

Front Desk

Practice Management System

Telehealth Guide

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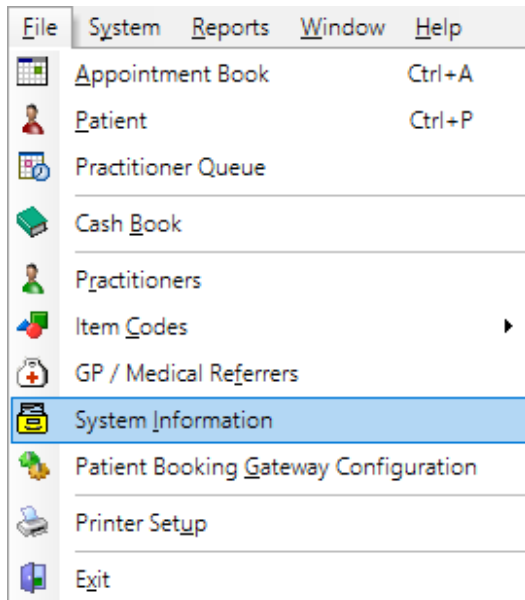
Contents

Enabling Telehealth Features	3
Creating Telehealth Reminder Templates	5
Creating Telehealth Appointment Types	7
Adding Telehealth Links into Appointments.....	9
Using Telehealth Links	10
Telehealth features - WebPlus Appointment Book.....	14
Telehealth features – Patient Booking Gateway	15

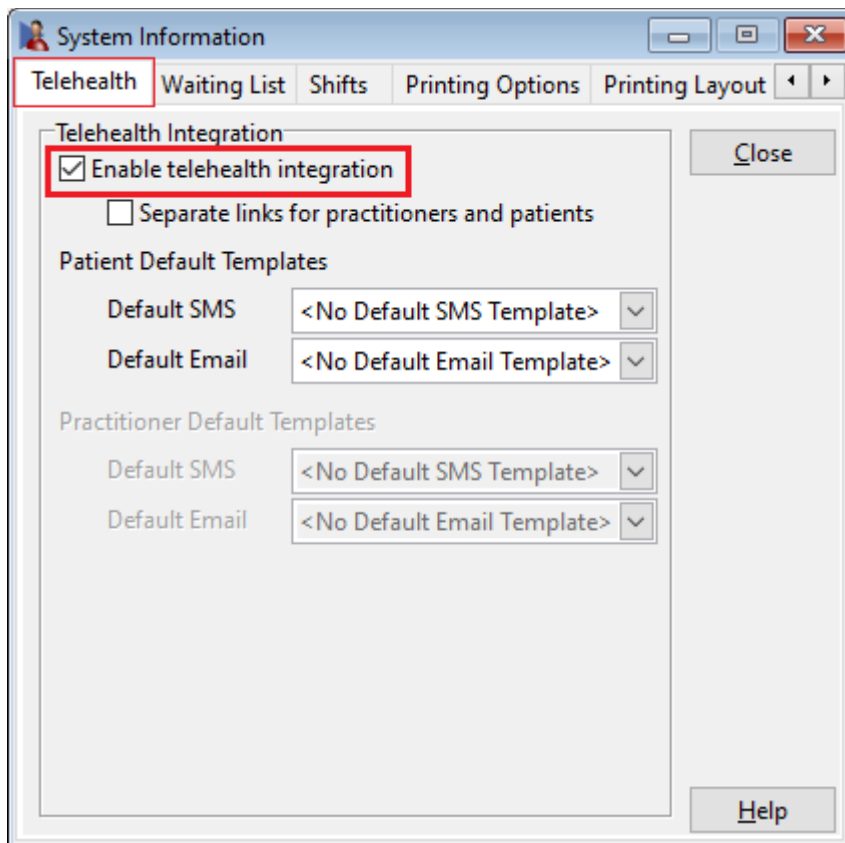
Enabling Telehealth Features

The telehealth features of Front Desk allow users to add their telehealth conferencing links to individual patient appointments so that they can be used in letter tags for SMS and emails, to add a link in the patient booking gateway, and for fast access to the telehealth session from the appointment book for the practitioner.

To enable telehealth features, go to **System Information**.

