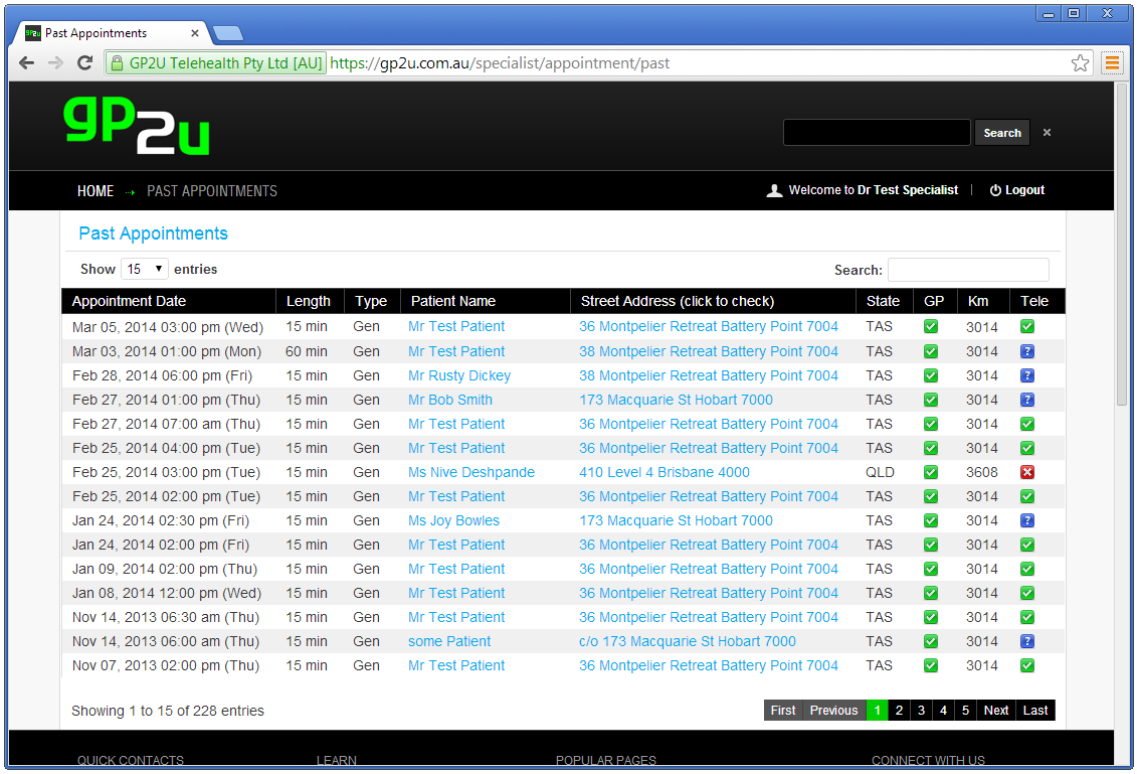
The patient's Telehealth eligibility status is available in several areas.
If you open the patient on the right hand side of the demographic data you will see a green tick or red-cross next to "Tele Ele"



If you click on the patient name in the appointment book you can see it there:



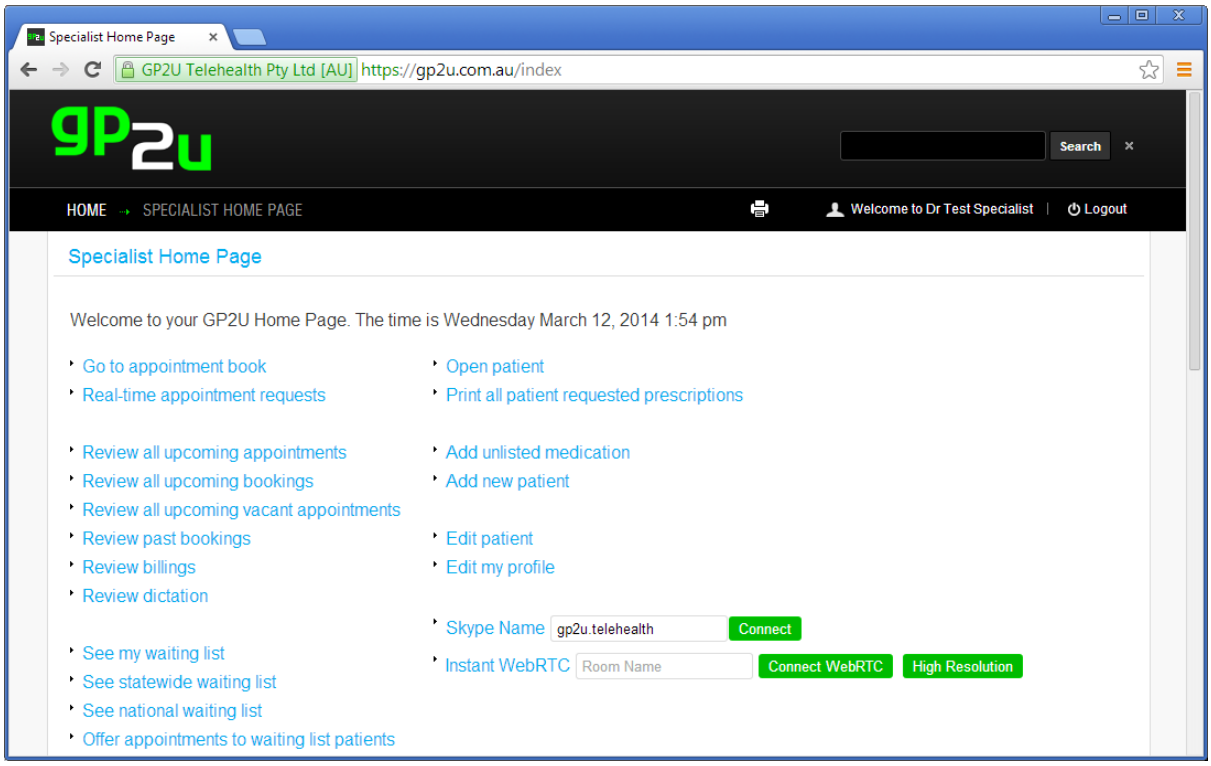
And finally, it's also in the upcoming and past appointment lists although you will have to scroll to the right to see it.....



HOME PAGE LINKS

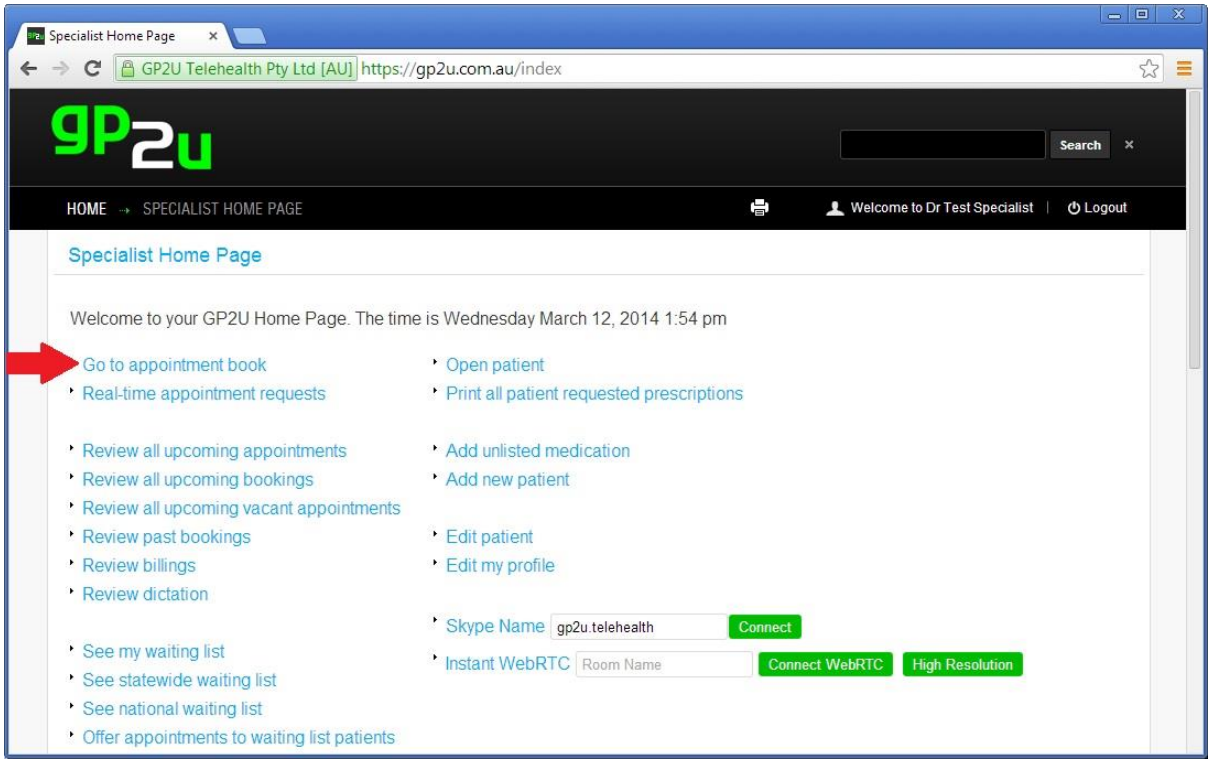
Most of the facilities provided by GP2U are accessed by direct links from you home page.

Let's walk through them one by one.



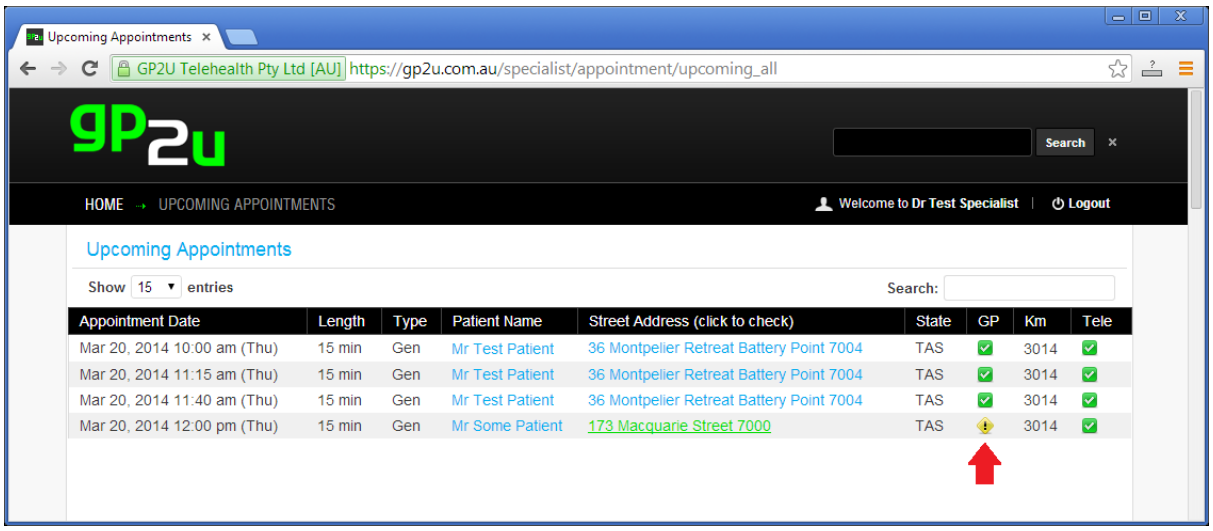
GO TO APPOINTMENT BOOK

We have already seen what happens here.

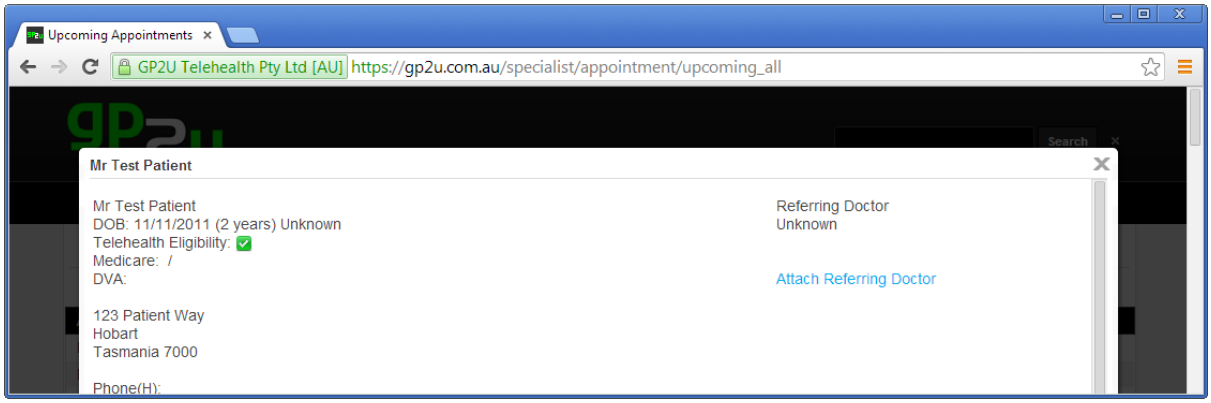


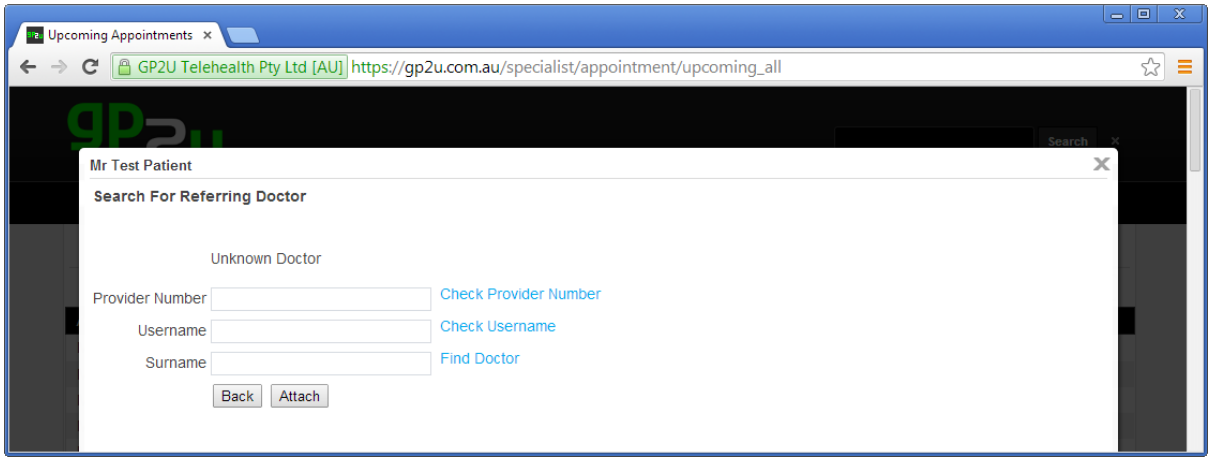
REVIEW ALL UPCOMING APPOINTMENTS

Here you will find a list of all your upcoming appointments, with some useful information. In this screenshot, you can see the check marks below both the "GP" heading.

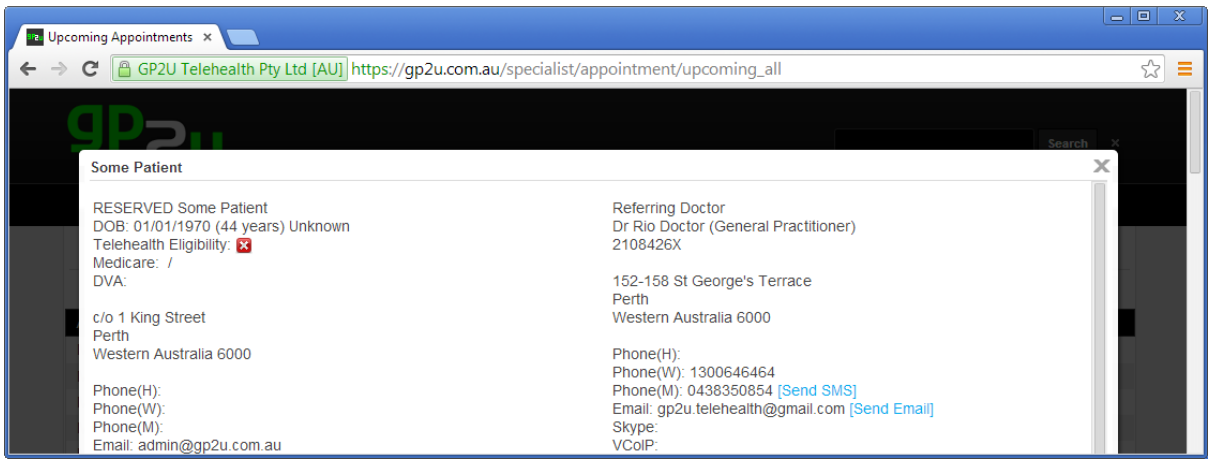


The exclamation mark next to the GP indicates the system does not know who the referring GP is. To fix this simply click on the patient name and use the "Attach Referring Doctor" link:



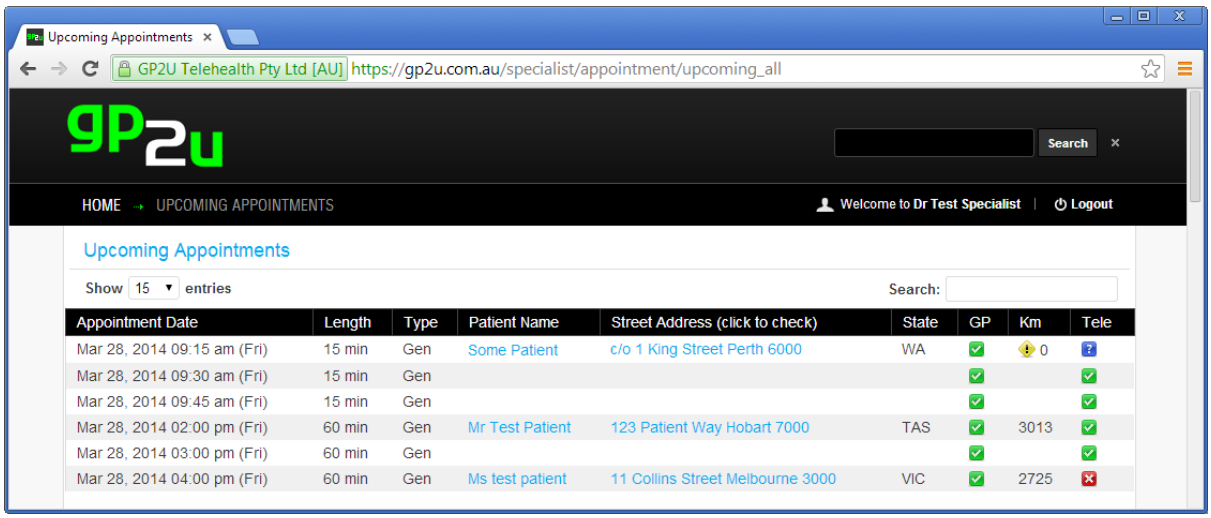


Here is what it looks like when we have attached the GP:



Minimum Distance Checking and eligibility checking

The exclamation mark under the "Km" heading indicates that the patient is within the 15 km exclusion zone.



We geocode both your location and the patient's location and then automatically calculate the distance between you so you can make sure you are compliant with the requirement.

The green tick under the "Tele" heading indicates the patient is in a Telehealth eligible region, and a red cross means they are not in an eligible region. The question mark icon indicates we don't have an address for that patient yet.

Please note that we use the patient's registered address to perform these checks and the patient may still be eligible if travelling, in an AMS, RACS etc.

Review all upcoming bookings

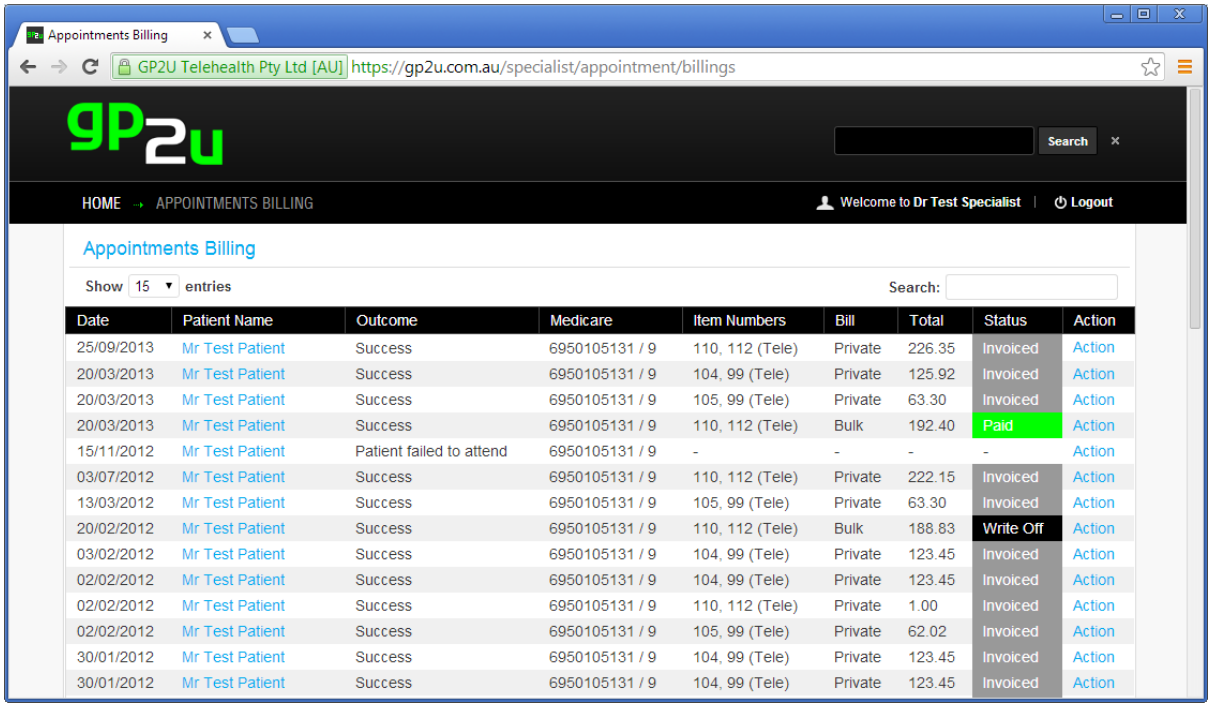
This link provides exactly the same information as the "Upcoming Appointments" table described above except we filter the view to show only those appointments that have patients booked.

Review past bookings

Similar to the upcoming bookings view, this shows past appointments.

