

INFORMATION REGARDING OUR SOFTWARE CHANGE!

As of **MONDAY 28th of OCTOBER**, we will begin using a new software program to manage patient files and appointments. For the first couple of days, we will have limited appointment availability. All doctors and nurses will be running extended appointment times to allow them to adjust to the new system and troubleshoot any issues that may arise, without causing them to run overtime (this will not affect standard consultation fees).

CHANGES TO OPENING TIMES

The following changes have been made to our opening times during this transition period:

- Thursday 24/10/24 **CLOSED** 12:30-2:30pm (for staff training)
- Friday 25/10/24 **CLOSING EARLY** at 3:00pm
- Saturday 26/10/24 **CLOSED**

If you require medical assistance during these times, we encourage you to seek alternative services (information regarding this is available on the After Hours page on our website)



From **MONDAY 28th of OCTOBER**, we will be using Hot Doc for online bookings. Patients will still be able to book online via our website, but will also be able to book online via the Hot Doc app. Appointments available for online bookings will now include childhood immunisations with the practice nurse (this does not include travel vaccinations or any other nurse appointments)

PRE-PAYMENT FOR TELEHEALTH

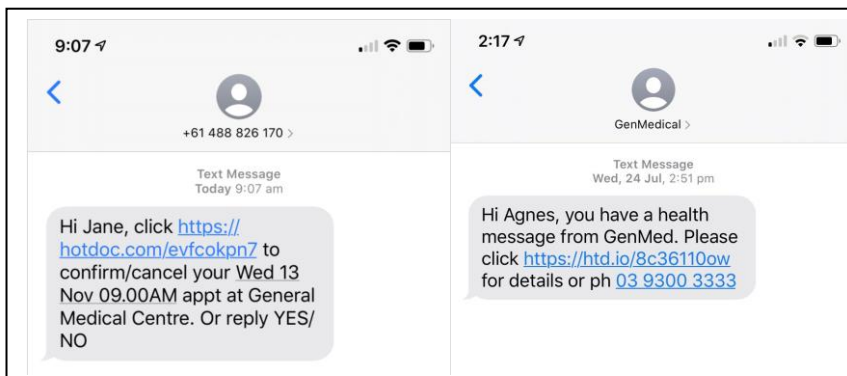
As of **MONDAY 28th OF OCTOBER**, patients who book a telehealth (either via HotDoc OR over the phone with reception) will be required to submit their card details prior to their appointment. Once the appointment has been completed, payment will be taken from the securely stored card details.

REQUESTS FOR SCRIPTS/REFERRALS

We will also be accepting requests for scripts/referrals via HotDoc. Patients will be required to submit card details for these requests (N.B requests via HotDoc will be charged at \$30.00 only)

SMS REMINDERS

We will also be using HotDoc to send out appointment reminders and requests to make follow-up appointments. You will notice that the SMS will come from "EBMC" and they may look a little different to how they used to (this is not a scam!)



Thankyou SO much for your support and patience during this exciting time!