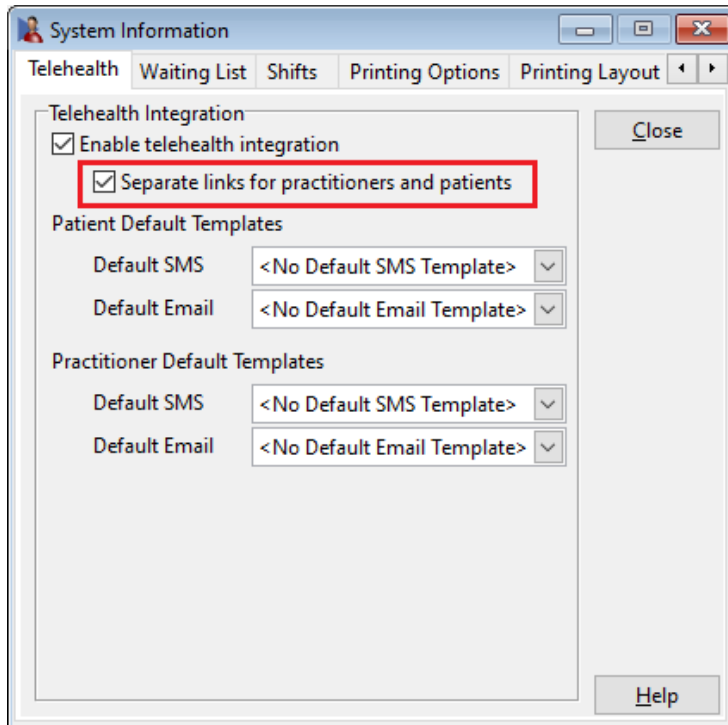


Navigate to the **Telehealth** tab, then click **Enable telehealth integration**.

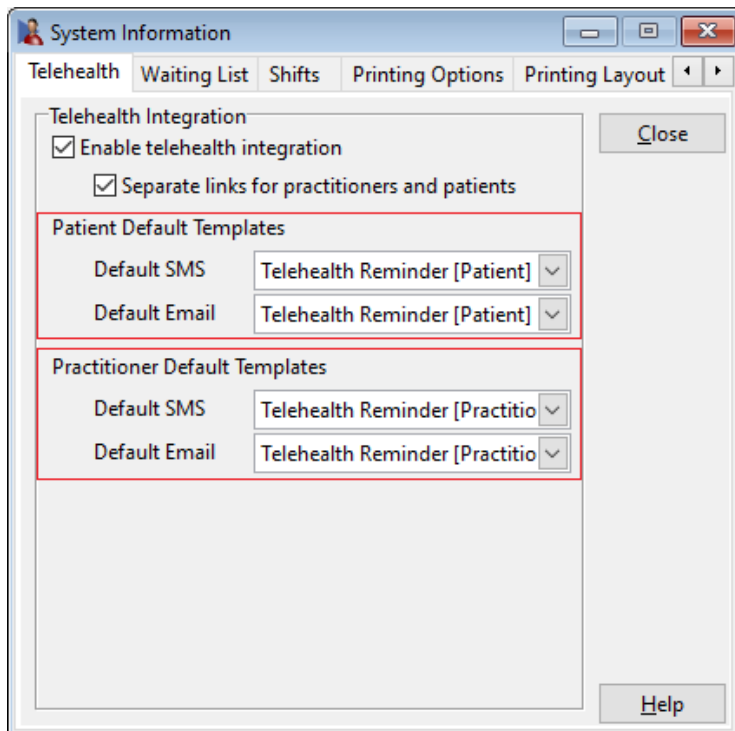


Depending on your telehealth or video conferencing software, users can store a single telehealth link or separate links for the practitioner and patient.

Enable the **Separate links for practitioners and patients** option if two individual links are required.

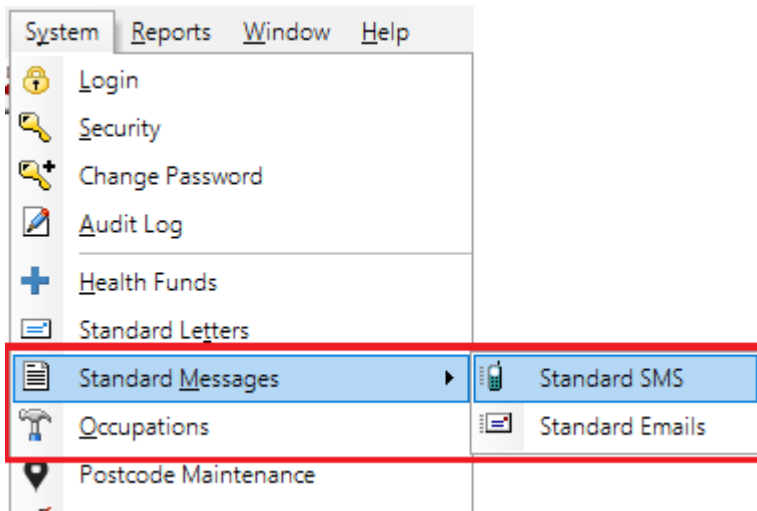


In the **Default Templates** section set the **SMS** and **Email** templates to be used when sending telehealth links to the patient or practitioner.