REVIEW BILLINGS

Here you will find a record of your billings. As you can see, we show a number of details



Date	Patient Name	Outcome	Medicare	Item Numbers	Bill	Total	Status	Action
25/09/2013	Mr Test Patient	Success	6950105131 / 9	110, 112 (Tele)	Private	226.35	Invoiced	Action
20/03/2013	Mr Test Patient	Success	6950105131 / 9	104, 99 (Tele)	Private	125.92	Invoiced	Action
20/03/2013	Mr Test Patient	Success	6950105131 / 9	105, 99 (Tele)	Private	63.30	Invoiced	Action
20/03/2013	Mr Test Patient	Success	6950105131 / 9	110, 112 (Tele)	Bulk	192.40	Paid	Action
15/11/2012	Mr Test Patient	Patient failed to attend	6950105131 / 9	-	-	-	-	Action
03/07/2012	Mr Test Patient	Success	6950105131 / 9	110, 112 (Tele)	Private	222.15	Invoiced	Action
13/03/2012	Mr Test Patient	Success	6950105131 / 9	105, 99 (Tele)	Private	63.30	Invoiced	Action
20/02/2012	Mr Test Patient	Success	6950105131 / 9	110, 112 (Tele)	Bulk	188.83	Write Off	Action
03/02/2012	Mr Test Patient	Success	6950105131 / 9	104, 99 (Tele)	Private	123.45	Invoiced	Action
02/02/2012	Mr Test Patient	Success	6950105131 / 9	104, 99 (Tele)	Private	123.45	Invoiced	Action
02/02/2012	Mr Test Patient	Success	6950105131 / 9	110, 112 (Tele)	Private	1.00	Invoiced	Action
02/02/2012	Mr Test Patient	Success	6950105131 / 9	105, 99 (Tele)	Private	62.02	Invoiced	Action
30/01/2012	Mr Test Patient	Success	6950105131 / 9	104, 99 (Tele)	Private	123.45	Invoiced	Action
30/01/2012	Mr Test Patient	Success	6950105131 / 9	104, 99 (Tele)	Private	123.45	Invoiced	Action

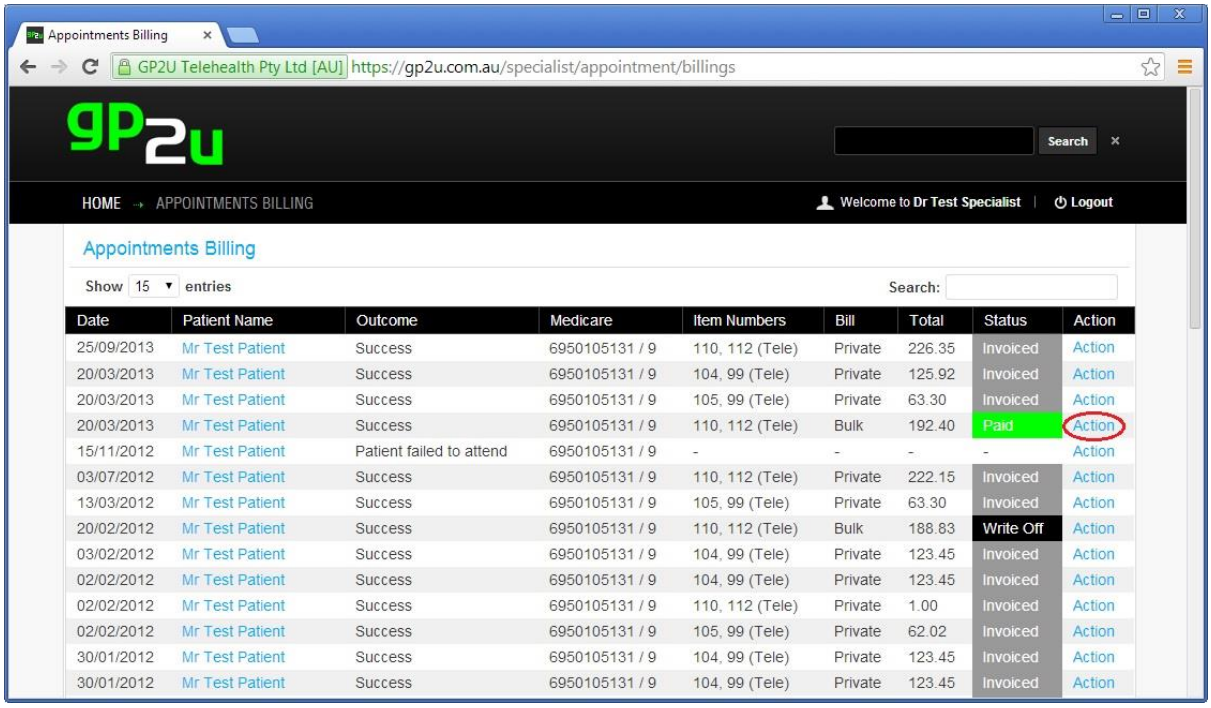
Bills can be marked in a number of ways.

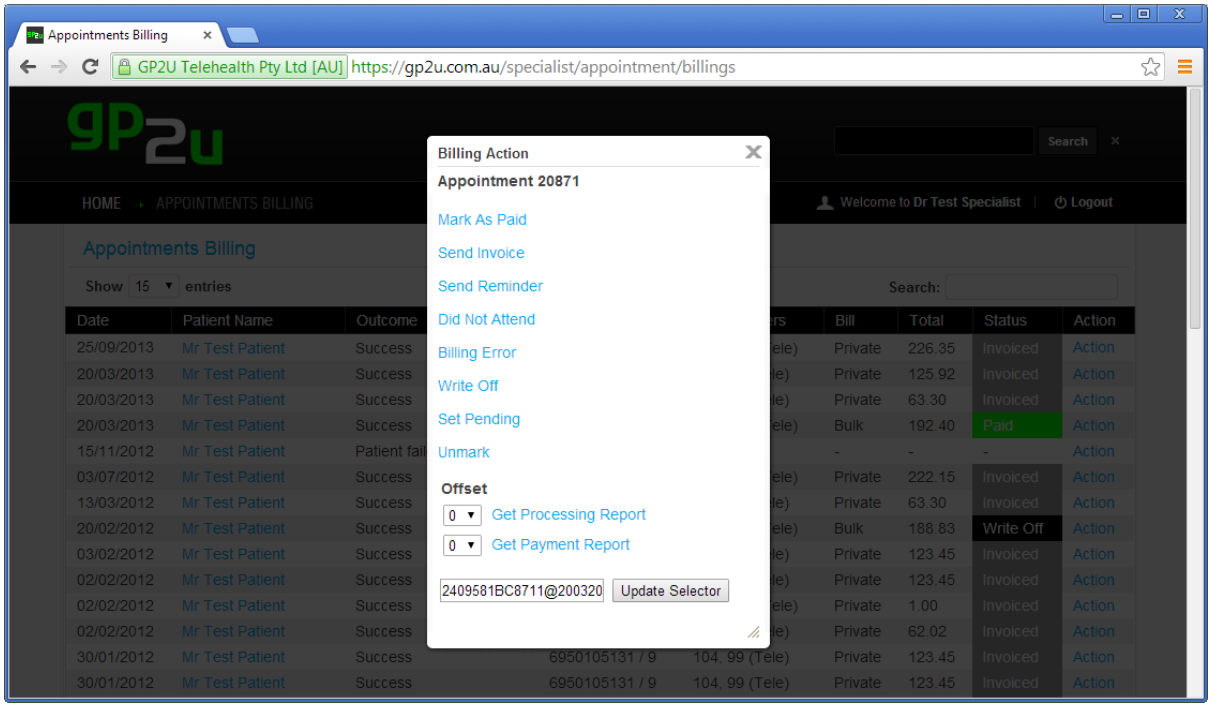
When you first bulk bill a patient you see the status as being “Pending”. Each morning (about 4 am) we query the Medicare servers for both processing and payment reports.

If the bill has been paid, the system automatically marks it as paid.

Similarly, if the billing has failed it is marked with a red error message.

The “Action” link allows you to do various things associated with the patient’s bill.





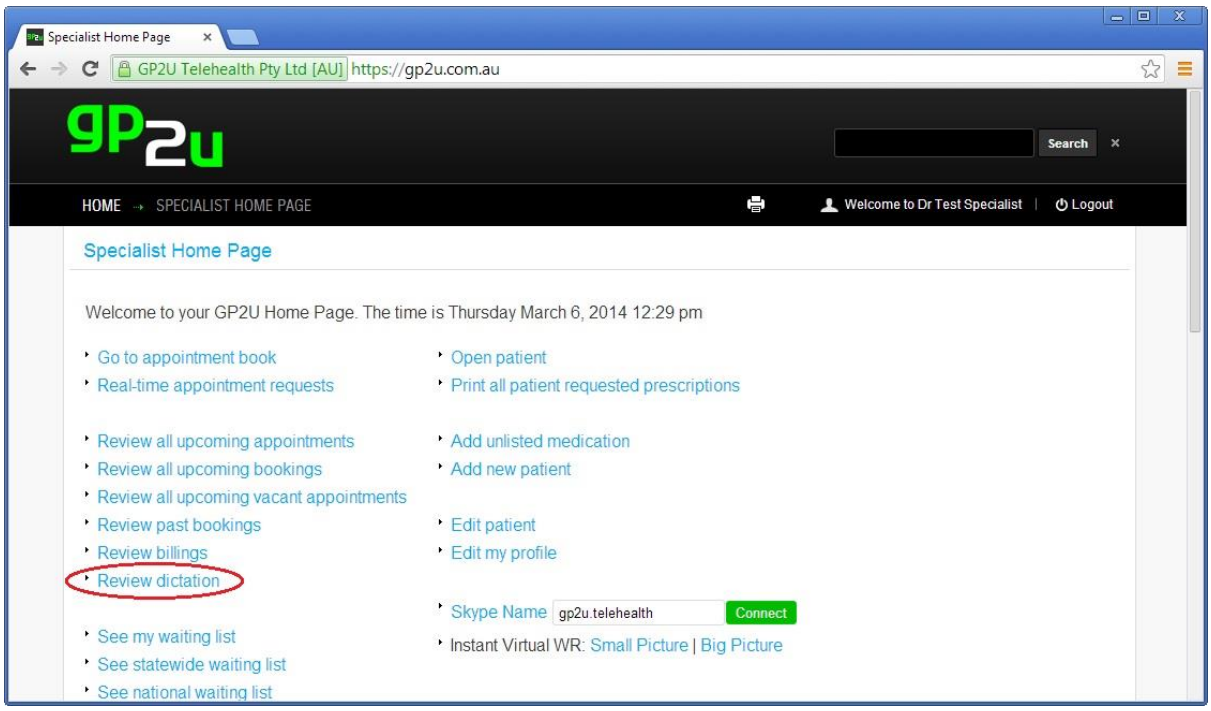
As you can see, we have a number of links that set the billing status manually.

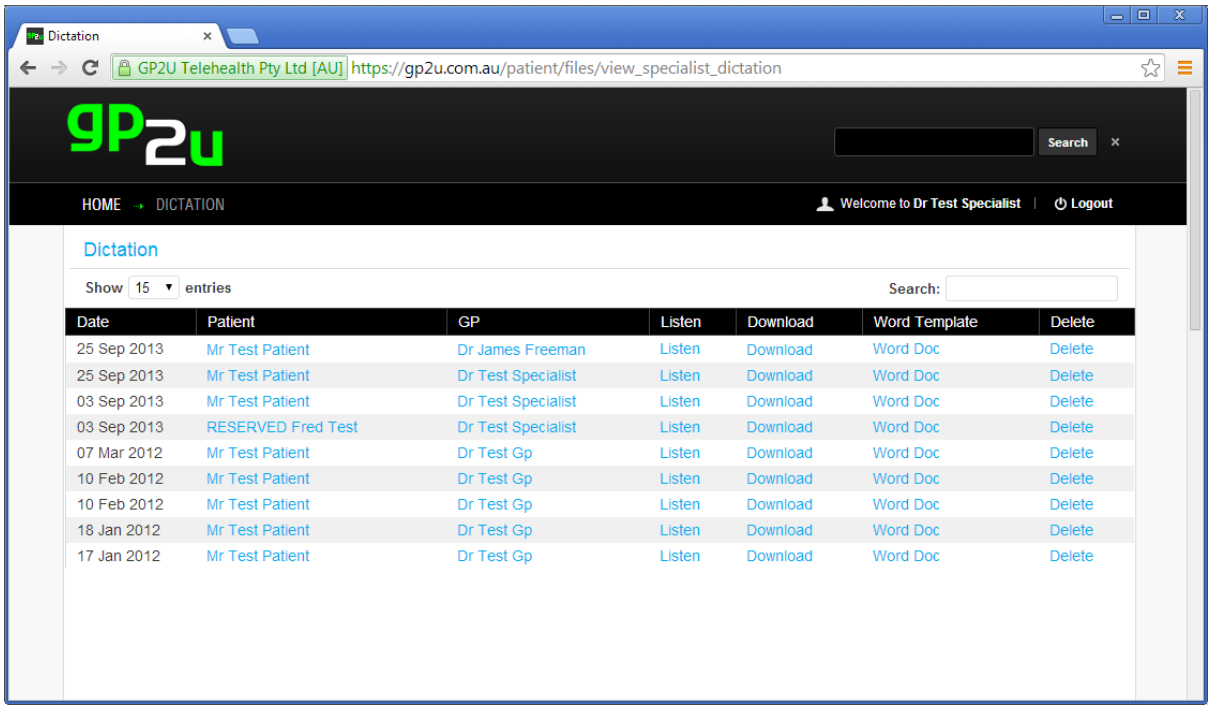
We also provide links to get the Medicare processing and payment reports.

In the event a bill fails, you also have the ability to resubmit the claim here, perhaps having corrected the patient’s Medicare card details or after selecting an alternate item number.

REVIEW DICTATION

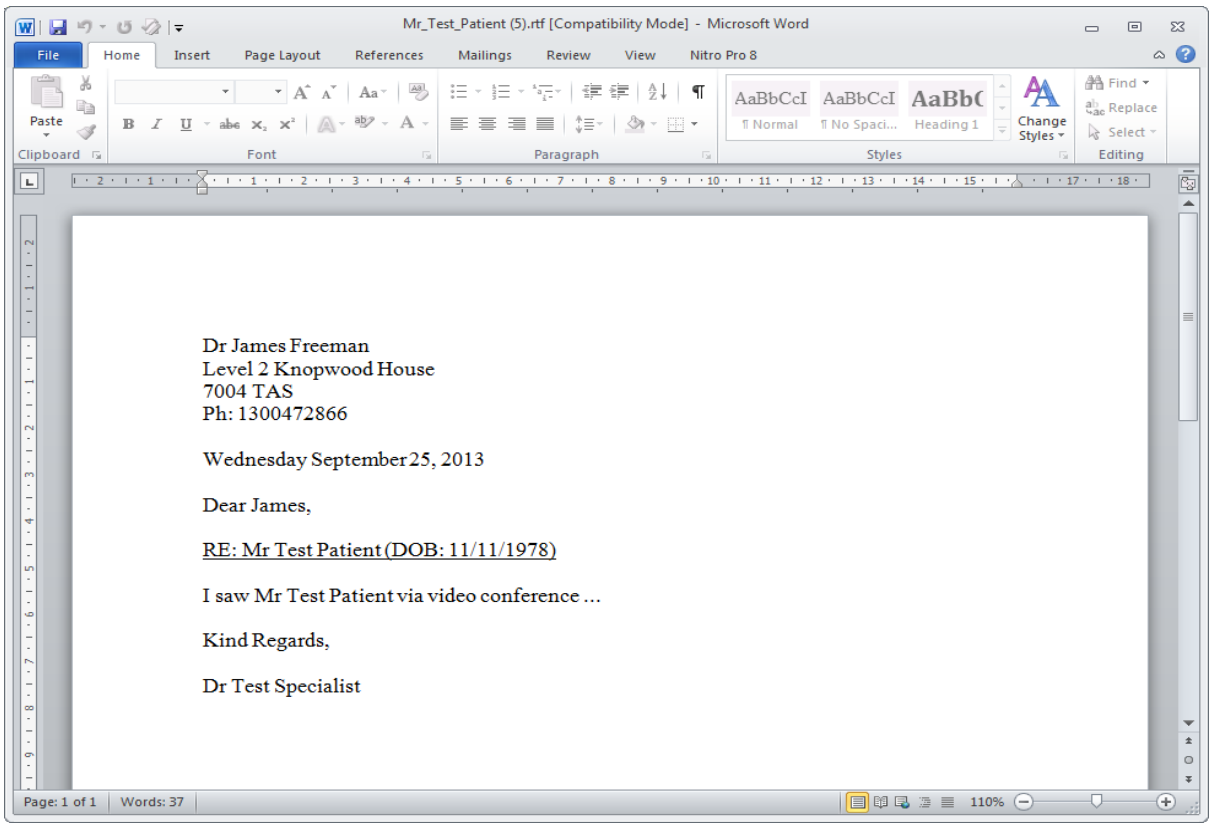
You may have noticed that there is a Dictaphone built into the "Outcome" widget in the Appointment Book. You can access these dictations here and forward them on to your secretary or a transcription service.





For your convenience a word document template is supplied.

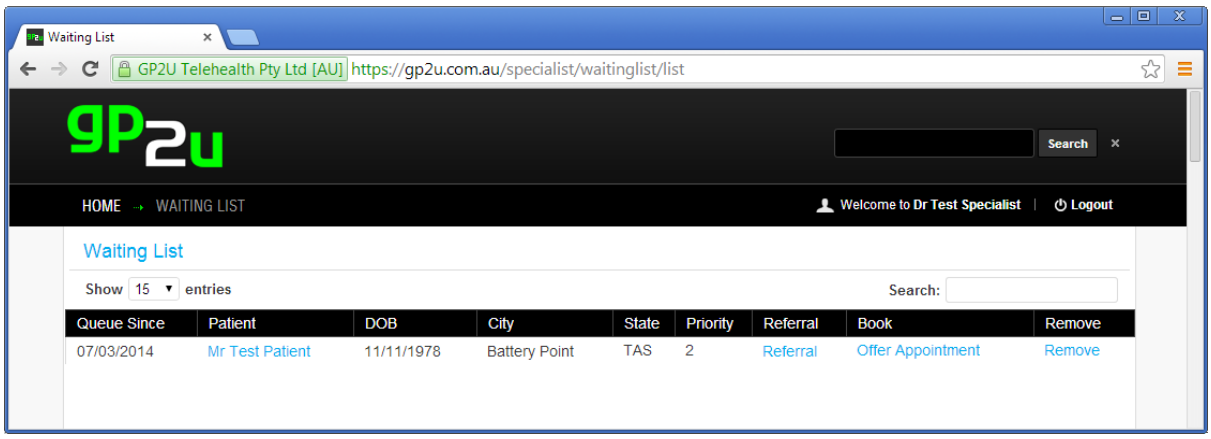
This already has many of the details of a standard response letter filled in like the GP address, patient's details, etc.



This is the same template you can access from the “Outcome” widget

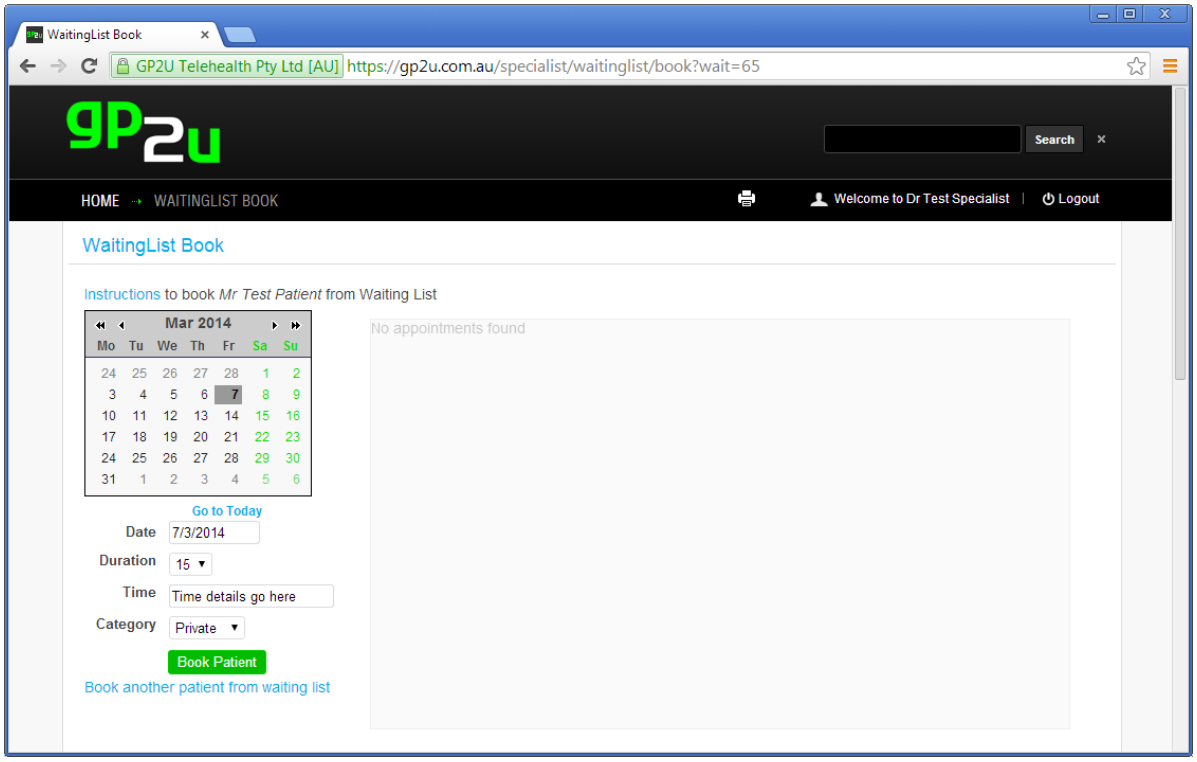
SEE MY WAITING LIST

If you don't have any appointments available, and a GP wishes to, they can add patients to your waiting list. These patients appear here.

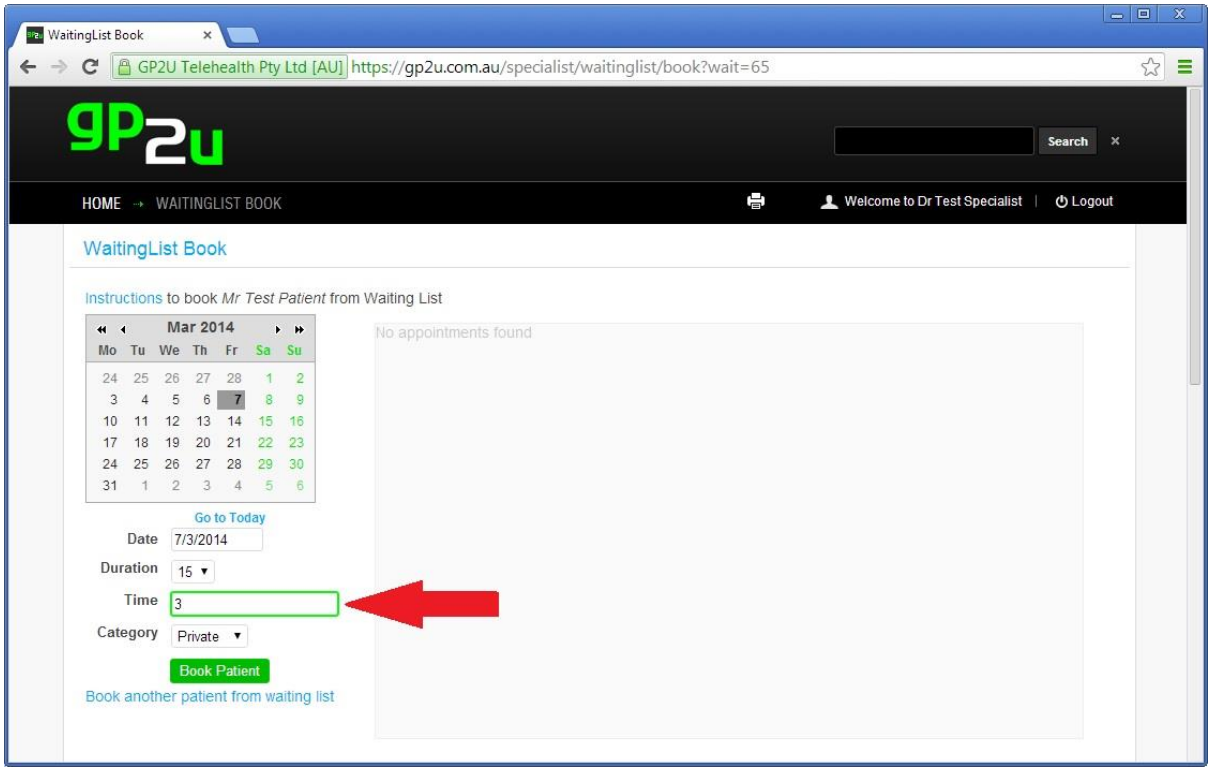


You can see the patient details, read the referral, offer an appointment or remove the patient from the waiting list by following the links.