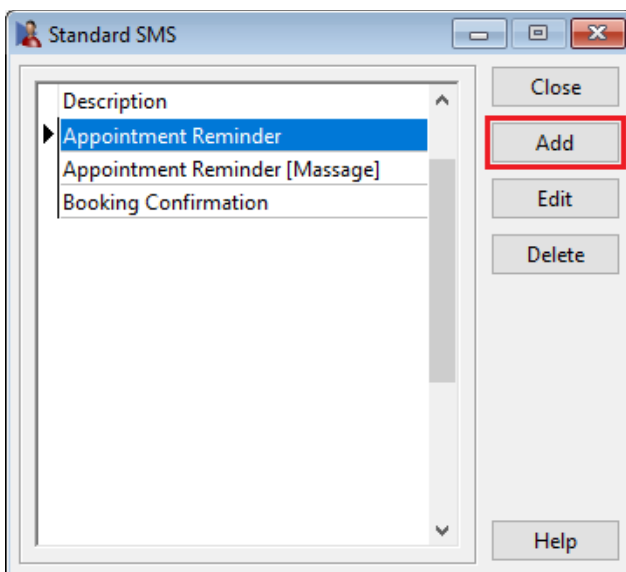


Creating Telehealth Reminder Templates

To create telehealth templates for SMS or email go to the **System** menu and select **Standard Messages**, then click either **Standard SMS** or **Standard Emails**.



Click **Add** to create a new template.



The following tags are available for use in your templates:

- | | |
|--------------------------------|--|
| <<TelehealthLink>> | The telehealth link when using an individual link. |
| <<PatientTeleHealthLink>> | The patient telehealth link. |
| <<PractitionerTelehealthLink>> | The practitioner telehealth link. |

Please find below sample SMS templates for a telehealth appointment.

Sample Template – For the Patient:

Hi <<PrefName>>

Your telehealth appointment with <<AppointmentPracName>> will begin at <<AppointmentTime>>.

Please go to <<PatientTelehealthLink>> at this time.

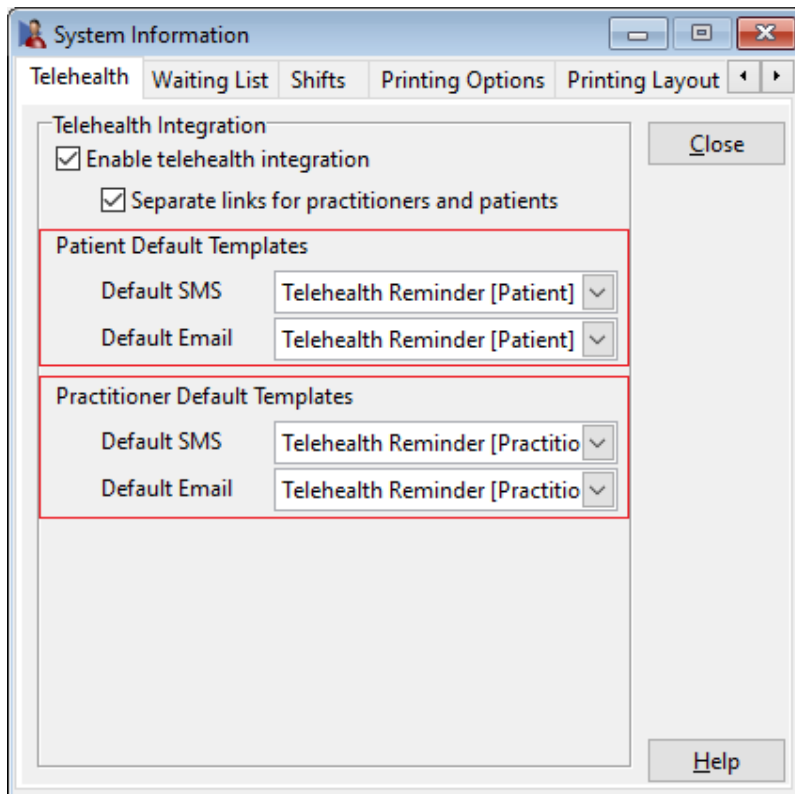
Sample Template – For the Practitioner:

Your telehealth appointment with <<PrefName>> <<Surname>> will begin at <<AppointmentTime>>.

Click below to access the telehealth conference:

<<PractitionerTelehealthLink>>.

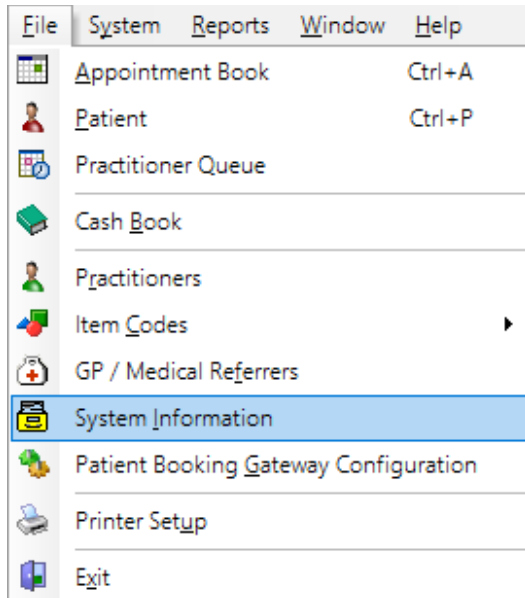
Once you have created suitable telehealth templates, return to the **Telehealth** tab of **System Information** to set these as the default.