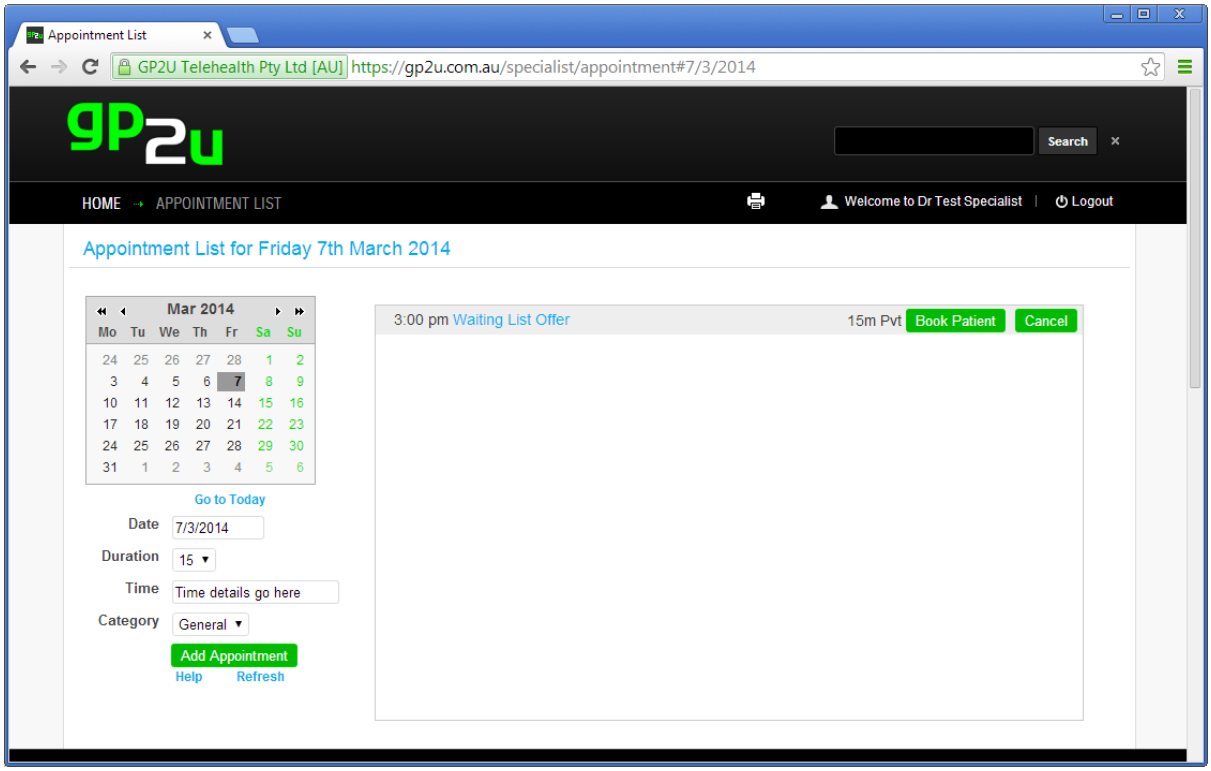
If you click on the "Offer Appointment" link you will see a page like this which shows your appointment book, along with any bookings.



Simply select a time. (We have chosen 3:00 PM)

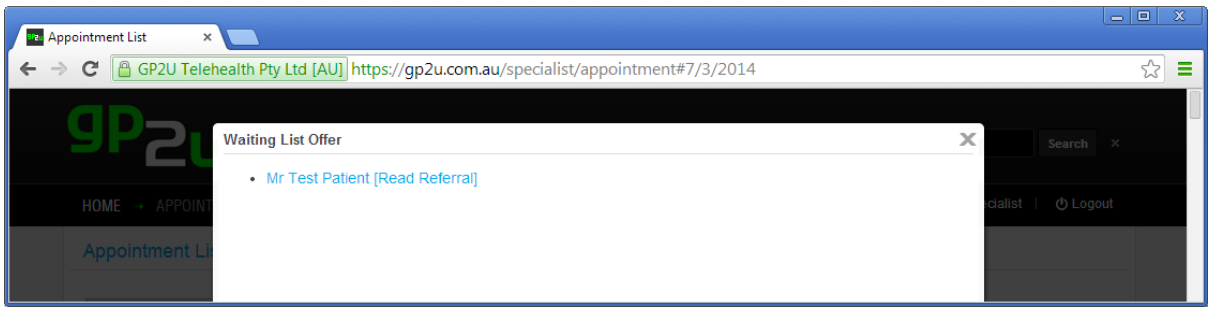


In your appointment book you will see this:



As you can see, the appointment appears as a waiting list offer.

You can click on this to see the patient's details and the referral.



When you offer an appointment, the patient gets an email with the appointment offer.

This email contains 2 links. One to accept the appointment and one to decline it:

Dear Test Patient

This email is to notify you that a Telehealth appointment with Dr Test Specialist is available.

Friday March 7, 2014 6:00 pm
Dr Test Specialist
1 King Street Perth 6000
Ph: 0438350854

To accept this appointment go to https://gp2u.com.au/waitinglist/response/gs_hy4ml4xGQzhhKyAO79Q

To decline this appointment go to https://gp2u.com.au/waitinglist/decline/gs_hy4ml4xGQzhhKyAO79Q

Kind Regards

The GP2U Team

GP2U Telehealth
Level 2 Knopwood House
38 Montpelier Retreat
Battery Point Hobart 7004
Phone 1300 GP2U NOW (1300 472866)
FAX 1800 GP2U FAX (1800 472832)
Email admin@gp2u.com.au
Facebook https://www.facebook.com/skype2doctor
Twitter https://twitter.com/GP2U_Telehealth @GP2U_Telehealth
Web https://gp2u.com.au/

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If they accept the offer they then appear as a normal appointment and both the patient and referring GP are notified.

If they decline the offer then they are put back on your waiting list.

See statewide waiting list

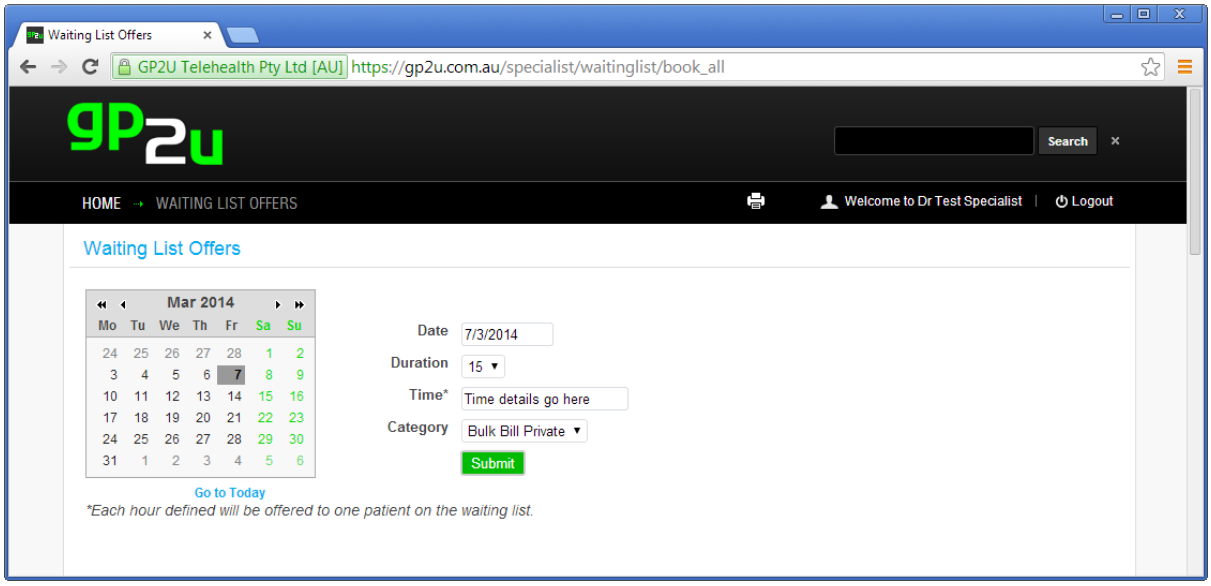
This works the same way as your personal waiting list but is open to any doctor in your speciality and state.

See national waiting list

This works the same way as your personal waiting list but is open to any doctor in your speciality..

Offer appointments to waiting list patients

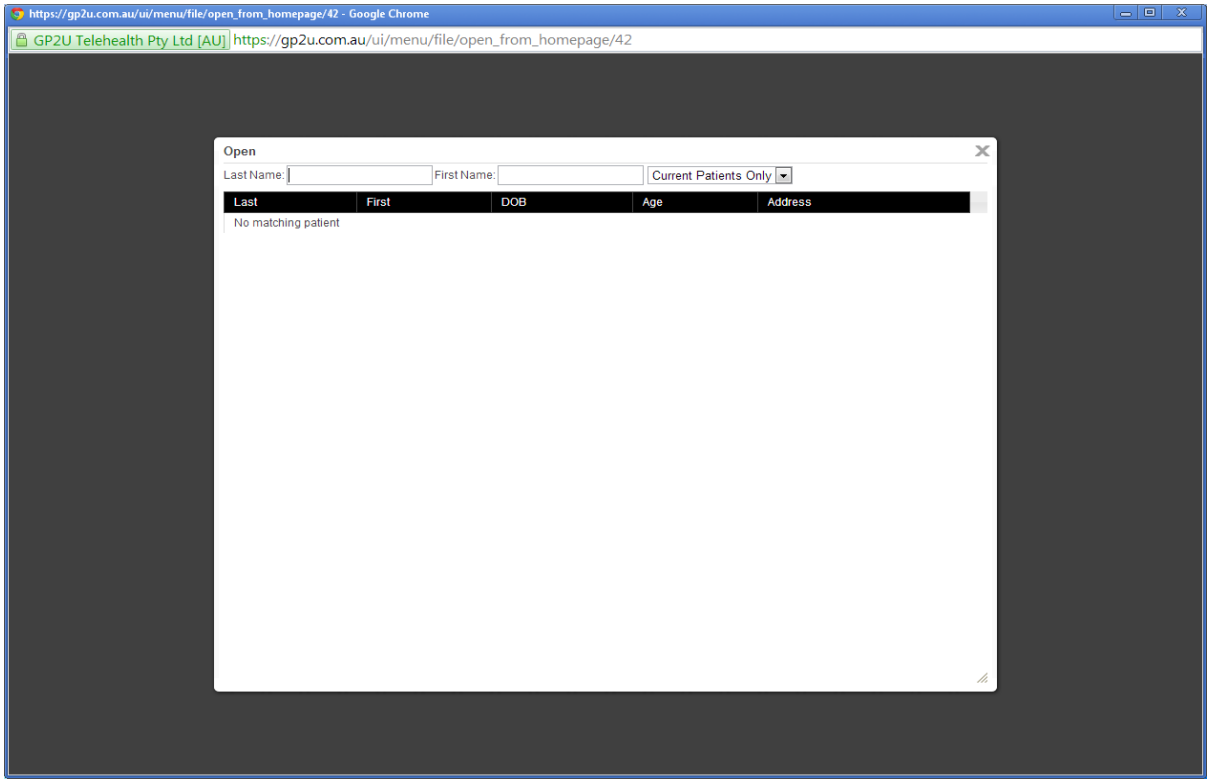
Using this you can automatically offer appointments to one or more patients.



OPEN PATIENT

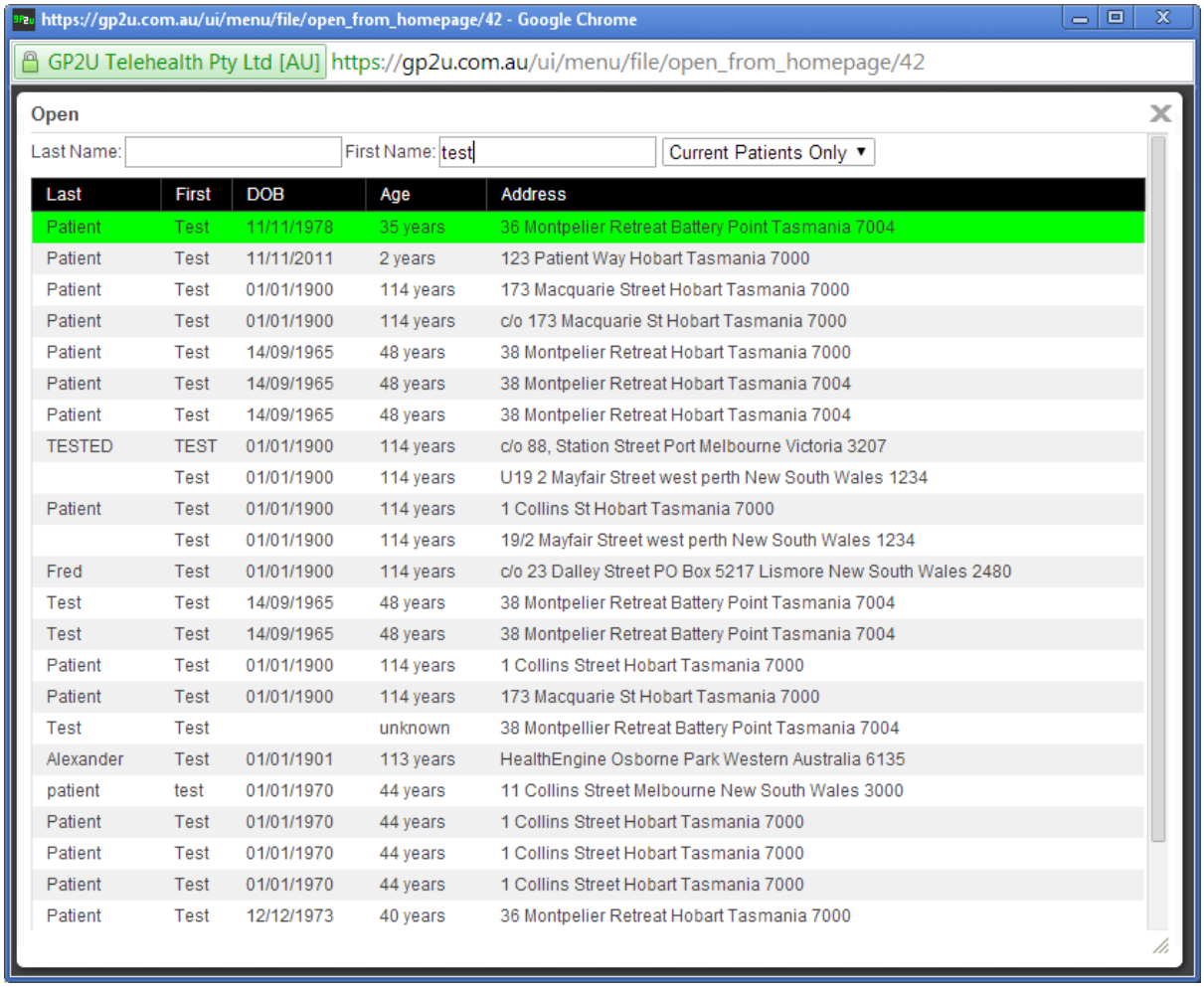
Here you can open any patient's record.

Please note that for privacy purposes, all patient record access is logged and this access log is available to the patient for their review.

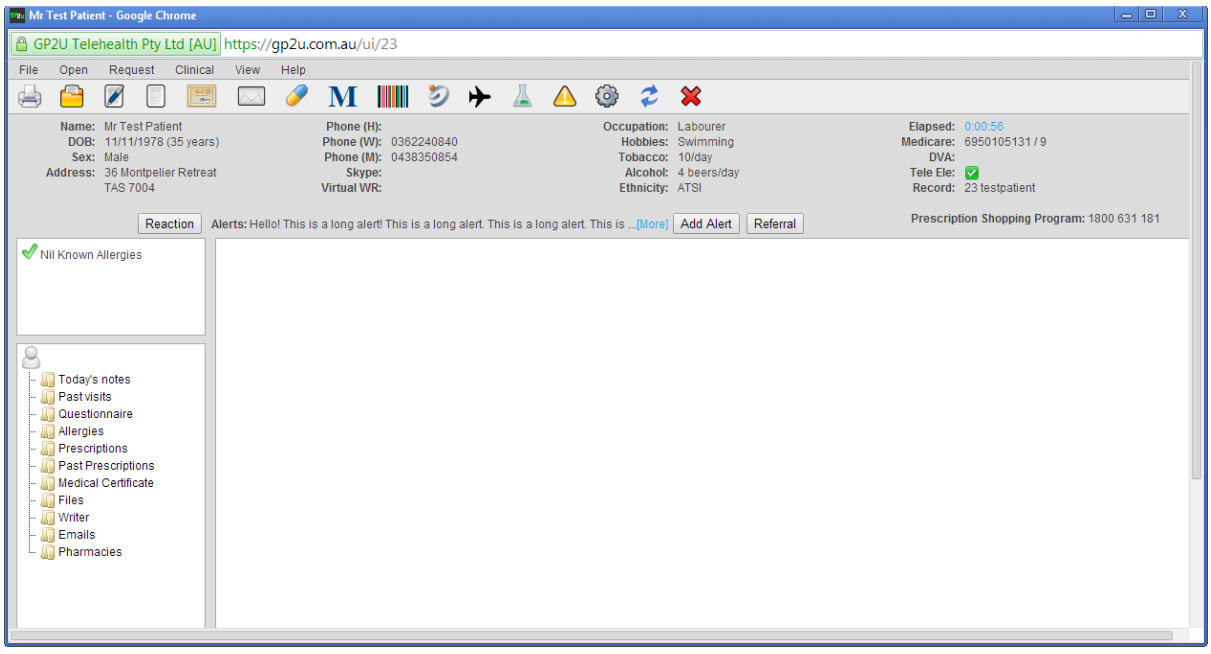


To find a patient just type in some of their details, the list will shorten as you add more detail.

Once you find the patient you are looking for, just click on the row that contains them:



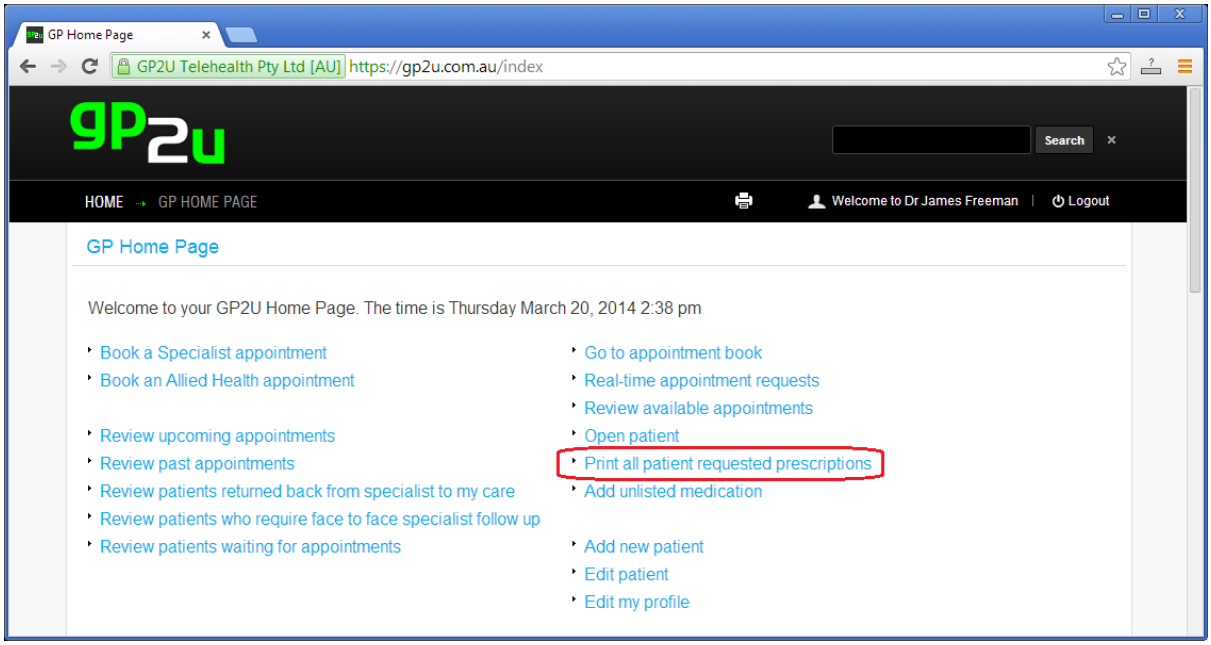
This will open their record in a cloud based patient management system that looks and functions similarly to Best Practice / Medical Director.



Discussion of how to use this is covered in another document.

It basically works as you expect with a few nifty features related to Telehealth; for example, if you prescribe a medication in the usual way, this is immediately available to the patient to FAX through to a pharmacy of their choice.

PRINT ALL PATIENT REQUESTED PRESCRIPTIONS



In the patient management system, if you prescribe a medication the patient has the choice about where that goes.

If you click on the link, a PDF comes up with all these prescriptions.

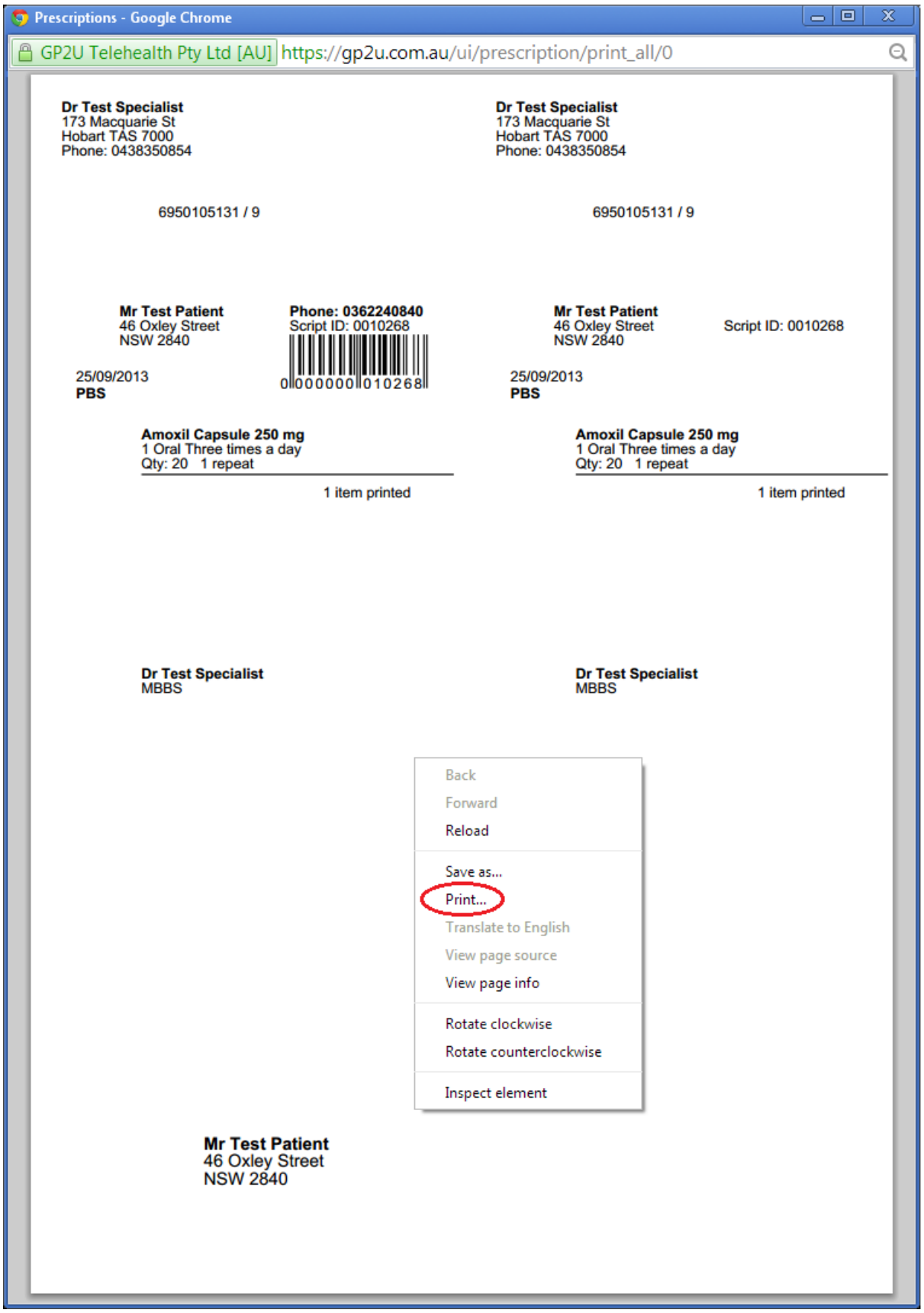
All you need to do is print this on PBS paper, sign the scripts, and put them in window-faced envelopes and into the mail.