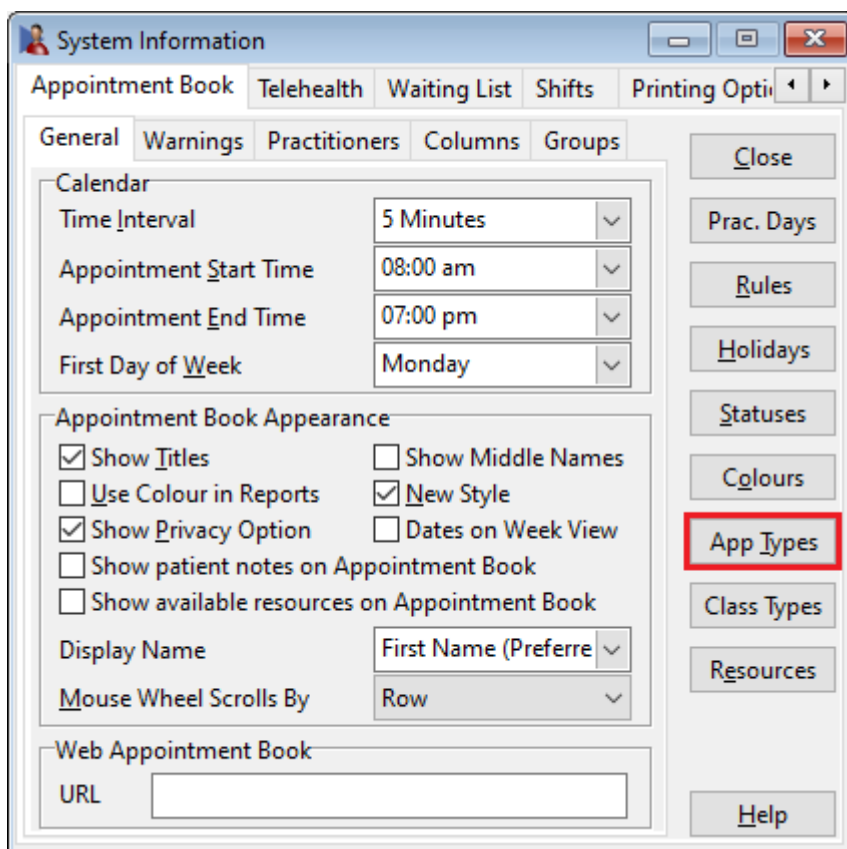
Creating Telehealth Appointment Types

With telehealth enabled and default templates in place, the next step is to create telehealth appointment types.

Open **System Information**.

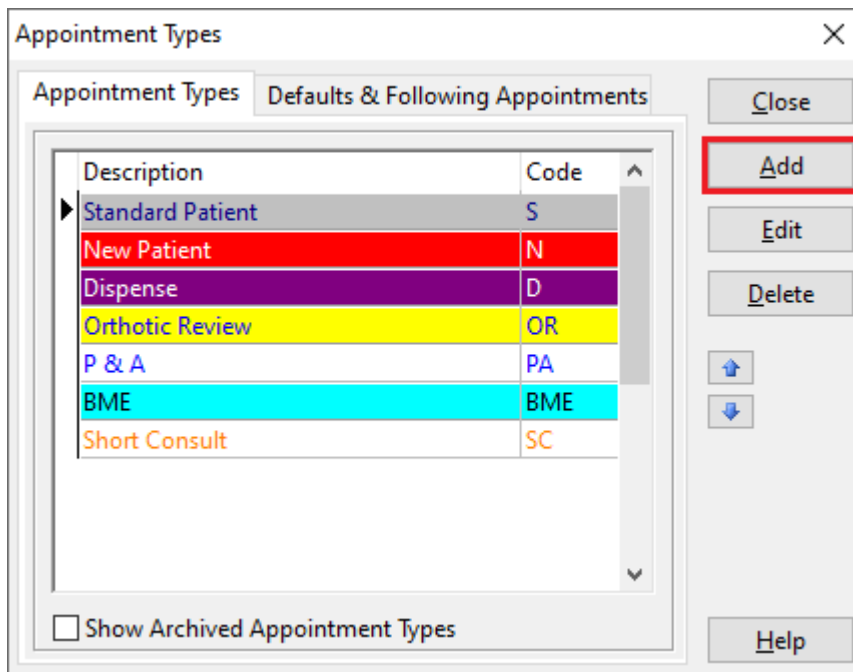


Navigate to the **Appointments** tab, then click **Appointment Types**.

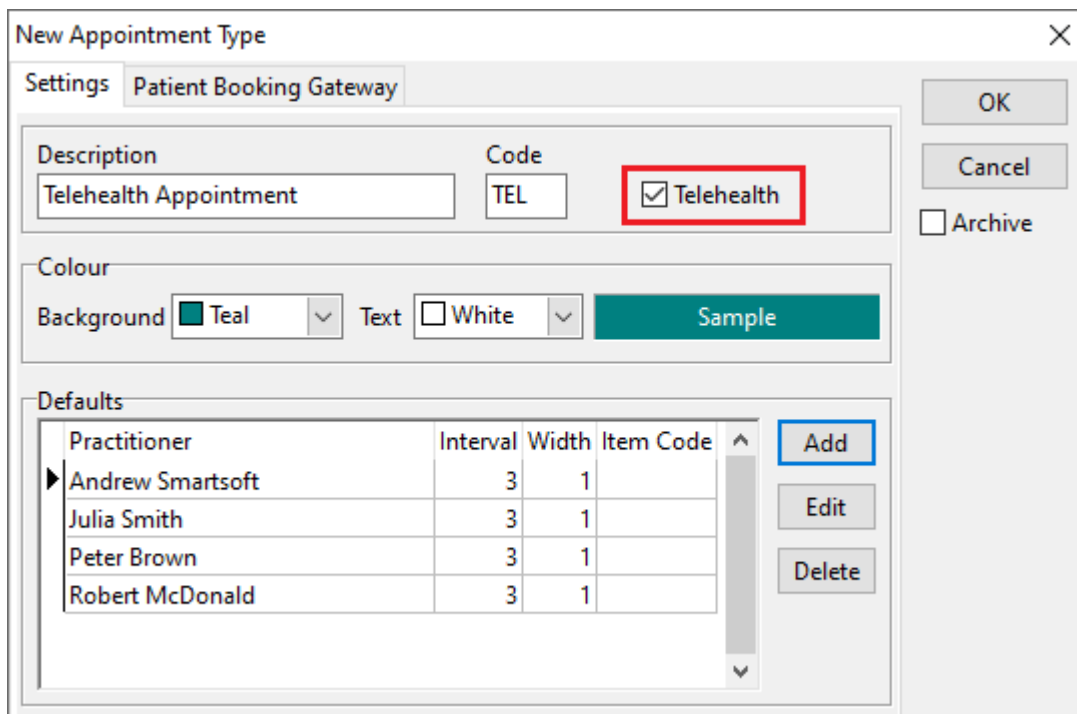


This will display the **Appointment Types** window.

Click **Add** to create a new Appointment Type.



To enable telehealth features on the Appointment Type, check the **Telehealth** option as below.



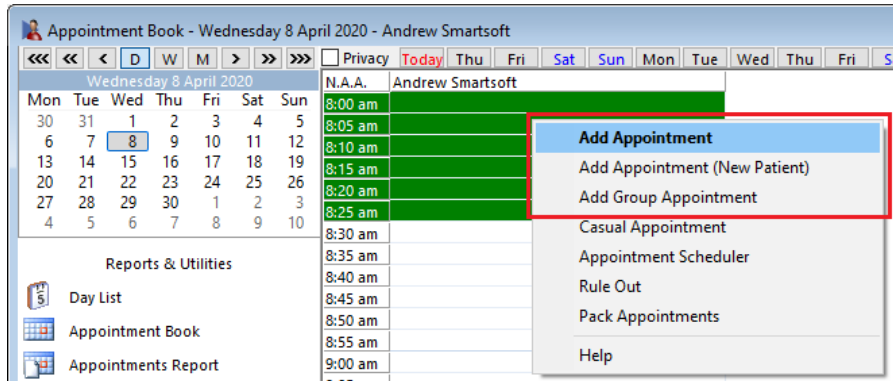
Click **OK** to finalise.

When this appointment type is selected from the appointment book, it will include fields to store telehealth links for the patient and/or practitioner.

Adding Telehealth Links into Appointments

With your telehealth Appointment Type created you are now ready to create a telehealth appointment and record the conference links.

Open the **Appointment Book** and **Add Appointment**.



Select your telehealth **Appointment Type**, which will make the bottom **Telehealth Link** fields available for use.

The 'New Appointment' form for 'Wednesday 8 April 2020' is shown. The 'App. Type' dropdown is set to 'Telehealth Appointment'. The 'Telehealth Links' section is highlighted with a red box, showing fields for 'Patient' and 'Practitioner'.

Enter the **Telehealth Links** from your conferencing platform.

The 'Telehealth Links' section is shown in detail. The 'Patient' field contains 'patient.telehealth.net/abcd' and the 'Practitioner' field contains 'host.telehealth.com/adbc'.

Click **OK** to finalise the appointment.

Using Telehealth Links

The stored telehealth links can be used in several ways including:

- Copied from the appointment book.
- Opened from the appointment book (practitioner link).
- Emailed to the patient.
- Emailed to the practitioner.
- Sent via SMS to the patient.
- Sent via SMS to the practitioner.