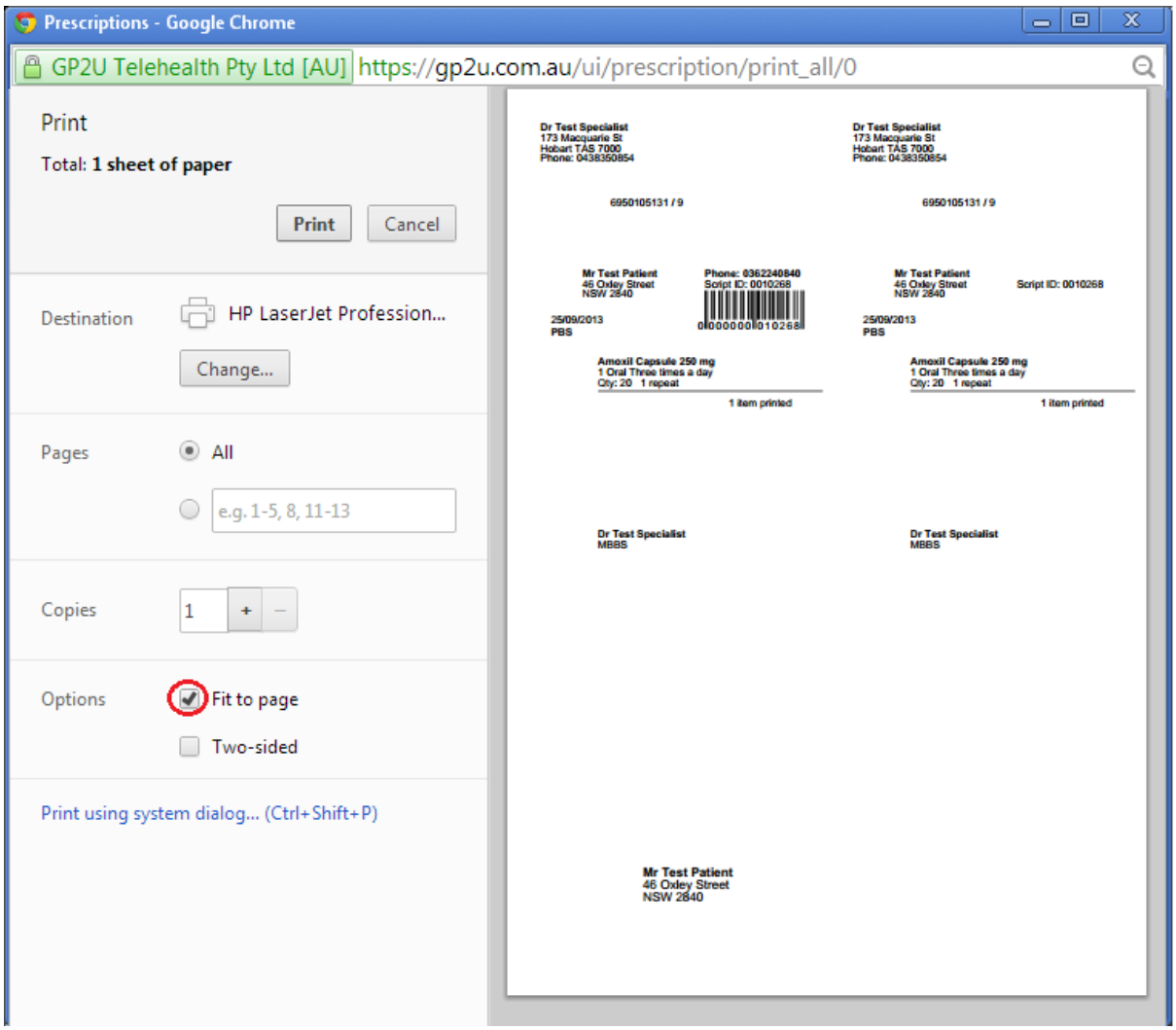
The correct destination address is automatically put in, so if the patient has requested the script be posted to them, that is the address that appears.

If they requested that the script, goes to a specific pharmacy, that is the address that appears.

The only tricky bit here is making sure these scripts are printed full size.

Right click on the script and select “Print”


Prescriptions - Google Chrome
GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/ui/prescription/print_all/0
Dr Test Specialist
173 Macquarie St
Hobart TAS 7000
Phone: 0438350854
6950105131 / 9
Mr Test Patient
46 Oxley Street
NSW 2840
Phone: 0362240840
Script ID: 0010268
0000000010268
25/09/2013
PBS
Amoxil Capsule 250 mg
1 Oral Three times a day
Qty: 20 1 repeat
1 item printed
Dr Test Specialist
MBBS
Back
Forward
Reload
Save as...
Print...
Translate to English
View page source
View page info
Rotate clockwise
Rotate counterclockwise
Inspect element
Mr Test Patient
46 Oxley Street
NSW 2840



Please make sure you remove the tick where it says “Fit to page”.

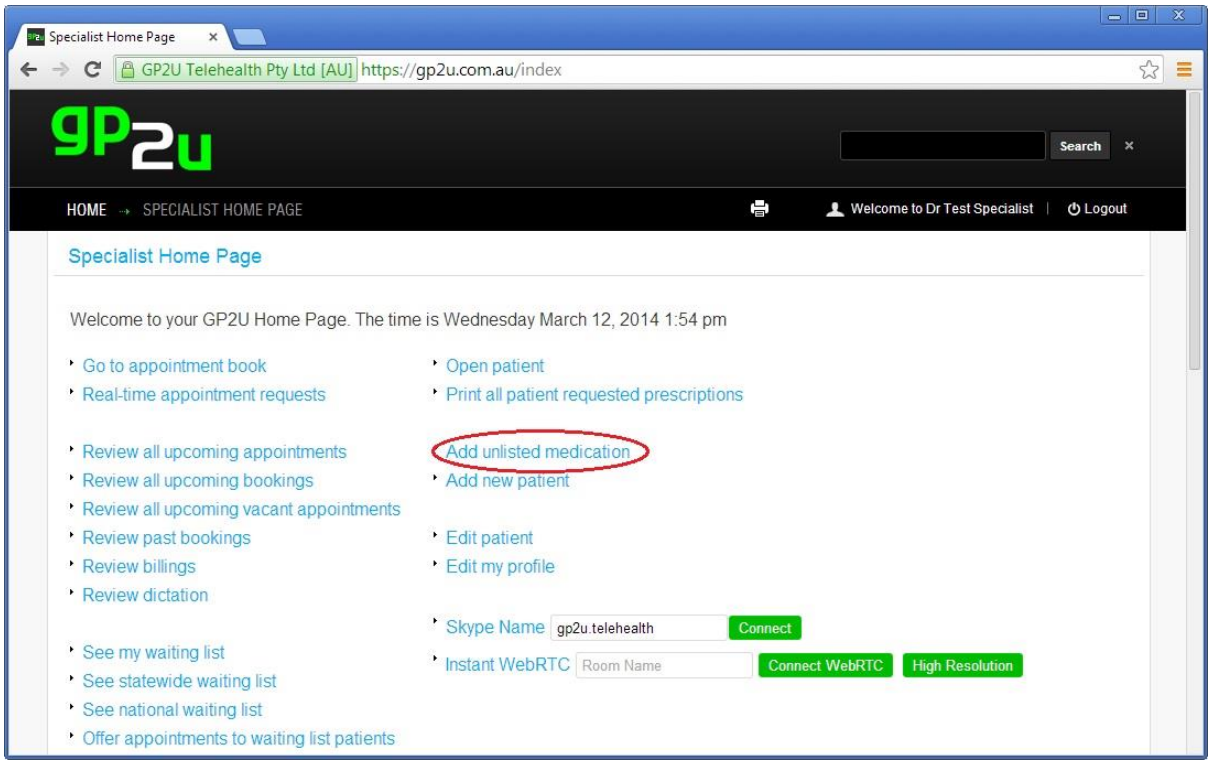
You will see the script get slightly larger.

If you don’t do this, things will be slightly out of alignment, still legible but ugly…..

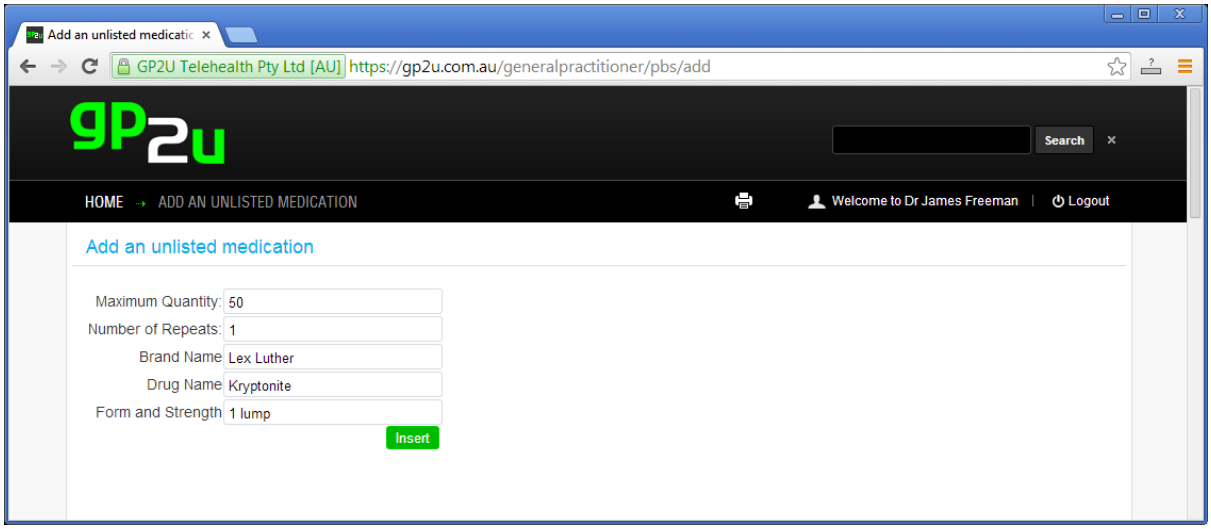
ADD UNLISTED MEDICATION

We have all the PBS medications in our database and many others. Be that as it may, you may wish to prescribe something that you can't find (because it's not there!)

Click on the "Add unlisted medication" link:

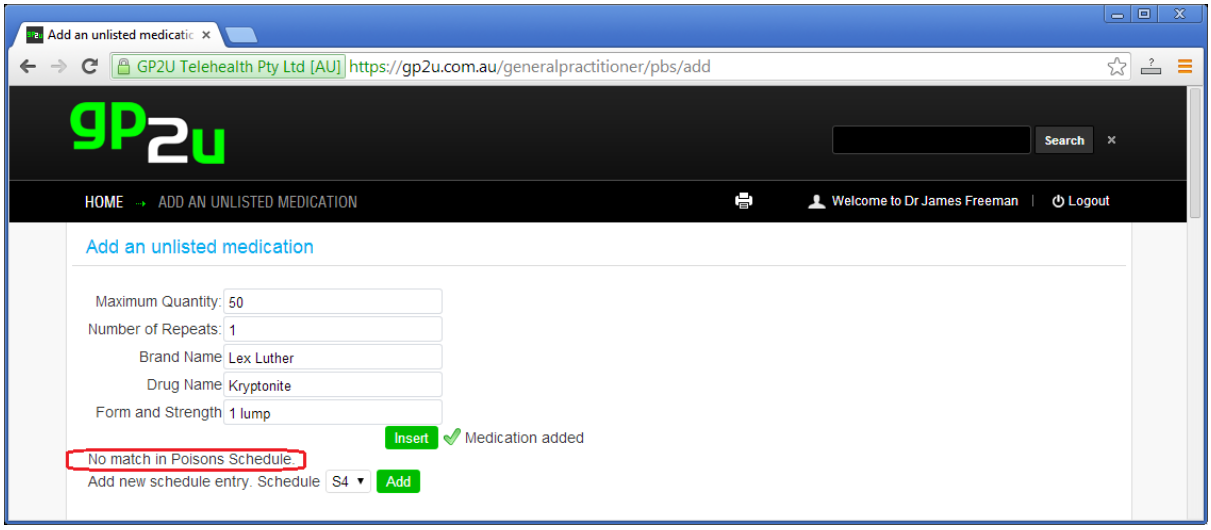


Simply fill in the details as shown:



Click on "Insert".

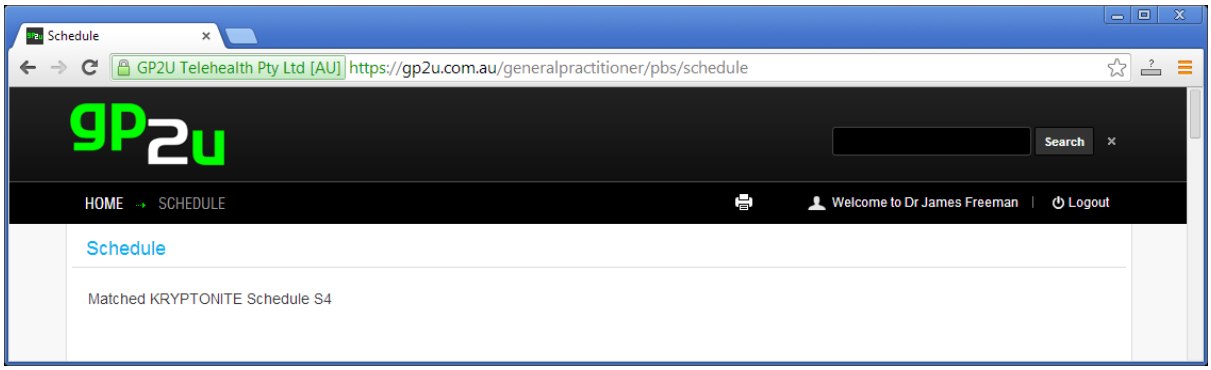
This will bring up a page like this:



You will see we can't find a match for "Kryptonite" in the Poisons Schedule.

The default setting is S4 but select S2, S3, S4 or S8 as appropriate and click "Add".

This will insert Kryptonite into the poisons schedule as an S4 and bring up a page like this:



Now you will find you can prescribe Kryptonite…..

Add new patient

This lets you add a new patient.

Edit patient

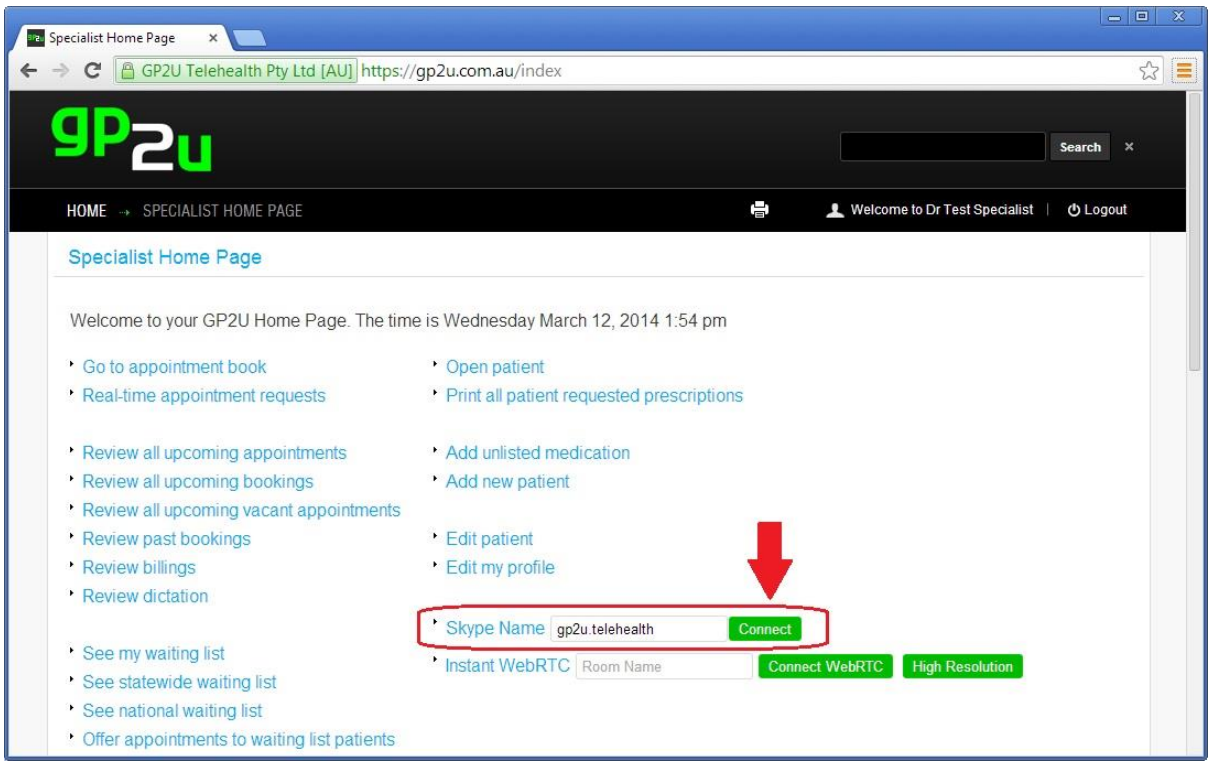
This lets you find and edit a patient's details.

Edit my profile

This lets you edit your own details.

Skype Name

This will automatically connect you to any Skype address, just type in the name and click "Connect".


Specialist Home Page
GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/index
gp2u
Search
HOME → SPECIALIST HOME PAGE
Welcome to Dr Test Specialist | Logout
Specialist Home Page
Welcome to your GP2U Home Page. The time is Wednesday March 12, 2014 1:54 pm
Go to appointment book
Real-time appointment requests
Review all upcoming appointments
Review all upcoming bookings
Review all upcoming vacant appointments
Review past bookings
Review billings
Review dictation
See my waiting list
See statewide waiting list
See national waiting list
Offer appointments to waiting list patients
Open patient
Print all patient requested prescriptions
Add unlisted medication
Add new patient
Edit patient
Edit my profile
Skype Name gp2u.telehealth Connect
Instant WebRTC Room Name Connect WebRTC High Resolution

HOW PATIENTS USE GP2U

Once the basic infrastructure is in place, it's quite straightforward for both GPs and patients to use this to book appointments.

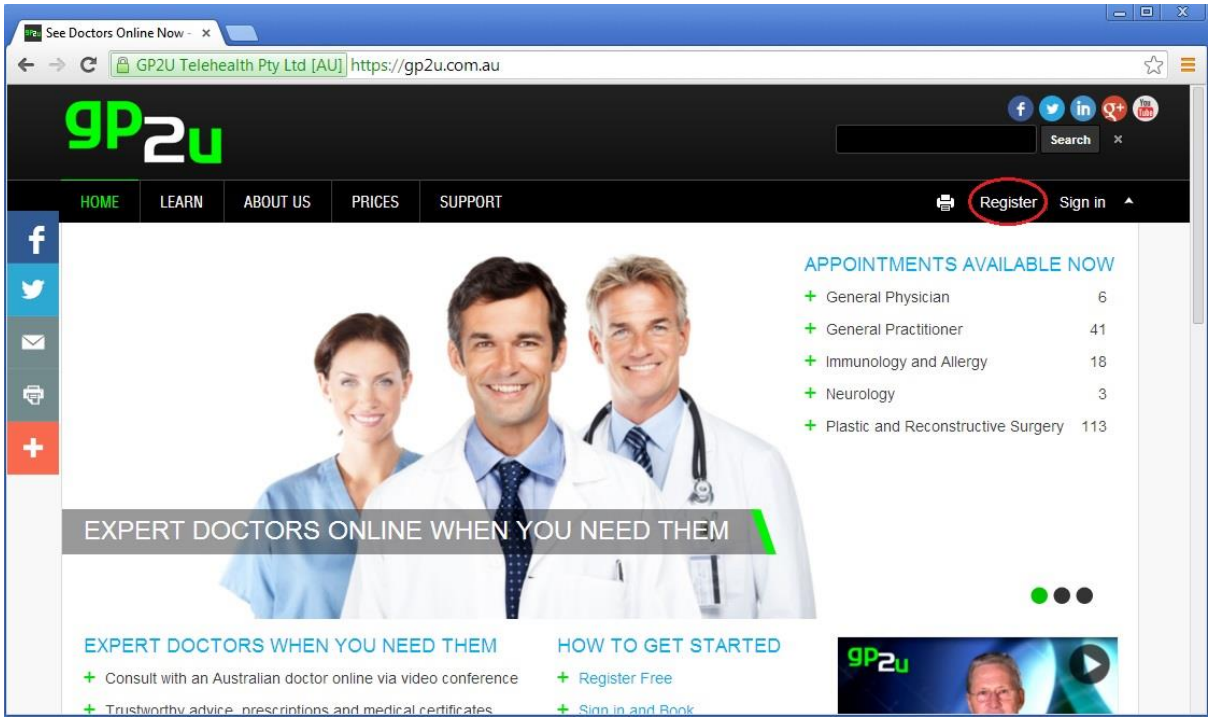
Prior to booking an appointment, we need patients to register so we can gather in the demographic details like name, address and Medicare card number.

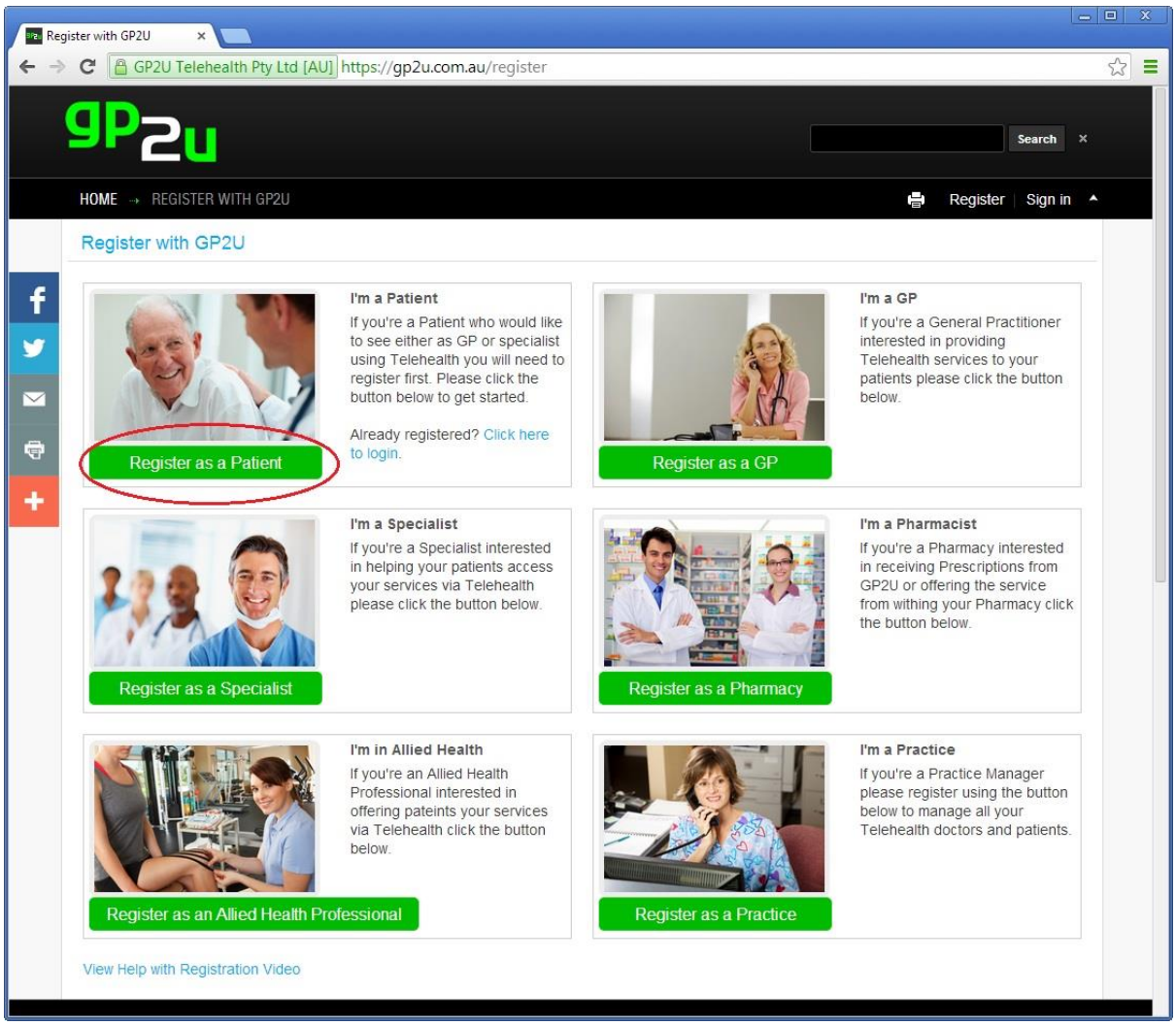
We need these details for Medicare billing, notes, prescriptions, etc. Unfortunately the current state of e-Health is that there is not a unified patient demographic record so we need to duplicate things here.