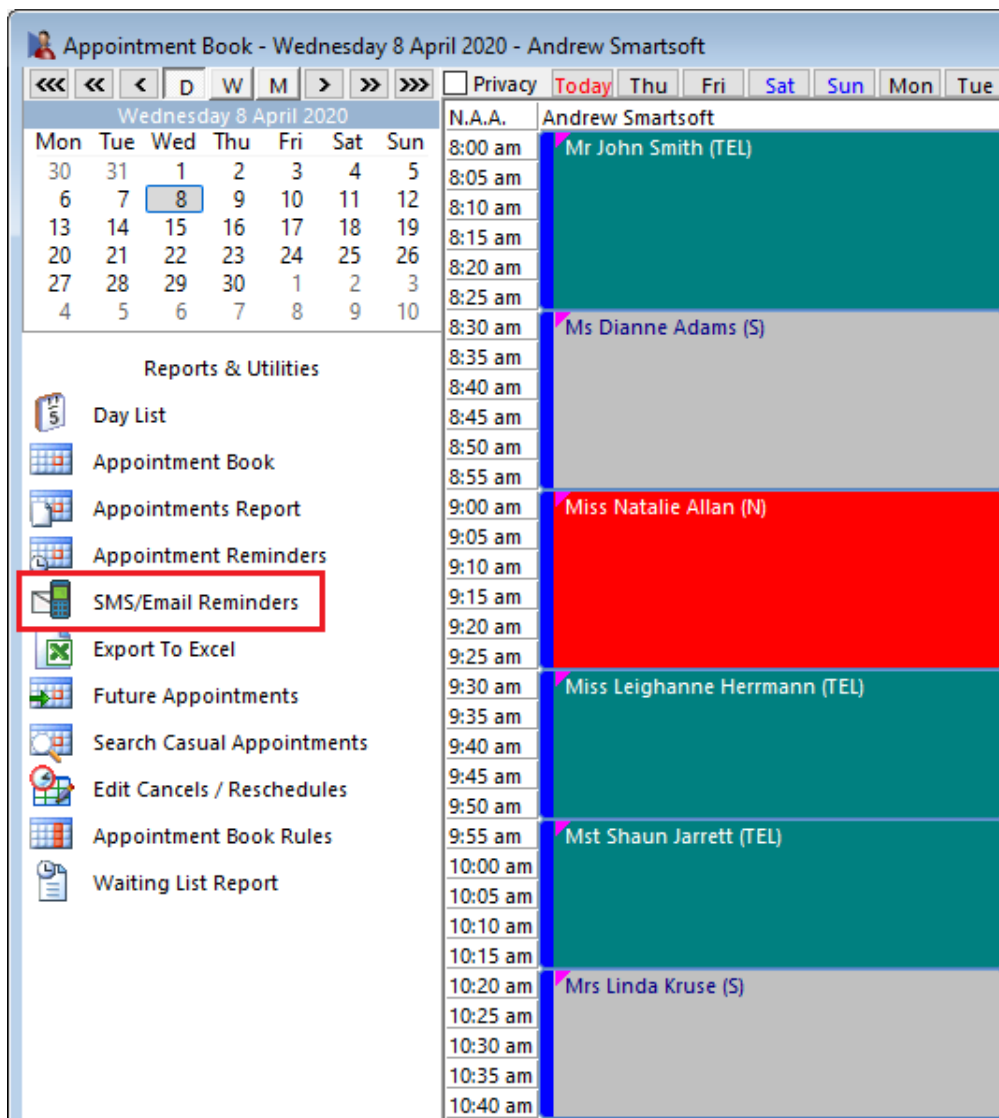
These options are available from the **right-click** menu of the appointment:

The screenshot shows a calendar-style appointment book. The top row is labeled 'N.A.A.' and 'Andrew Smartsoft'. Below it, a row for '8:00 am' is highlighted in green and labeled 'Mr John Smith (TEL)'. A right-click context menu is open over this row. The menu items are: Make Next Appointment, Appointment Scheduler, Appointment Status >, Reminders... >, Receipt, Bill, Patient File, Clinical Notes, Patient X-rays, Edit Appointment, Change Appointment, Delete Appointment, Pack Appointments, Send SMS..., Send Email..., Copy to Day Notes, Copy to Reminders, Copy to Clipboard, Copy Patient Telehealth Link, Copy Practitioner Telehealth Link, Open Practitioner Telehealth Link, Send Telehealth Link >, and Help. The 'Send Telehealth Link >' option is highlighted in blue, and a sub-menu is open to its right, containing: Email Patient Link, SMS Patient Link, Email Practitioner Link..., and SMS Practitioner Link... A red box highlights the 'Send Telehealth Link' option and its sub-menu.

Users can also send an SMS or email using the standard patient file options directly from the patient file.