The registration process for patients is virtually identical to that for specialists.

It consists of 5 steps, takes about a minute, and is free.

Patients get to the registration from our home page:



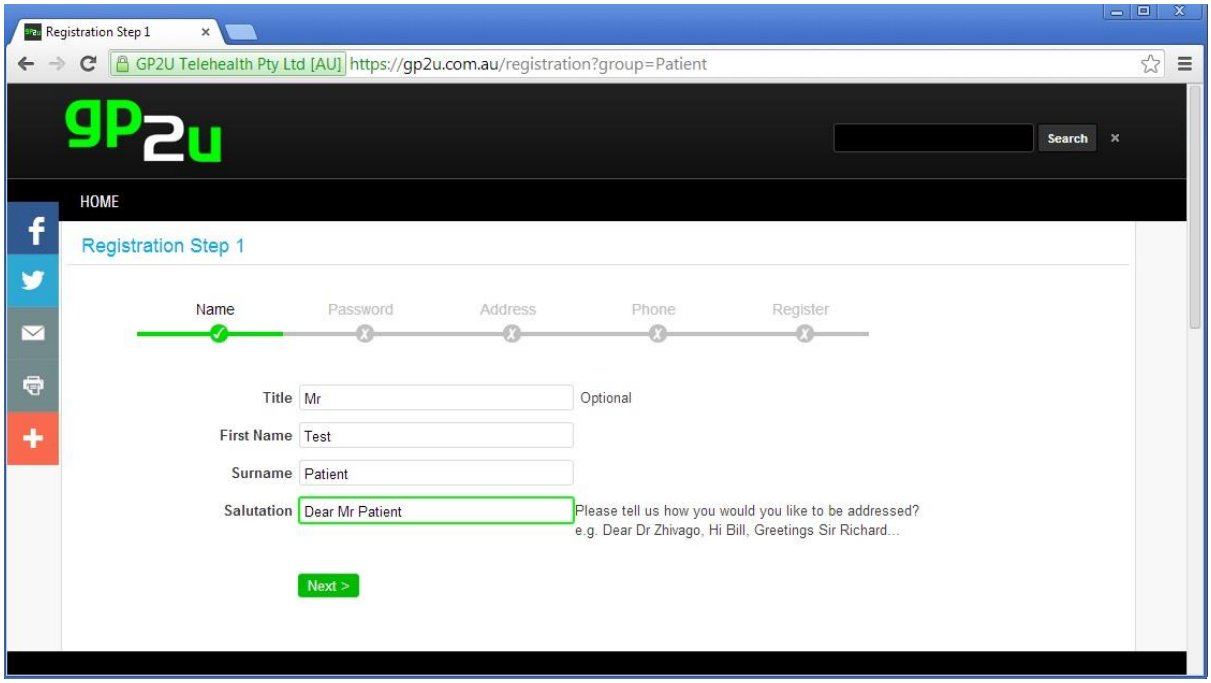


SEND INVITATION ENTRY POINT

Please note if you offer a patient an appointment via the “Send Invitation”, when they click the link, they enter the registration process, with all the details we have already entered.

5 Registration Steps

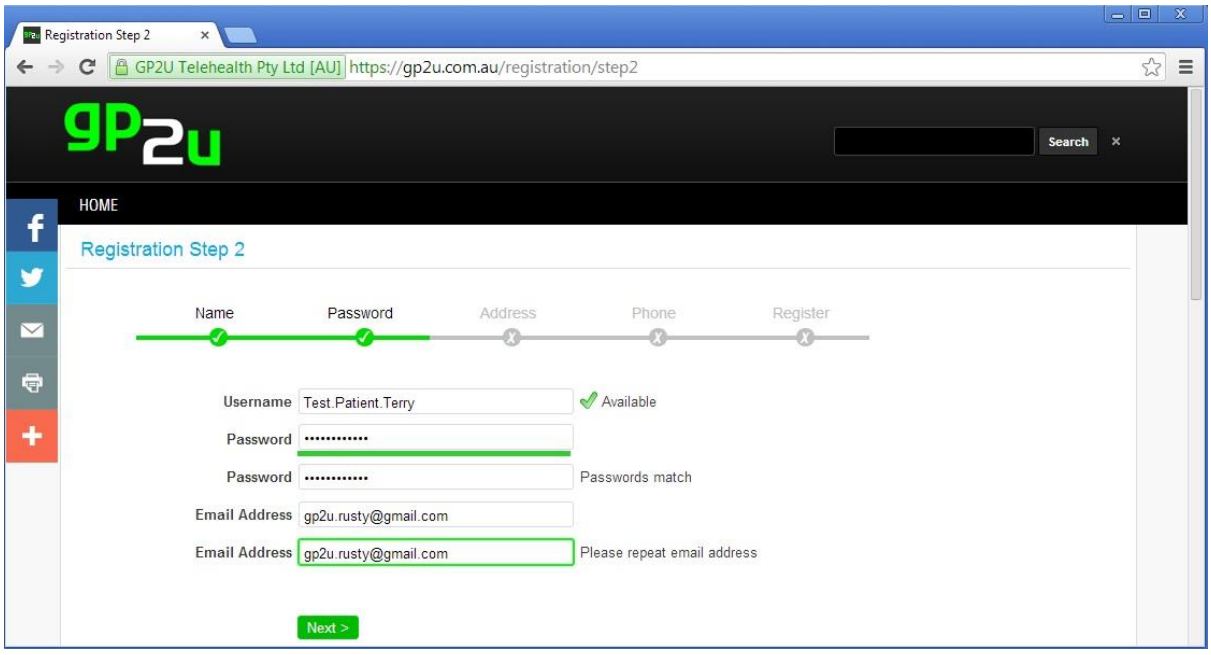
Step 1 is the patient's name:



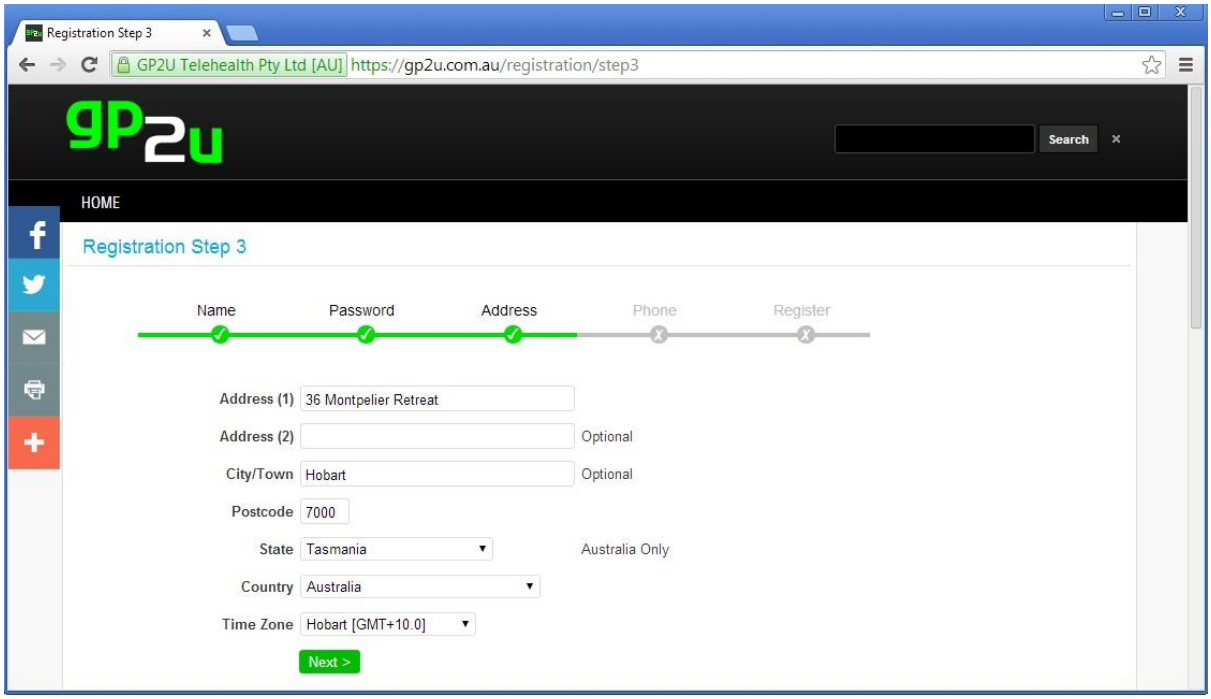
Step 2 gets patients to invent a username and password.

This lets them login to their account.

We don't have silly rules that passwords must contain one uppercase letter, one lower case letter, one number and one non alphanumeric character but do insist on a minimum level of complexity.

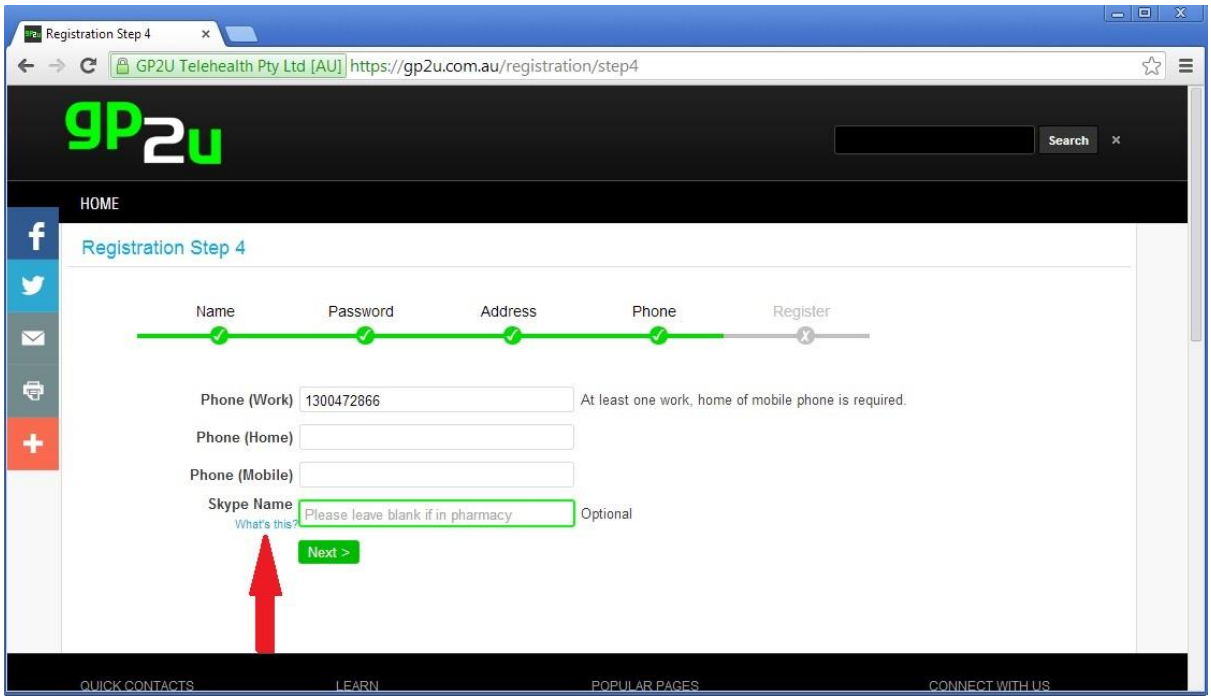


Step 3 is the patient address details:



Step 4 is the patient contact details.

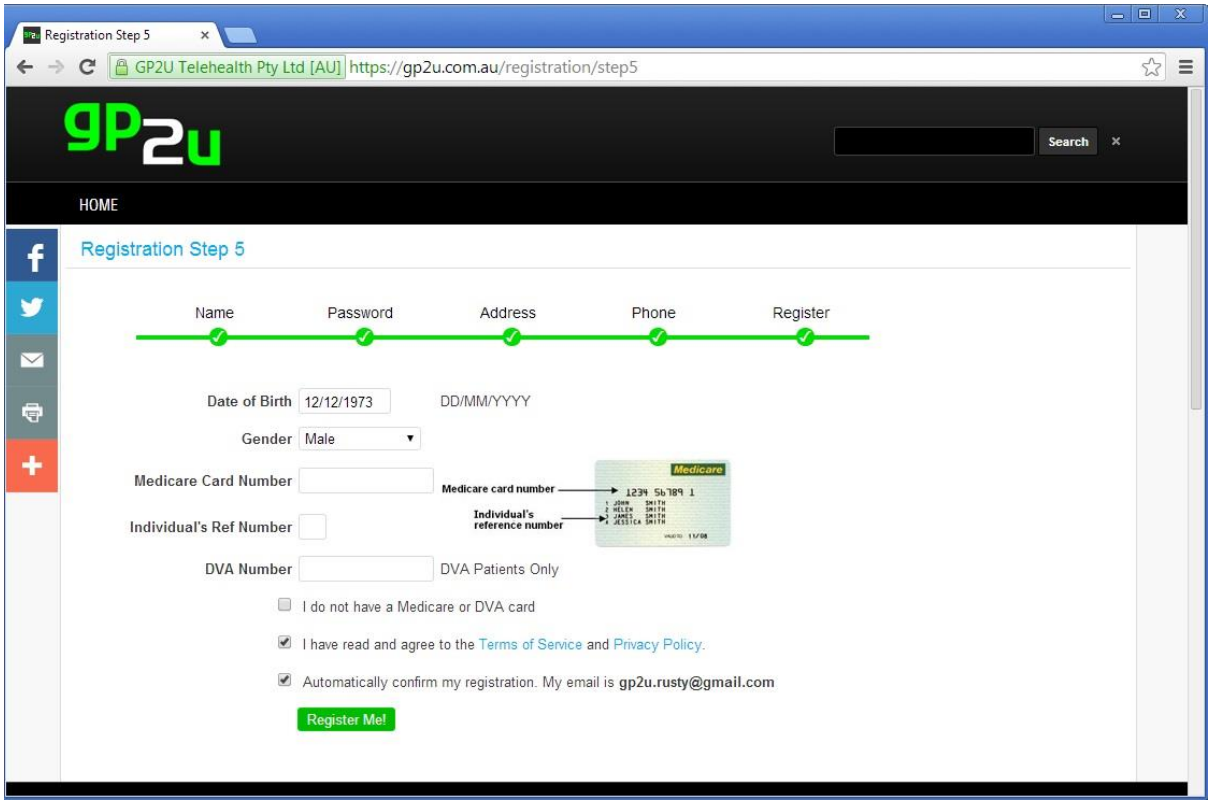
Please leave the Skype name blank as per the prompt.



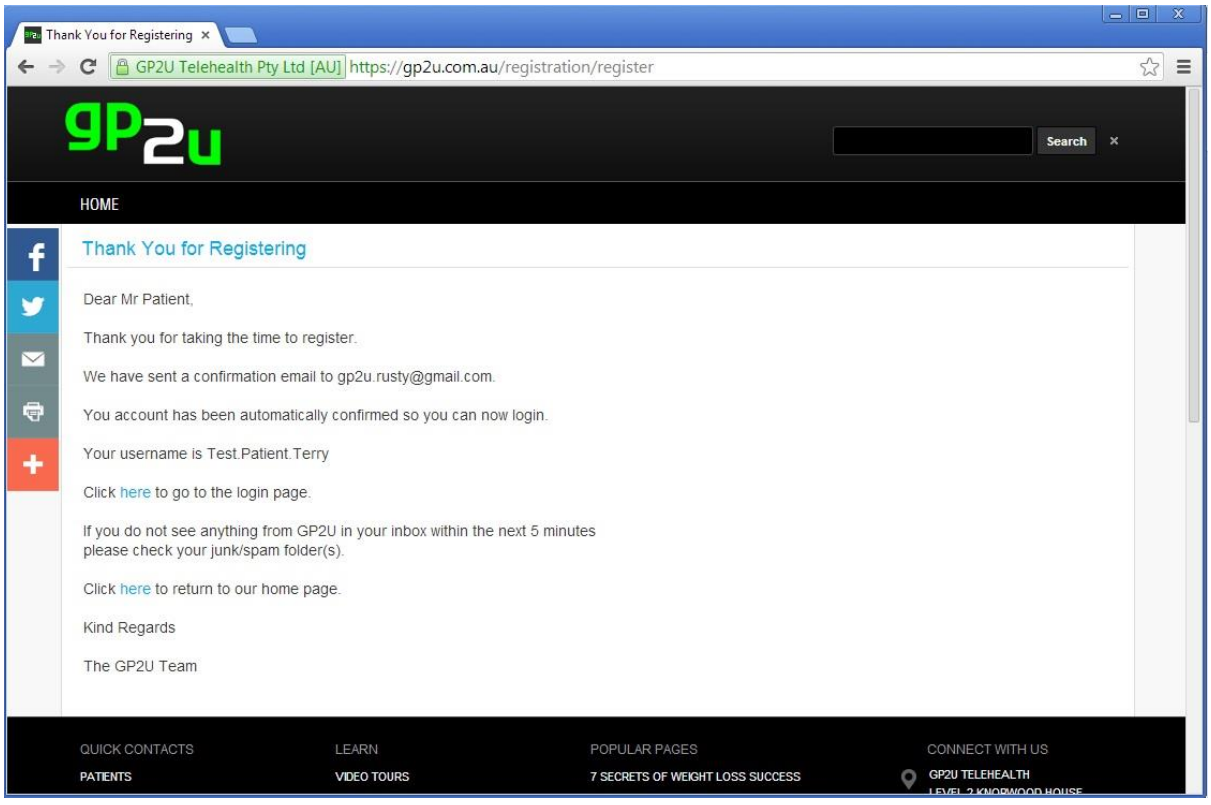
Step 5 is the Medicare details.

Ticking the terms and conditions box is mandatory.

Ticking the "Automatically confirm registration" checkbox means the patient will not have to log into their email to click on the usual "Click here to confirm we have your correct email address" link.



And here is the confirmation page:



Now that the patient is registered they can login.

Patients can only see and book specialist appointments if they have a valid referral in the system.

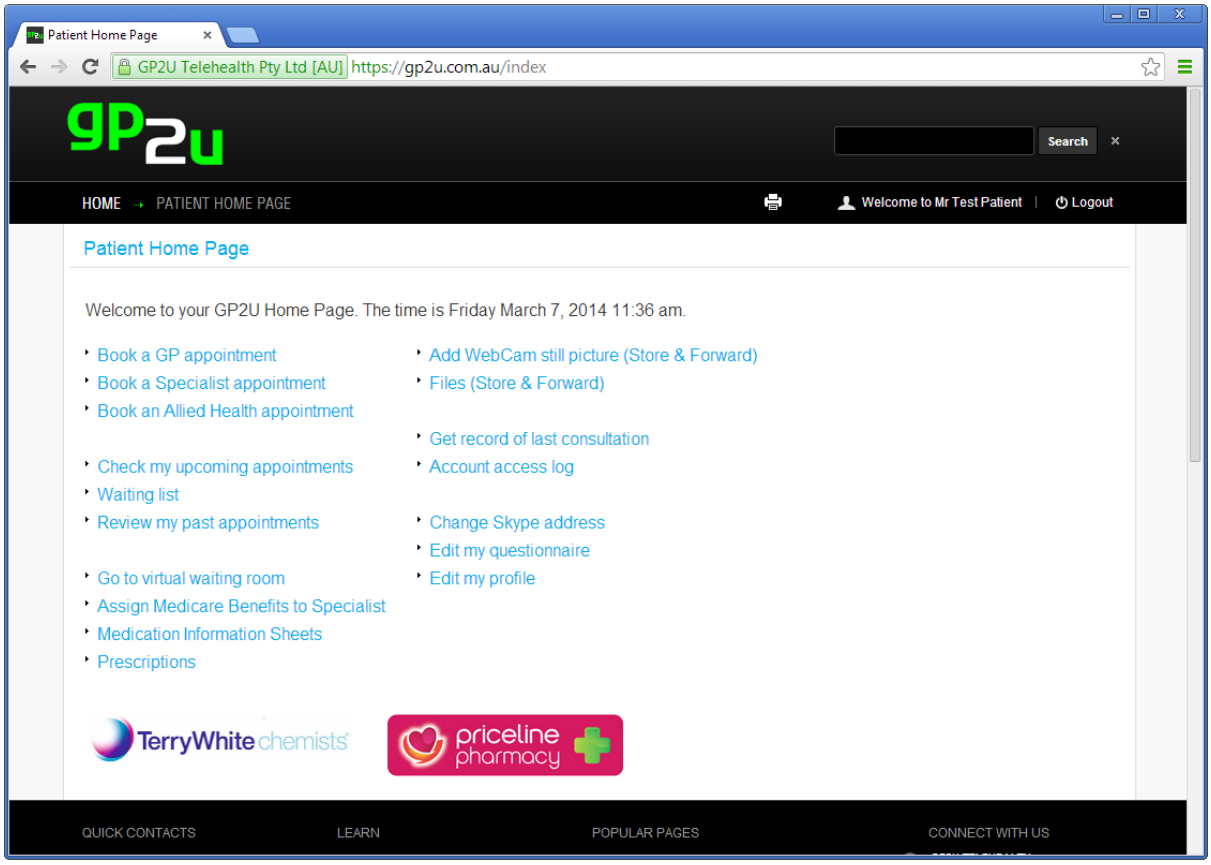
What this means is that their first booking must be made either by you, your practice or a referring GP.

Once there is a referral in the system they can book one of your open appointments themselves.

Patients login from the GP2U home page:

THE PATIENT HOME PAGE

The patient's home page looks like this:



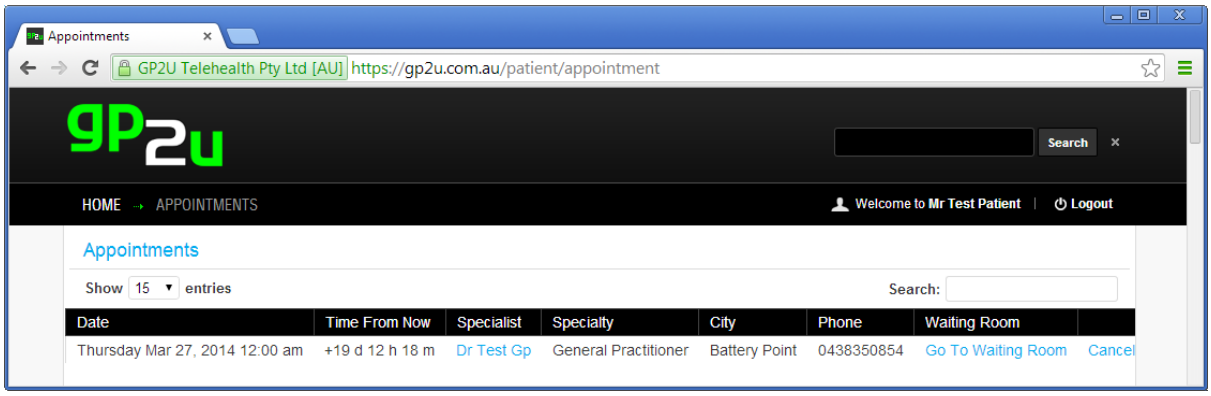
BOOKING APPOINTMENTS

In the first section of links you can see that patients have the ability to book Specialist, GP and Allied Health appointments.