Mobile/SMS	0411 222 333	Fax	
Email	Smith11021@smartsoft.com.au		

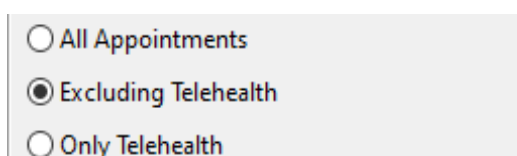
SMS reminders for telehealth appointments can also be sent in bulk using the standard **SMS/Email Reminders** utility on the **Appointment Book**.



If you do have a combination of in-person and telehealth appointments, please note you may need to send two sets of **SMS** or **Email**:

- 1) One SMS or email batch for your **in-person** appointments, using your standard appointment reminder template.
- 2) One SMS or email batch for your **telehealth** appointments, using your new telehealth reminder template.

The **SMS/Email Reminders** window now includes filters to assist with this, allowing users to select between **All Appointments**, **Excluding Telehealth** or **Only Telehealth**.



To send telehealth reminders in bulk, select the **Only Telehealth** option, then click **SMS** or **Email**.

SMS/Email Reminders

Reminders in Period

From: Wednesday, 8 April 2020

To: Wednesday, 8 April 2020

Time Range

All

AM

PM

Before: 11:04 AM

After: 11:04 AM

Filter

By Practice

Group: Julia Smith

Practitioner: Andrew Smartsoft

By Appointment Type: Standard Patient

By Appointment Status: Patient Not Arrived

All Appointments

Excluding Telehealth

Only Telehealth

Buttons: Close, Email, SMS, Help

This will filter the results to only include patients with a telehealth flagged appointment.

Select SMS Recipients

Select	Title	Firstname	Surname	Mobile	Address1
<input checked="" type="checkbox"/>	Miss	Leighanne	Herrmann	0466 777 888	11 Jury Avenue
<input checked="" type="checkbox"/>	Mst	Shaun	Jarrett	0488 999 111	23 Sunhaven f
<input checked="" type="checkbox"/>	Mr	John	Smith	0400 111 222	

SMS Message Details

Message: Hi <<PrefName>>

Your telehealth appointment with <<AppointmentPracName>> will begin

Template: Telehealth Reminder [F]

Add a calendar link to SMS reminders

Account Details

Current SMS balance: []

Selected: 3

SMS credits required: []

Balance after sending: []

Get Balance

Sender ID

Use Sender ID []

Note: when using Sender ID, SMS replies will not be returned to Front Desk.

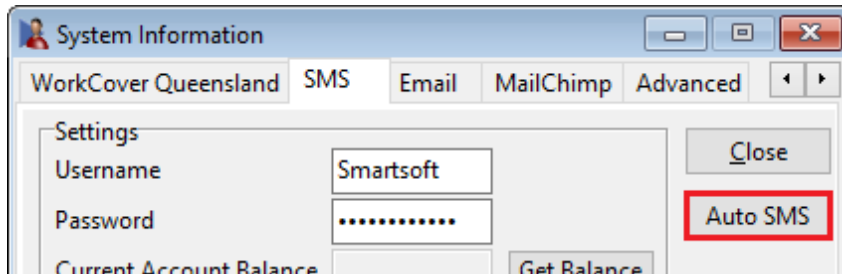
Buttons: Close, All, None, Send, Help

Sent: 0, Failed: 0

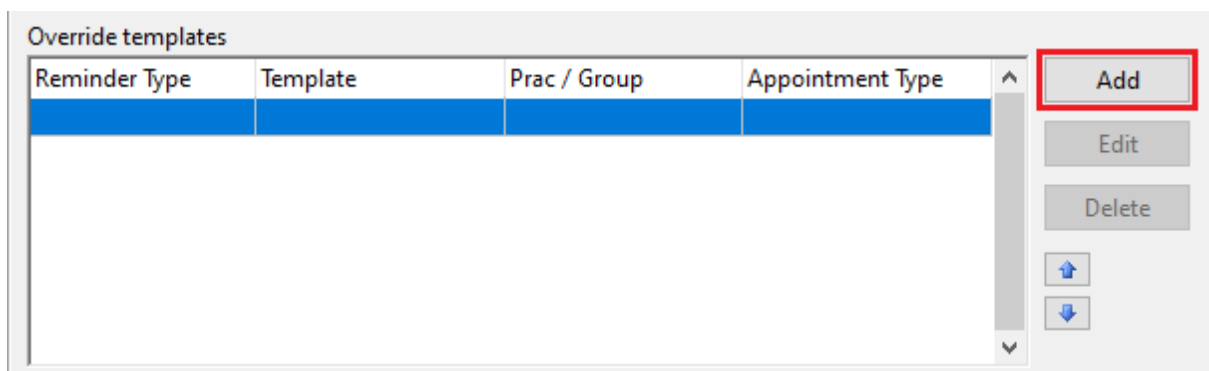
Select the appropriate telehealth template and click **Send**.

For users of the new Automated SMS functionality in Front Desk (**AutoSMS**), this can be configured to send the correct template automatically for telehealth appointments based on the Appointment Types.