CHECKING APPOINTMENTS

In this section, patients have the ability to check upcoming and past appointments as well as waiting list entries

Here is what the patient sees if they click on the "Check my upcoming appointments" link:

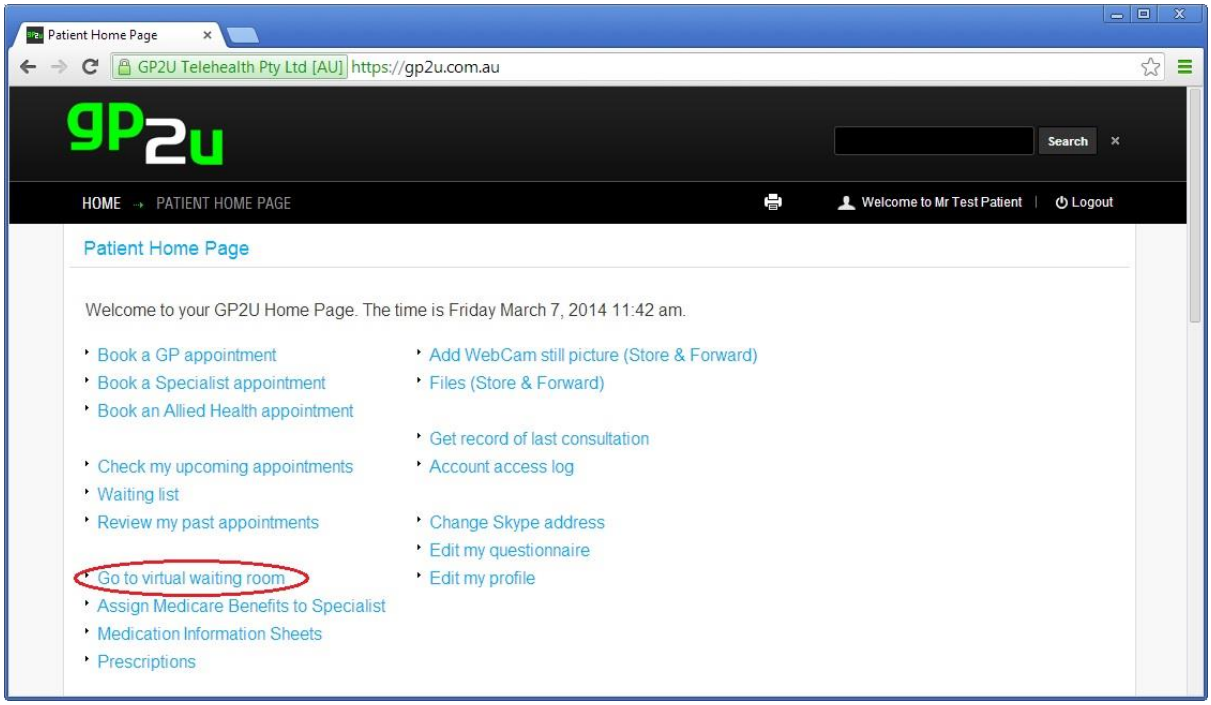


You may notice the link to the Virtual Waiting Room and a button that allows patients to cancel appointments (you will be sent an email if that happens and the patient will be removed from that appointment).

VIRTUAL WAITING ROOM

Patients can get to the Virtual Waiting Room from either:

"Check my upcoming appointments" section or from their home page.



The appearance of the Virtual Waiting Room differs, depending on whether or not the patient has elected to use Skype or WebRTC.

WebRTC view:

If the patient has a Skype address registered the Virtual Waiting Room will look like this:

You may notice that we tell them that they are expected to be logged into Skype as a specific user and also let them know if we can see them online.

There is a link provided to the WebRTC video conferencing utility for use in case Skype is not behaving.

Please note that there is the one-off requirement for the patient to click the "Allow" button to allow the use of their camera and microphone as documented earlier.

You (the doctor) will appear on the screen where the "Waiting to connect…" text is.

ASSIGN MEDICARE BENEFITS TO SPECIALIST

Under the Health Insurance Act, Medicare pays the patient, rather than you.

For bulk billing to occur, the patient assigns their benefit to you.

This is achieved via what is known as a DB4 form.

We have a digital version of this with the ability for patients to apply their digital signature.

This process is Medicare approved and far easier than the convoluted email process.

At the end of their appointment, all the patient needs to do is respond click on the link in the email we send:

Dear Test Patient

This email is to notify that you need to assign your Bulk Bill Medicare benefits so Dr Test Specialist can be paid for the appointment you had on Thursday December 19, 2013.

Medicare benefits are assigned using a DB4 form. If you log in to you account you will find this in the View Files section.

You can print out a copy, sign it and post/FAX it to your specialist.

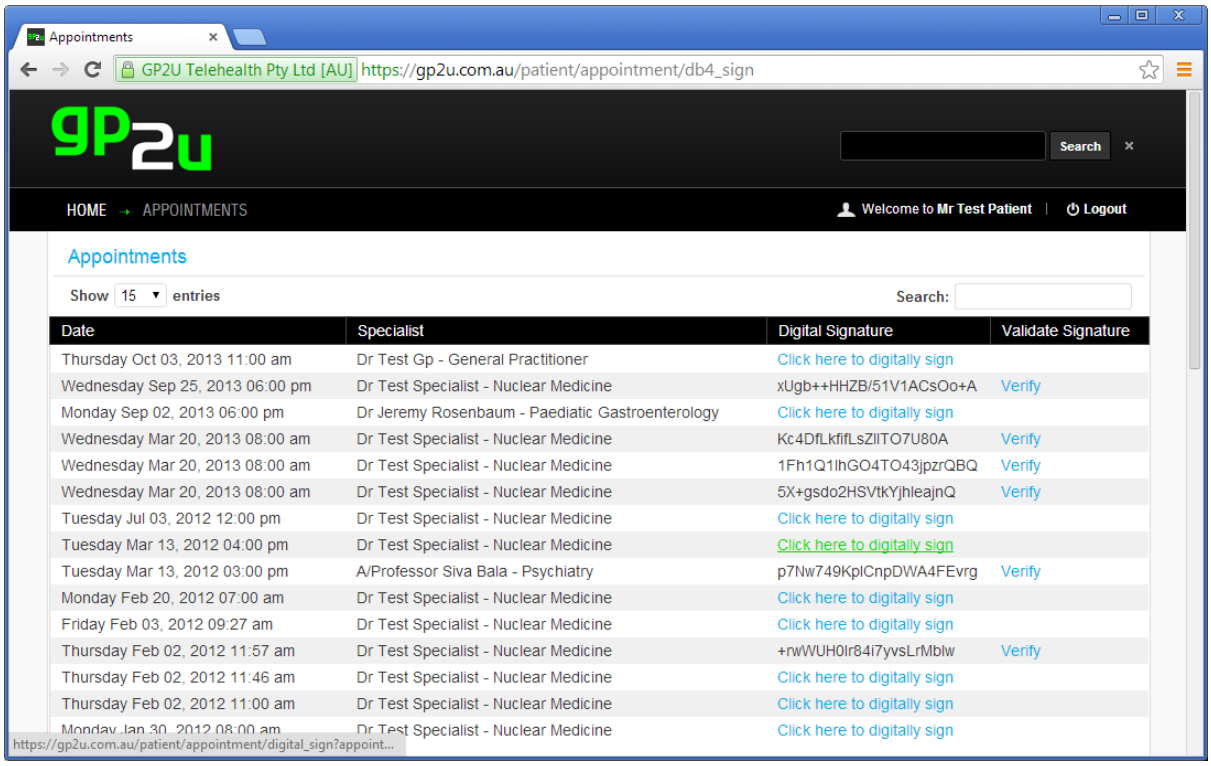
Alternatively you may find it quicker to digitally sign the DB4 form. To digitally sign the DB4 form and assign your Medicare benefits your specialist please click the following link:

https://devel.gp2u.com.au/sign/db4/VN_fBzFq4xGKOyteANPmYg

Kind Regards

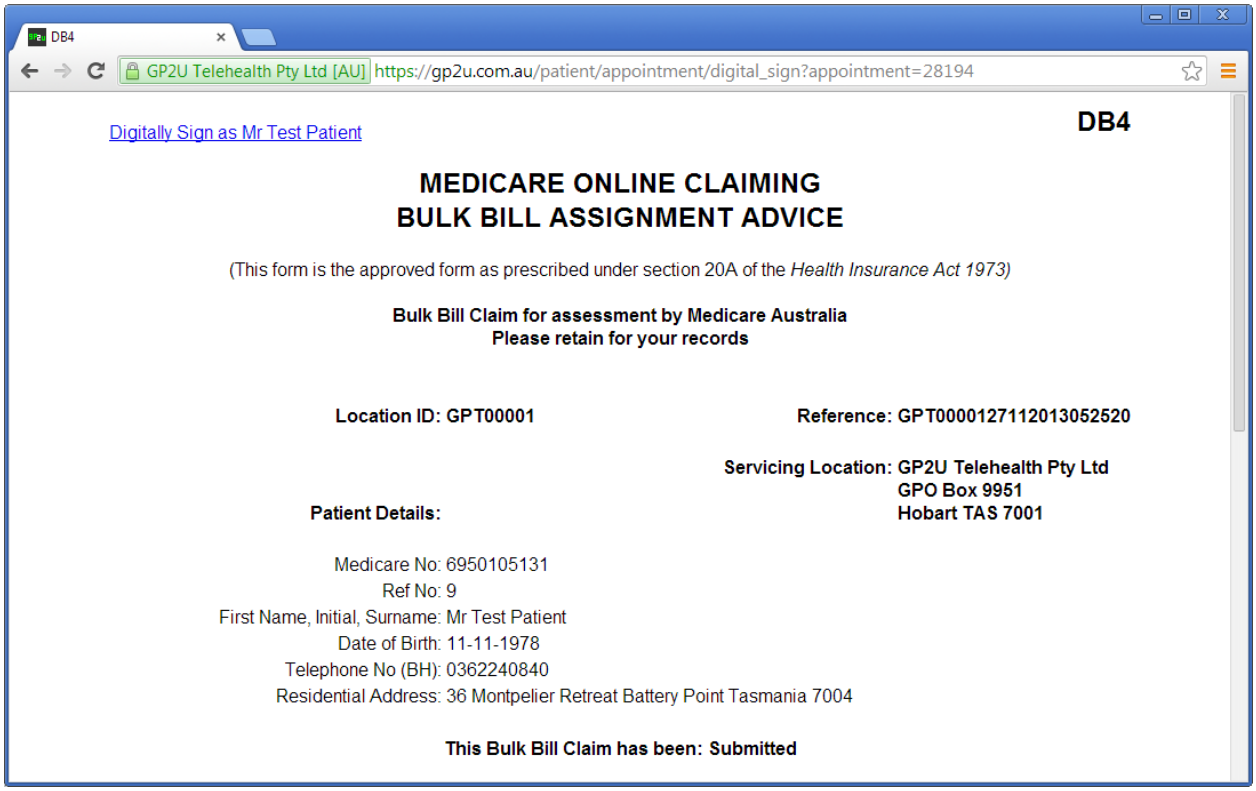
The GP2U Team

or click the "Assign Medicare Benefits to Specialist" link to bring up this page:

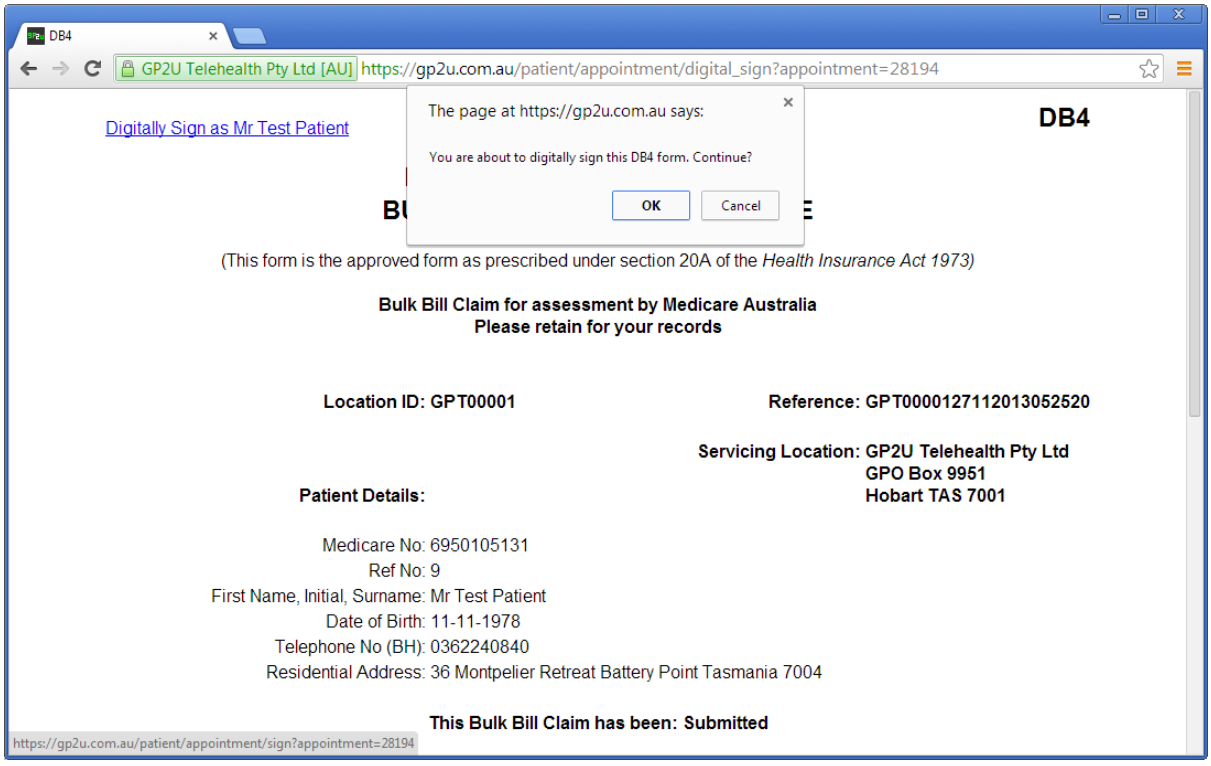


Either way the patient will end up at this page…..

Clicking on the “Click here to digitally sign” link brings up this page:

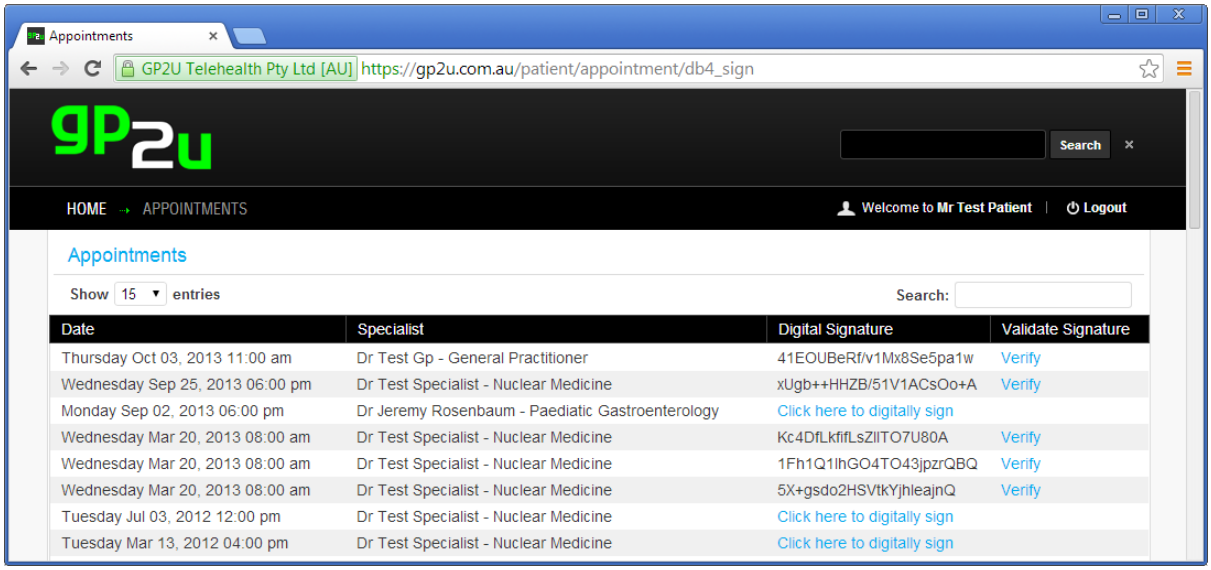


And clicking on the “Digitally Sign as …” link completes the process:



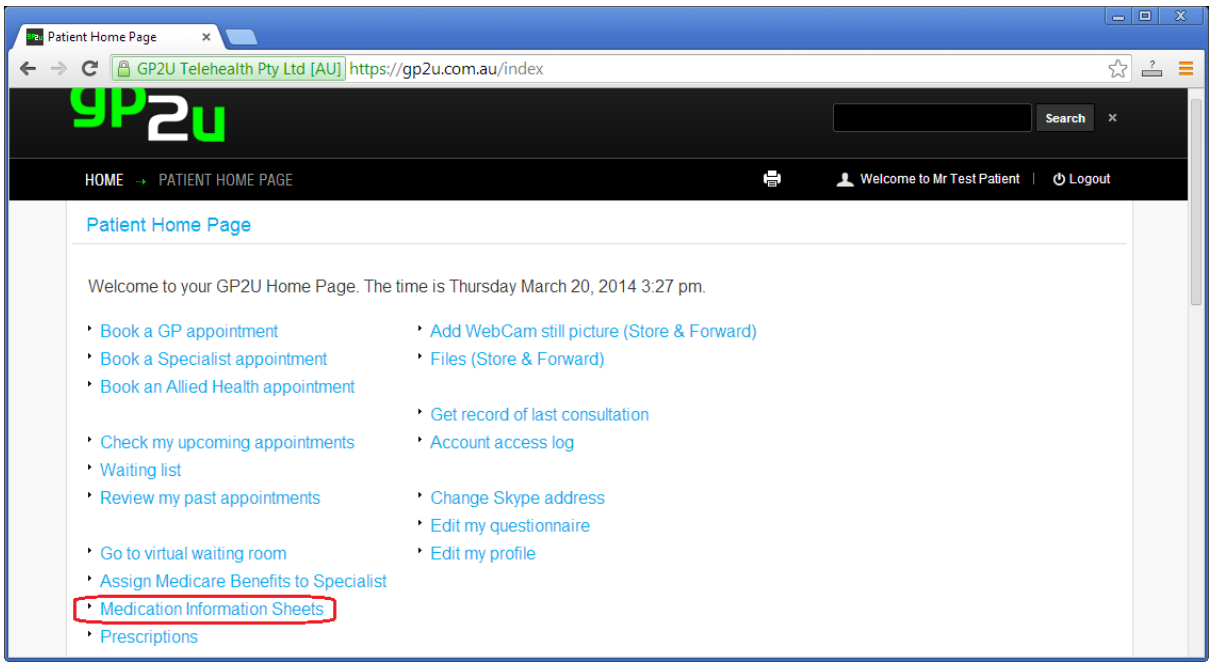
If this prompt comes up, please tell your patients to hit “Ok”.

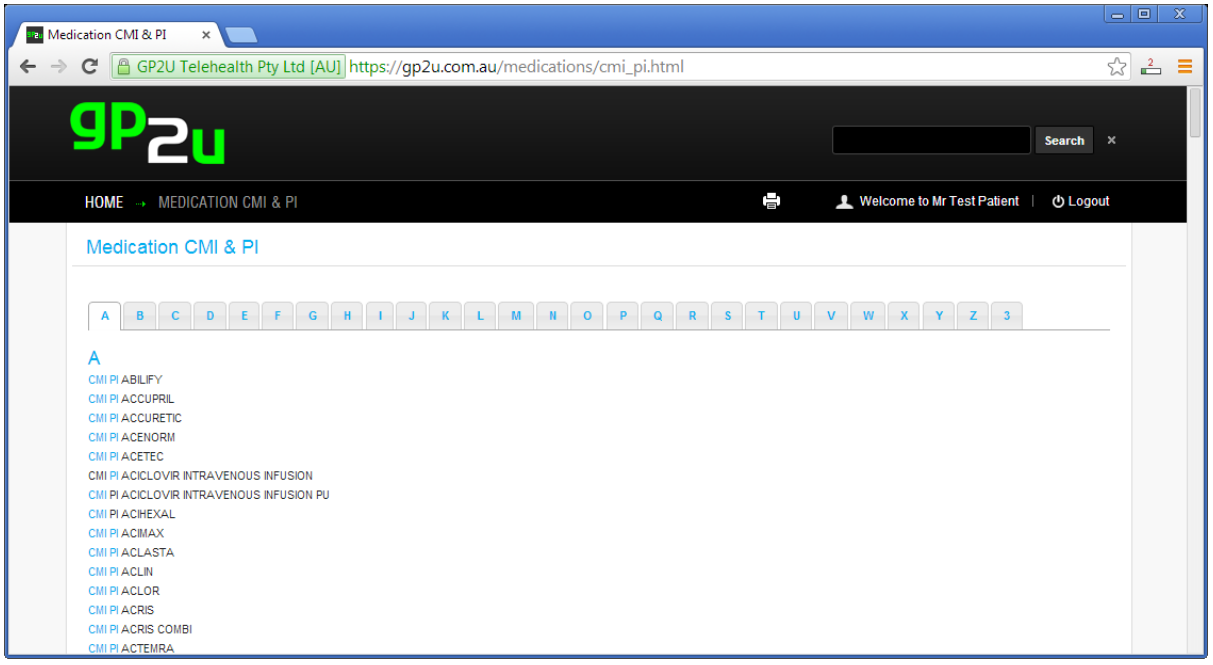
Now if we look at the DB4 page, we will see the digital signature (yes it looks like garbage!)



MEDICATION INFORMATION SHEETS

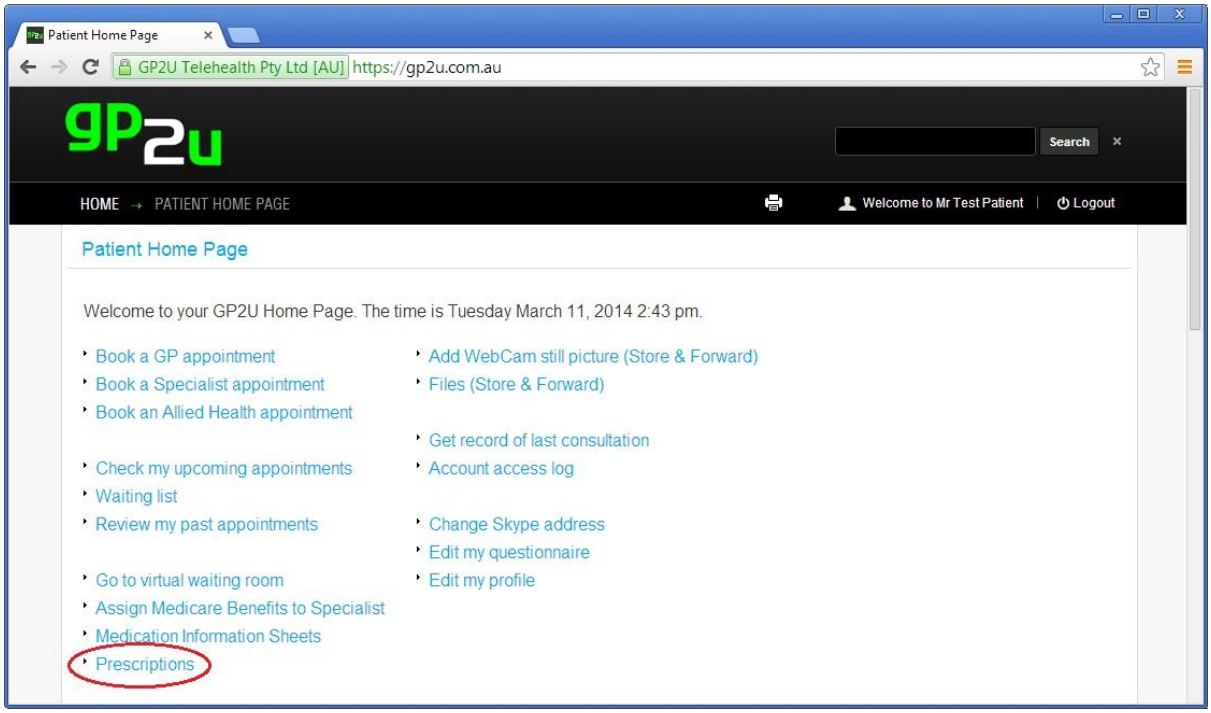
Here patients have access to the consumer medication information for several thousand common medications.