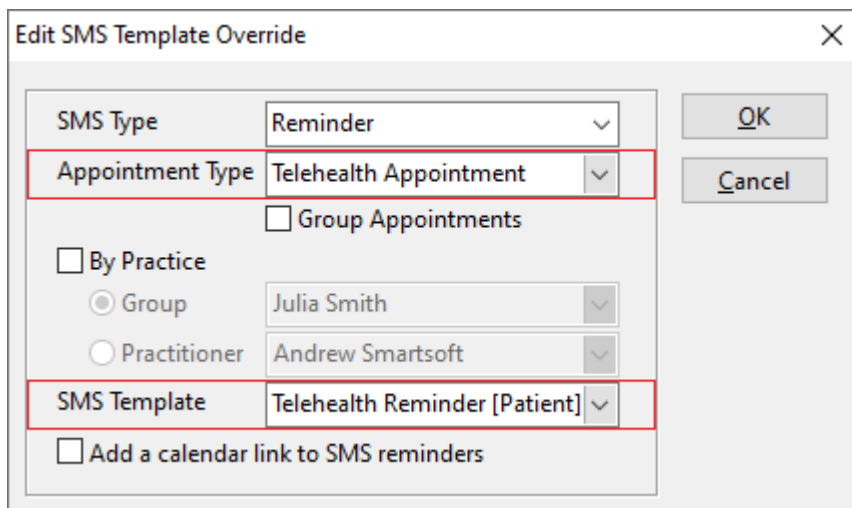
Open **System Information** and navigate to the **SMS** tab, then click **AutoSMS**.



In the **Override templates** section, click **Add**.



Select your telehealth **Appointment Type**, and the corresponding **SMS template**.



Click **OK** to finalise.

All telehealth appointments created from this point on will be automatically scheduled with an SMS using the override template selected.

For more information about the setup and use of **AutoSMS** please see the following guide: [Front Desk - Auto SMS Guide](#)

Telehealth features - WebPlus Appointment Book

When creating or editing an appointment in the **WebPlus Appointment Book** the same telehealth link options are available as in Front Desk.

When creating an appointment, selecting an **Appointment Type** flagged as 'Telehealth' will activate the telehealth link fields:

The image contains two screenshots of the WebPlus Appointment Book interface. The left screenshot is titled "Edit Appointment - Wednesday, 8 Apr 2020" and shows a form for editing an appointment. The "App. Type" is set to "Telehealth Appointment". Below this, there are fields for "Patient" and "Practitioner" under the heading "Telehealth Links". The patient link is "patient.telehealth.net/abcd" and the practitioner link is "host.telehealth.com/adbc". The right screenshot is titled "8:00am Wed 8, Apr Mr John Smith" and shows a mobile view of the appointment. It features buttons for "Delete", "Change", and "Patient File". Below these are buttons for "Copy Patient Telehealth Link", "Copy Practitioner Telehealth Link", and "Go To Practitioner Telehealth Link". The "Telehealth Links" section at the bottom of the mobile view also shows the patient and practitioner links.

When right-clicking an appointment, the user can copy the patient and practitioner links, or open the practitioner link directly in a new tab.

The image shows a screenshot of the "Smartsoft Practice" appointment book for "Wednesday 8 April 2020". The interface includes a calendar view with a "Today" button and navigation arrows. A teal appointment block for "(TEL) Mr John Smith" is visible at 8:00 am. A right-click context menu is open over this appointment, listing options: "Edit Appointment", "Change Appointment", "Delete Appointment", "Patient File", "Copy Patient Telehealth Link", "Copy Practitioner Telehealth Link", and "Open Practitioner Telehealth Link". The "Copy Patient Telehealth Link", "Copy Practitioner Telehealth Link", and "Open Practitioner Telehealth Link" options are highlighted with a red box.

Telehealth features – Patient Booking Gateway

When a patient is registered on the Patient Booking Gateway and is logged into their account, any appointments with telehealth links added by the practice will display a **Join Telehealth Session** button.

My Appointments [Book Appointment](#)

Click ▼ to change upcoming appointment details.

John Smith

Date	Time	Details
Wednesday 8 Apr	11:15 AM	George Rogers Hazelwood Park
<input type="text" value="Enter notes for the clinic"/>		
Join Telehealth Session		
Add to Calendar Refresh Cancel		
Appointments cannot be changed online within 24 hour(s) of your booking. To change your booking, please call the clinic on (08) 81111111.		
Wednesday 8 Apr	12:15 PM	Jane Conway Hazelwood Park

My Classes [Book Class](#)

My Allied Health practice

Welcome back, John [Settings](#) [Logout](#)

If you have any questions or queries, please contact us:

- [Hazelwood Park](#)
(08) 8111 1111
hazelwoodpark@myhealthclinic.c...
- [Adelaide](#)
- [Norwood](#)

Appointment Schedule
Obtain a copy of your bookings

[Email](#) [Print](#)

[Add All to Calendar](#)

This will take the patient directly to the 'Patient Telehealth Link'.