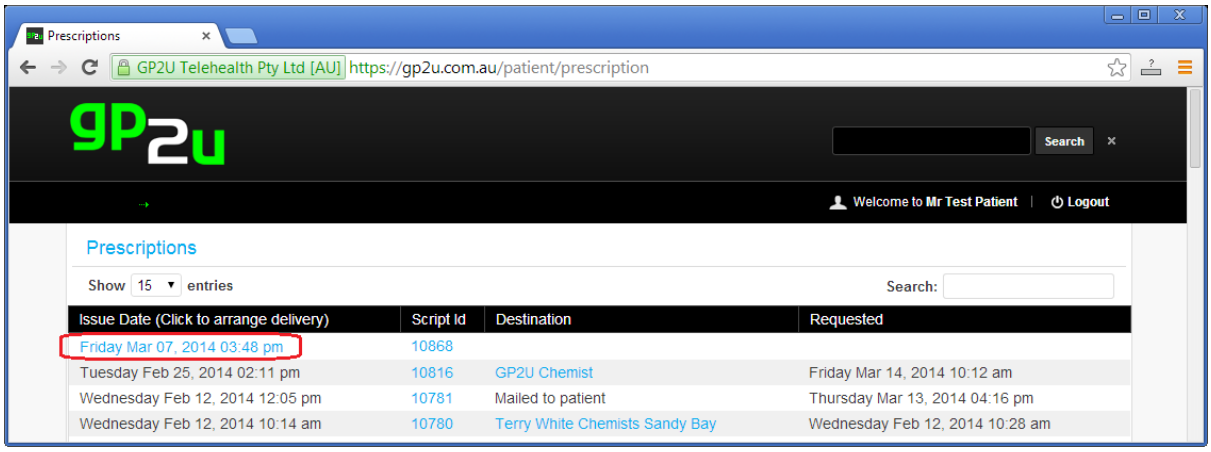


PATIENT PRESCRIPTIONS

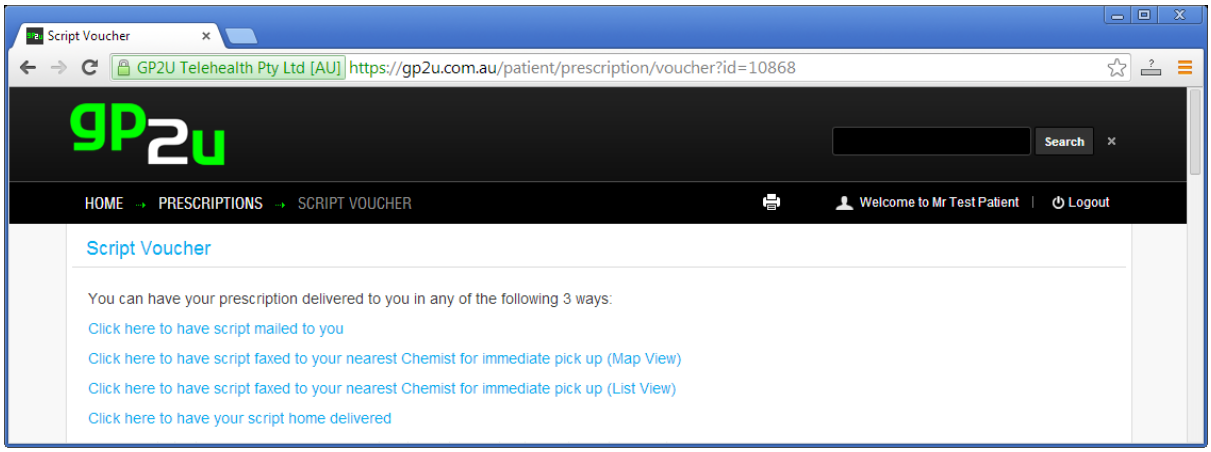
Patients can access their prescriptions from their home page:



Clicking on the link under "Issue Date"…..



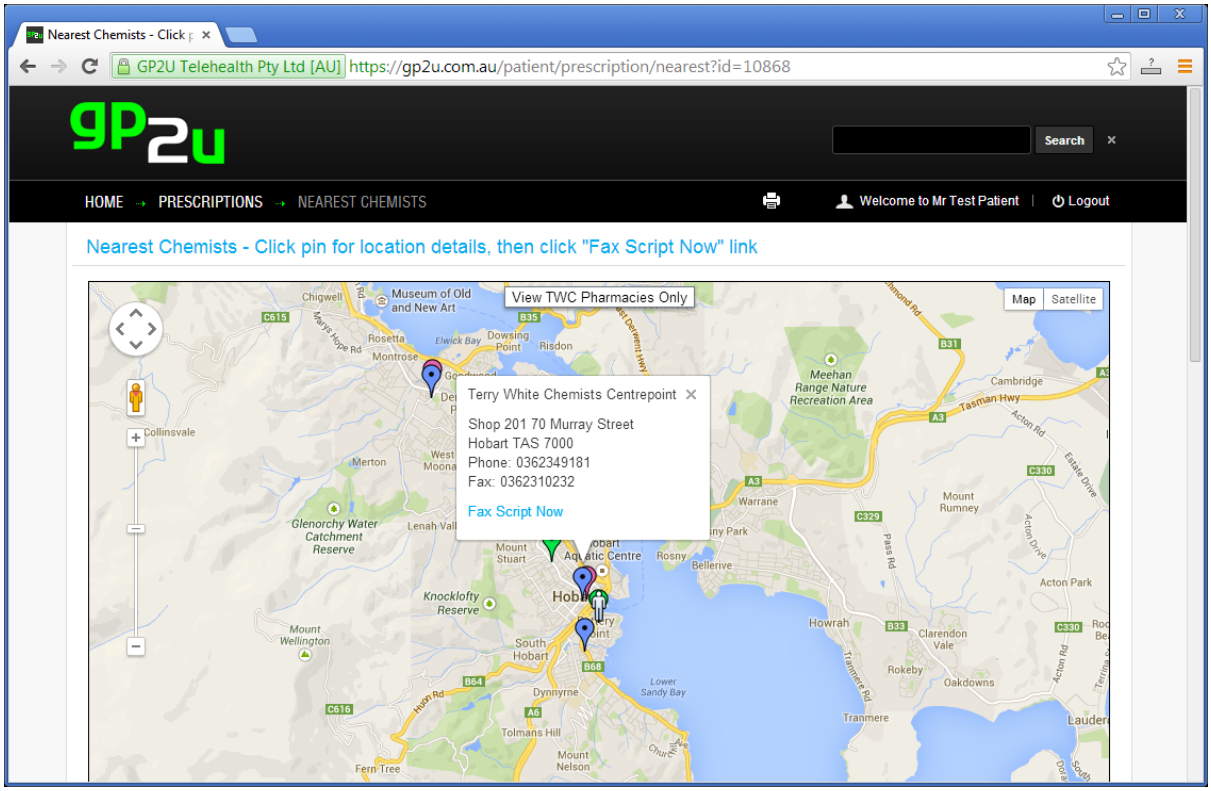
Provides the patient with a series of options about how they wish their script to be filled:



Patients have several delivery options – post, FAX and online

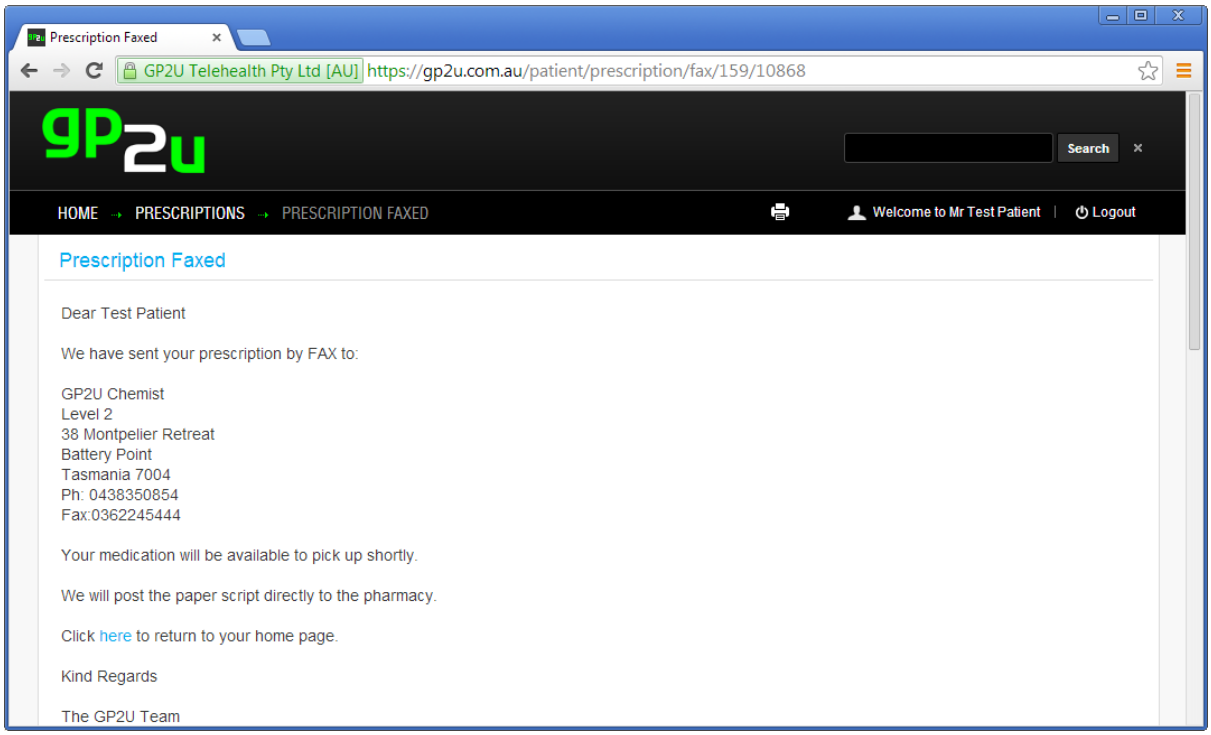
If the patient clicks on “Map View” then they are presented a map view of where to pick up their scripts:

When a patient clicks the map view, the next thing they see is a Google Map.



In the centre of the screen is a “You are here” person icon located at the patient’s address.

Patients can zoom in or out and scroll to different areas if needed. Clicking on a pin reveals the pharmacy details and a “Fax Script Now” link. Clicking that link faxes the script through to that pharmacy immediately.



ADD FILES

Just as you can, patients and GPs can upload files to our secure server – this provides a secure store and forward system.

ADD WEBCAM STILL PICTURE

This allows an ordinary web cam to be used as a camera and upload the images to the server

VIEW FILES

And of course there would not be much point if you could not see the files…..

GET RECORD OF LAST CONSULTATION

Patients can access a copy of their last consultation record.

This is actually a legal right, which is why we provide the capacity but, it does mean you should not put information into the patient notes that you would not be happy with them reading.

ACCOUNT ACCESS LOG

Patients can see who has accessed their record.

This provides privacy oversight and is the only practical way to both make the medical records available to those medical providers that need to see them, while at the same time protecting patient privacy.

Please be aware that if you open patient records of patients not related to your practice, they may well ask why.

CHANGE SKYPE ADDRESS

This is just a quick link to the “Edit my profile” section.

EDIT MY QUESTIONNAIRE

Patients are encouraged to fill in a questionnaire which covers all the usual standard questions

EDIT MY PROFILE

This is similar to what you see.

SKYPE NAME

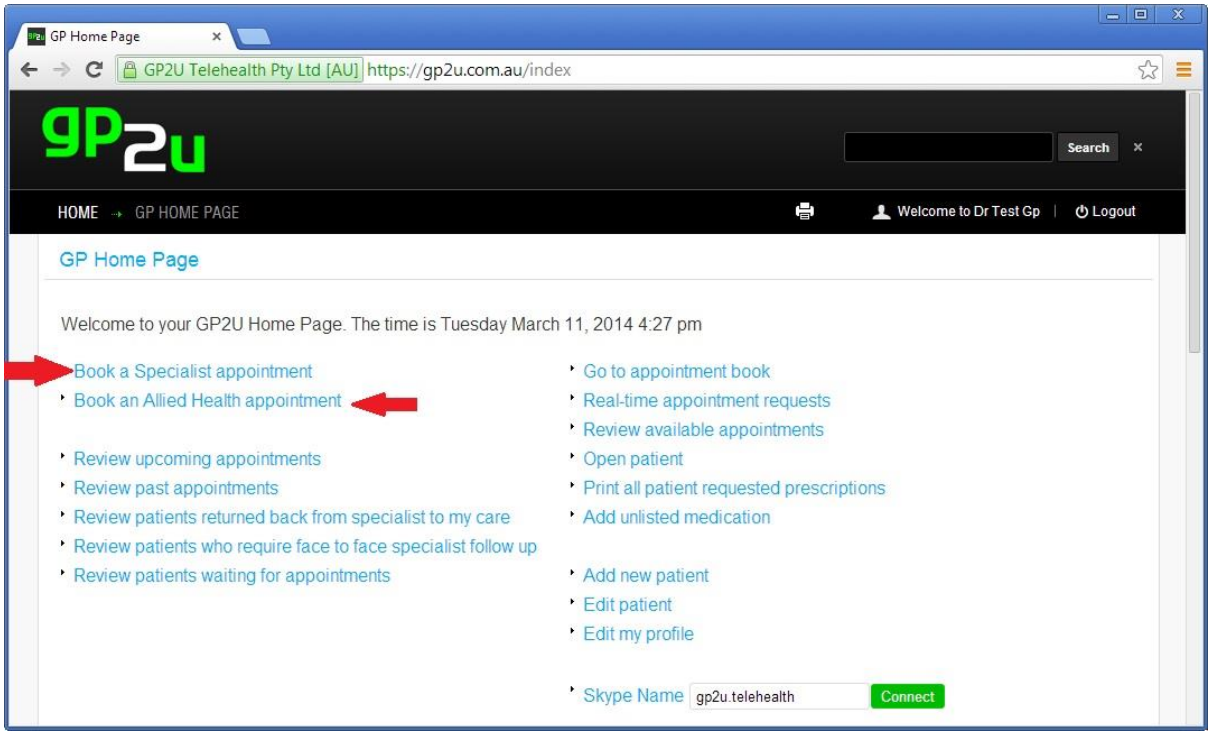
Once again, the same as you have.

How GPs use GP2U

For GPs using GP2U to book Specialist appointments is free.

They have a similar registration process to you. However, we only require provider number and account activation is automatic and instant.

Having registered GPs see a home page like this:



Most of the functions they have are similar (or the same to the ones you have) so we won't repeat that here.

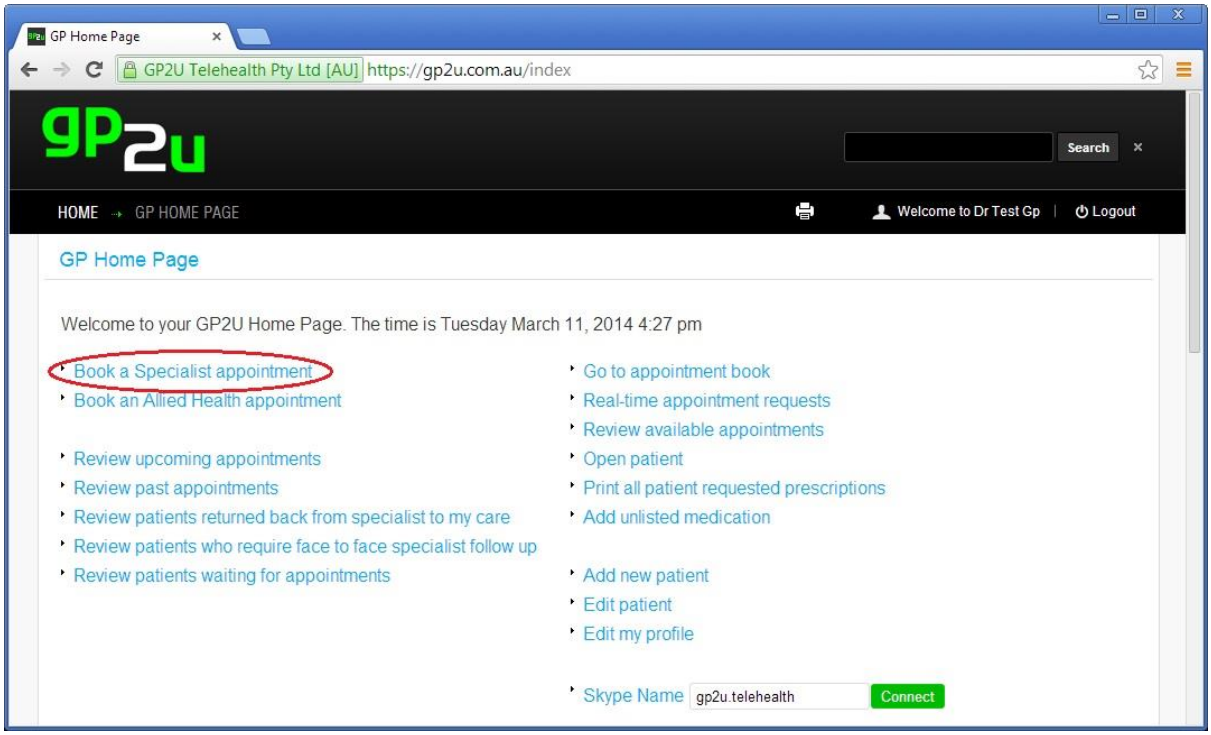
You will note two links at the top left:

"Book a Specialist appointment" and

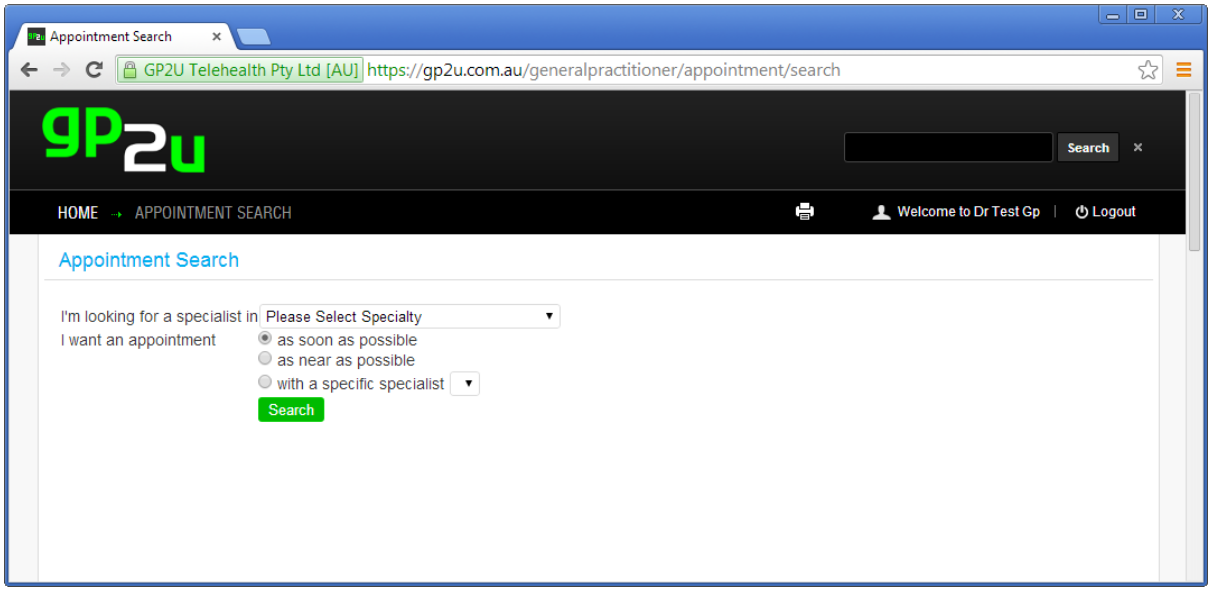
"Book an Allied Health appointment".

Let's have a look at how a GP can book a Specialist appointment.

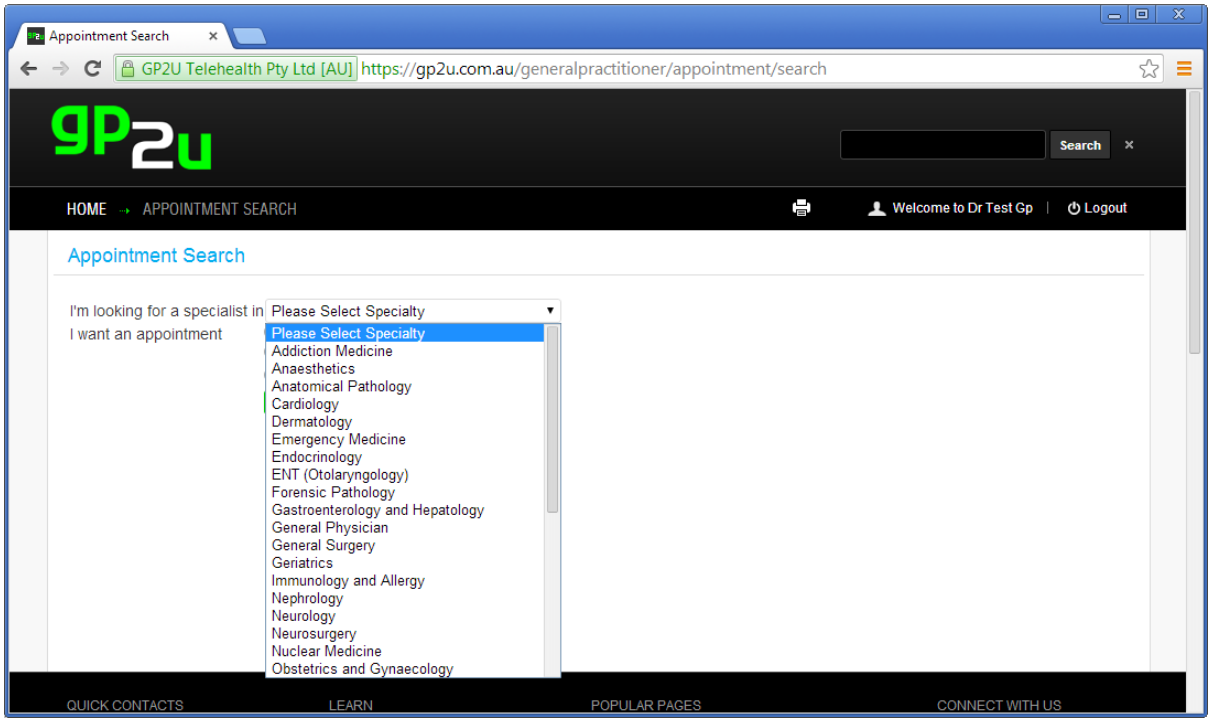
BOOKING SPECIALIST APPOINTMENTS



Having clicked the link, the GP sees this page:

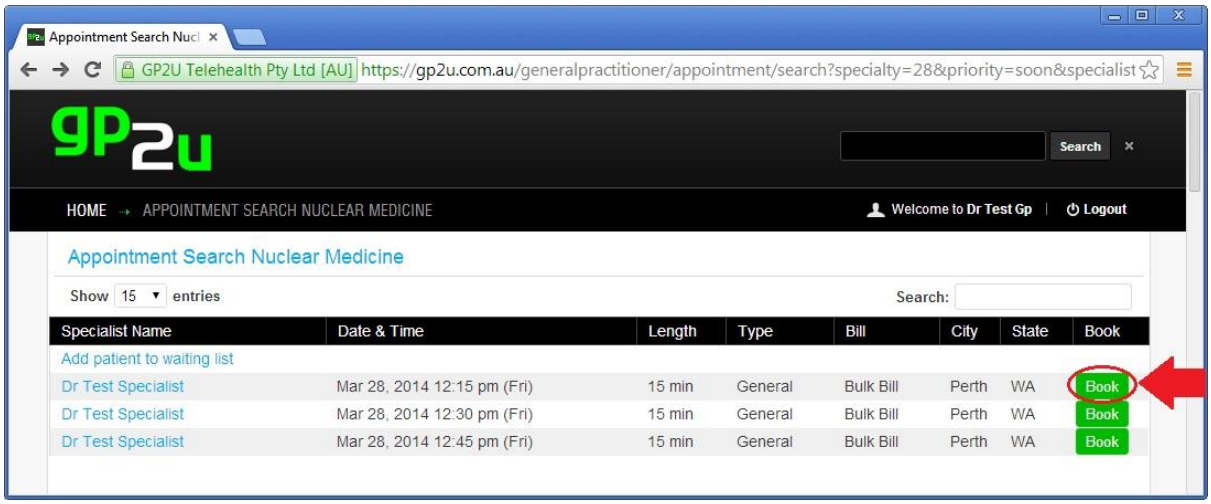


To book an appointment, they select a specialty from the drop down list and then their preferred option.

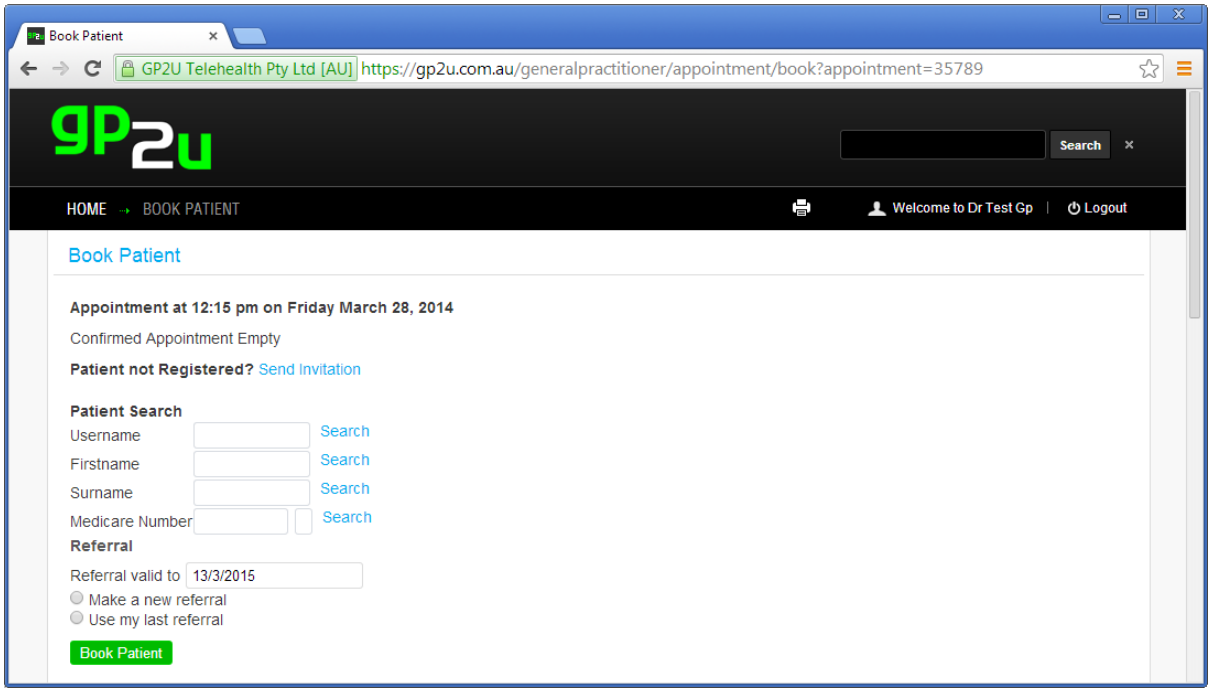


They can for example only search for available appointments with you.

To select an appointment a GP simply clicks “Book”…..

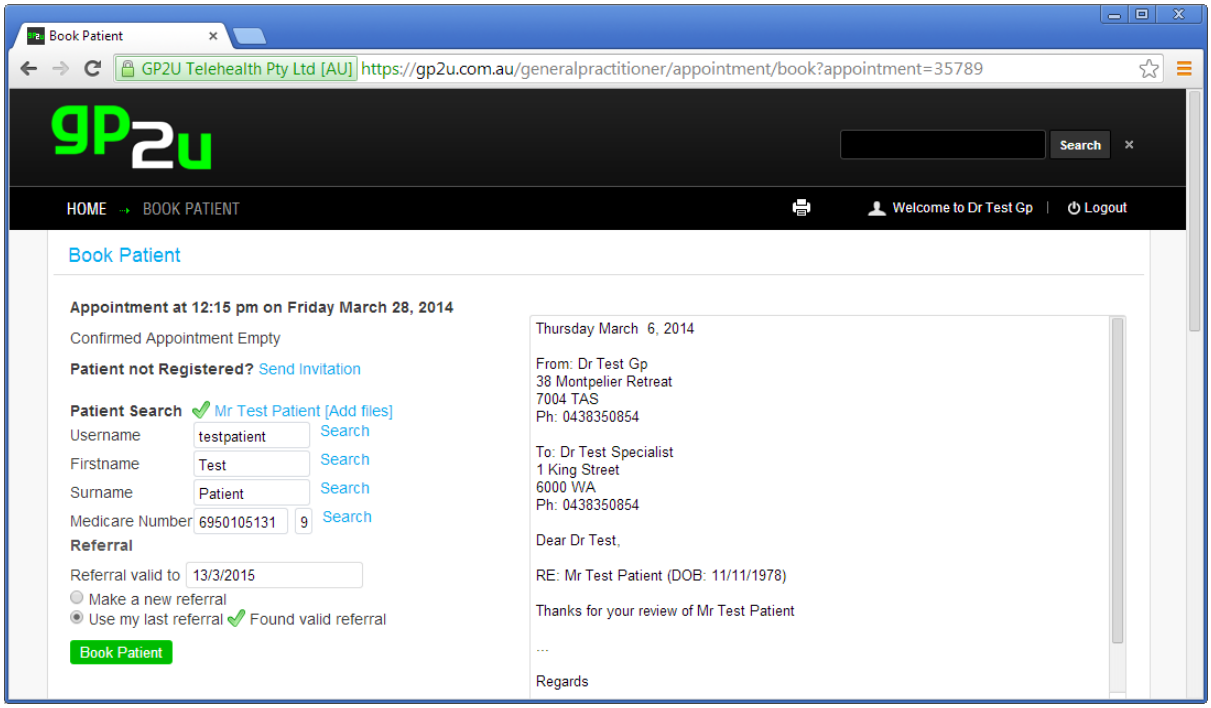


Which brings up this page.

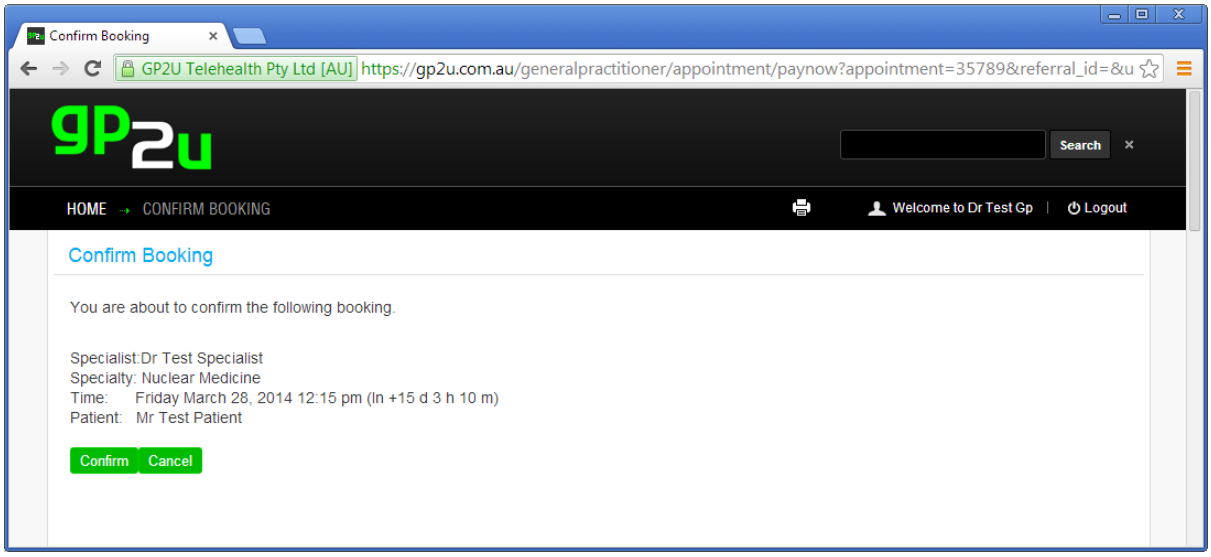


You will see the familiar options about “Sending Invitation” or searching for the patient.

Having found a patient the GP then gets to enter the referral:

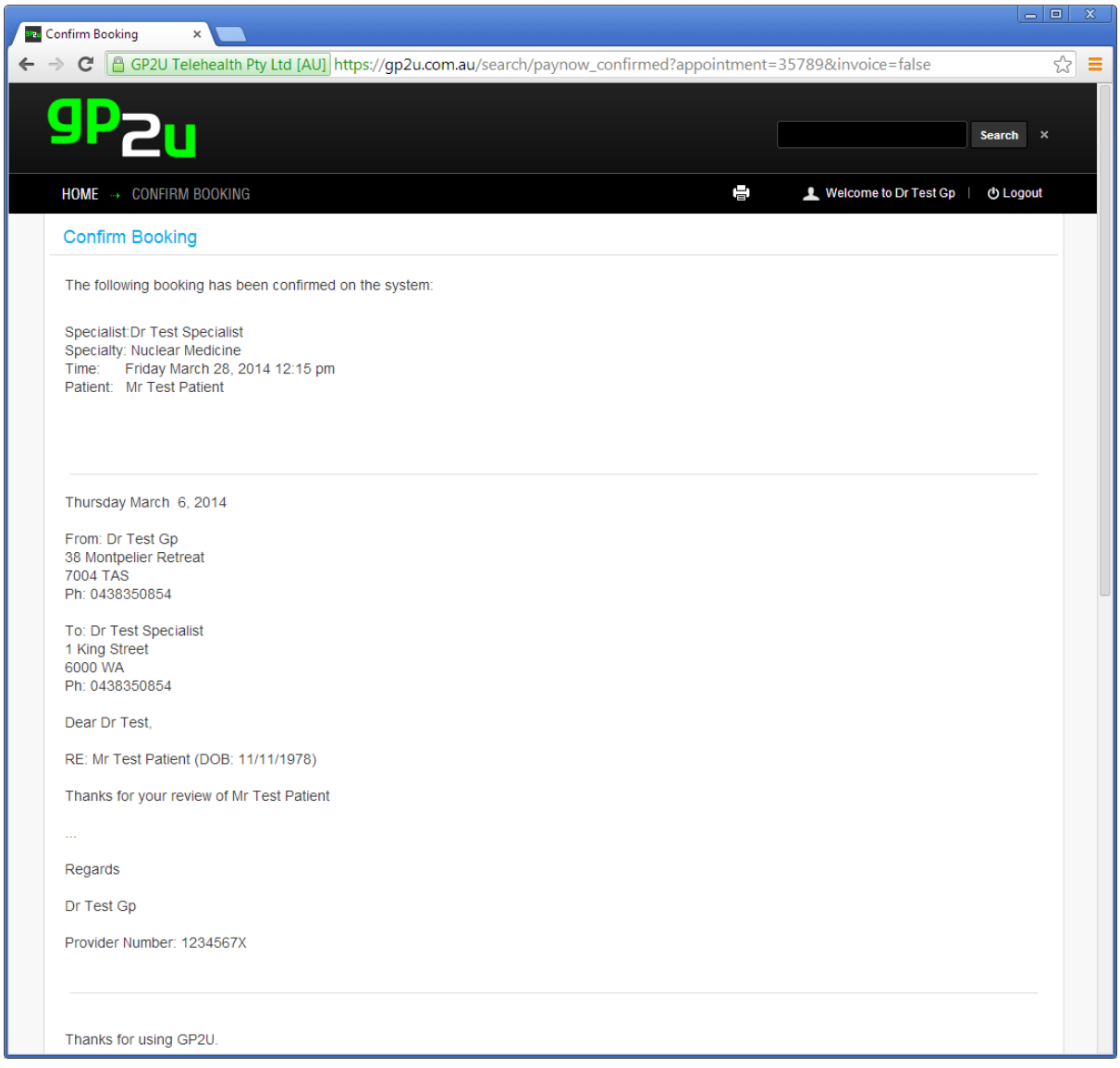


And then clicks the “Book Patient” button



And then clicks on the “Confirm” link….

Which brings up this page:

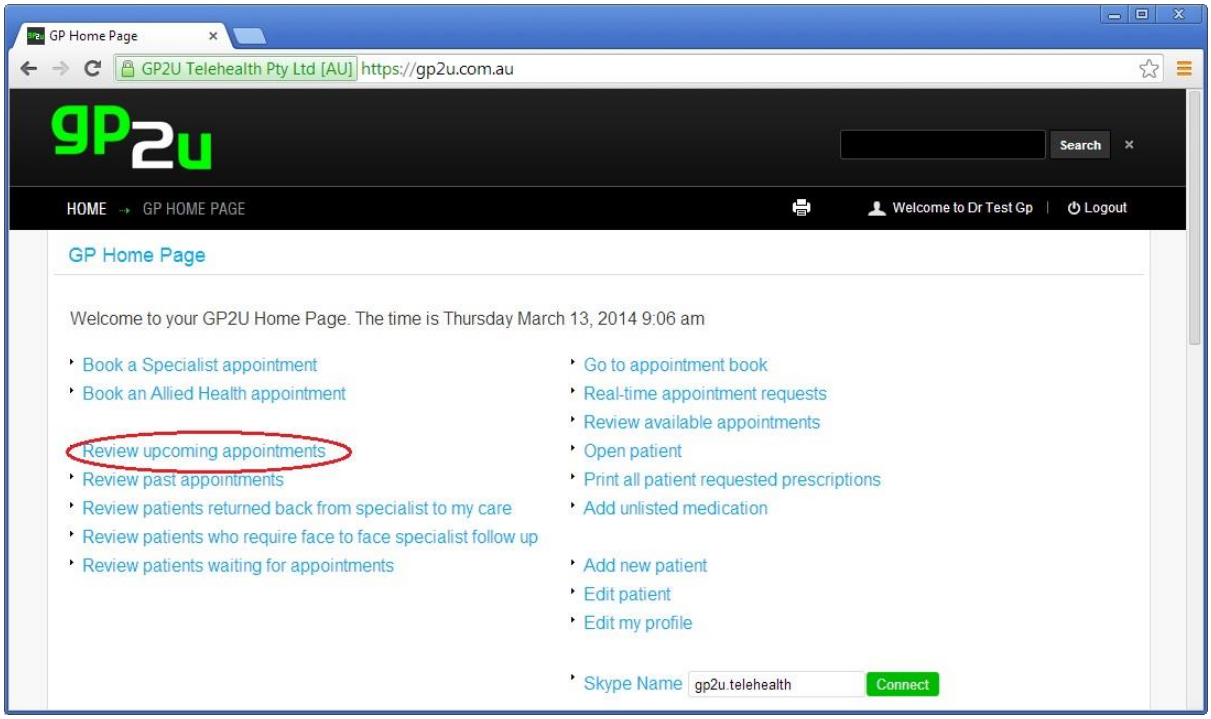


The referral text is provided so the GP can add it to their notes in their PMS if desired.

In the same way as when you book an appointment, appropriate emails and reminders are sent.

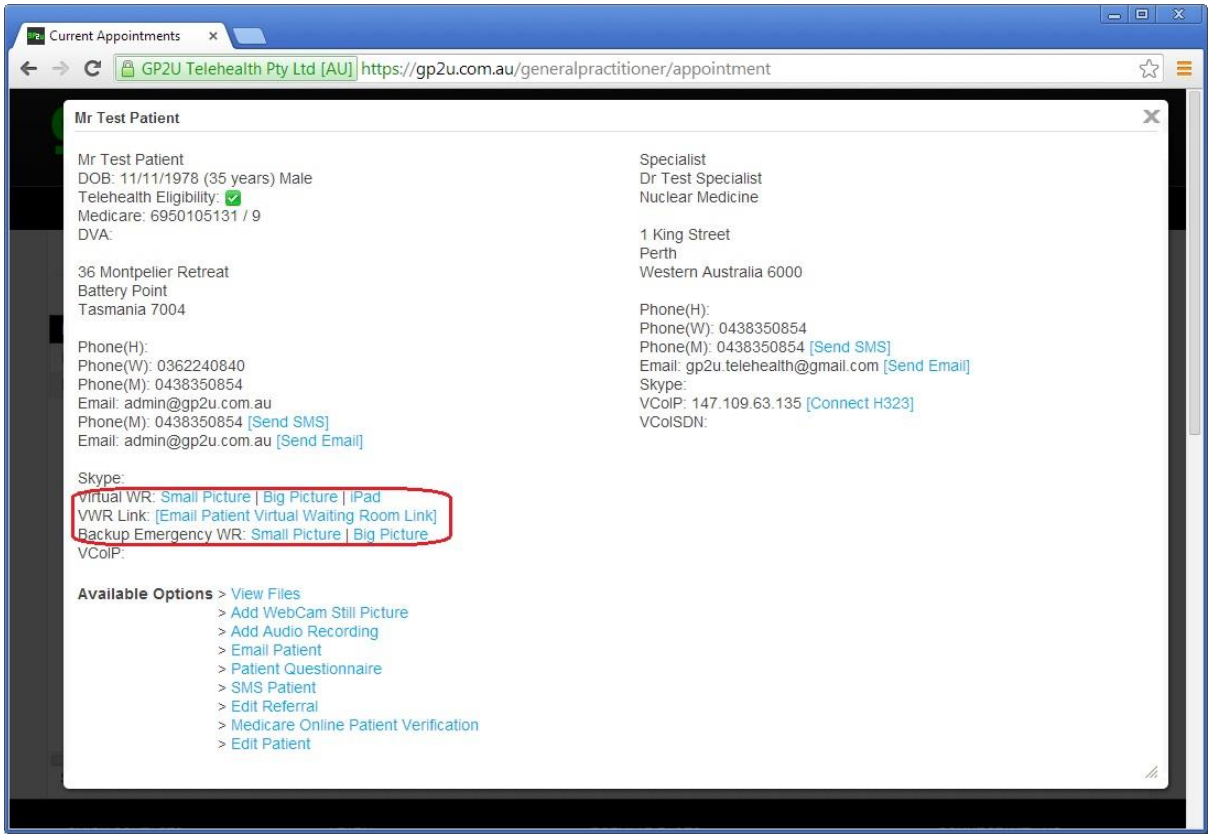
REVIEW UPCOMING APPOINTMENTS

In this section a GP can see all their upcoming Telehealth appointments.

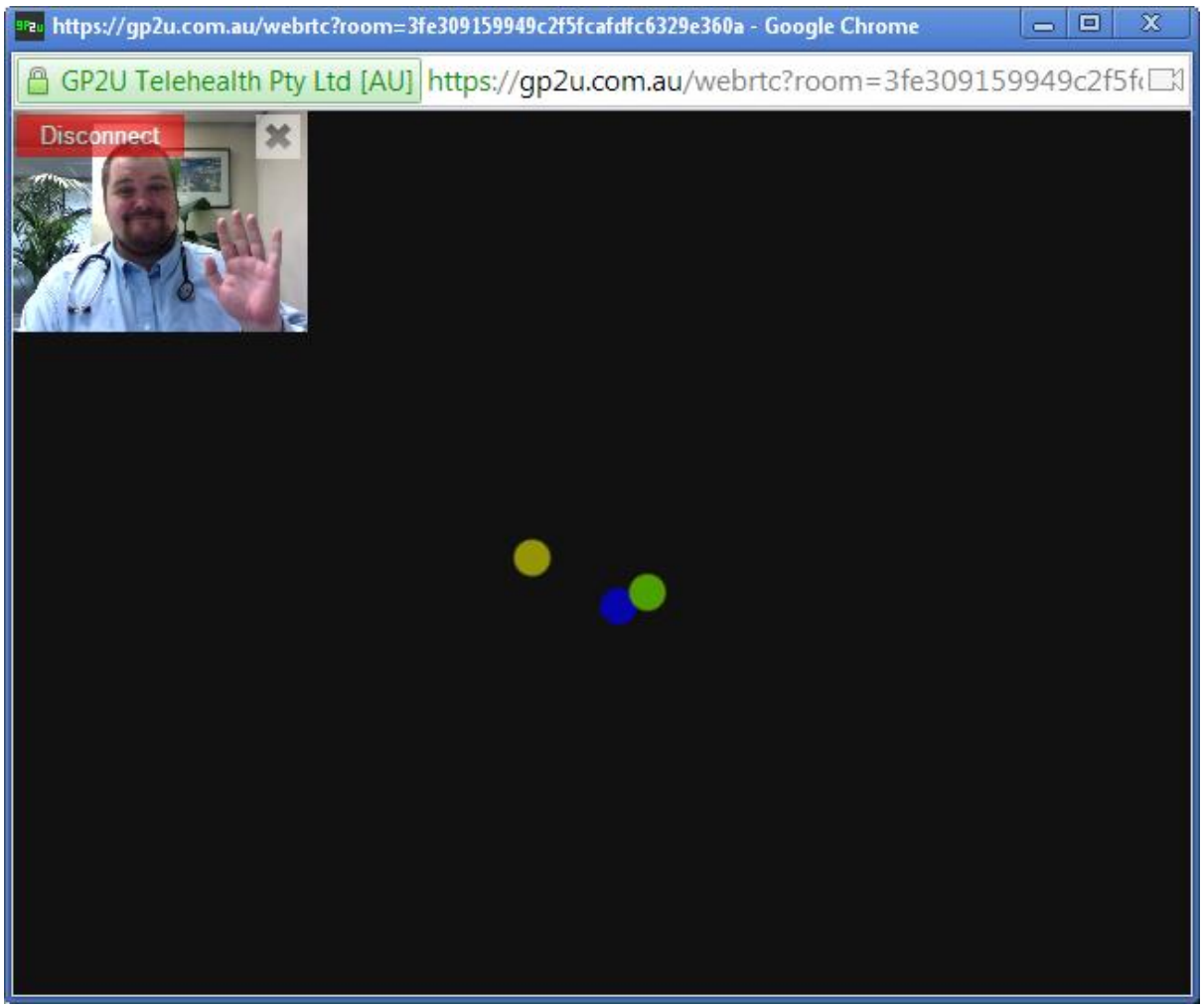


A GP just needs to click on “Review upcoming appointments”:

Which will bring up this familiar widget:



This provides the same sort of functionality you have, including a useful Virtual WR Link to allow you to connect to the Virtual Waiting Room.



And that's all folks!