



## PATIENT INSTRUCTION GUIDE

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

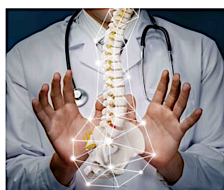
1. Click on the “book online specialist consultation now” button on the home page, or go to the [specialists page](#) of specialistbooking.com, and choose the specialty that best suits your medical condition.



Neurosurgery



Spine Surgery



Orthopaedic Surgery



2. Choose the specialist that best suits your medical condition and location. You can view each doctor’s profile page to get more information about the specialist that is right for you.
3. Click on the “Schedule Appointment” button to make your specialist booking.

**Schedule Appointment with Specialist**

4. Choose the type of appointment which is most relevant to you.

#### **1** Choose Appointment

##### **Initial Online Telehealth Neurosurgery Consultation**

15 minutes @ A\$250.00

Choose this type of consultation if it is the first time you have had an appointment with this specialist.

##### **Follow up Online Telehealth Neurosurgery Consultation**

15 minutes @ A\$200.00

Choose this appointment type if you have already had an initial consultation with this specialist and you are returning for a follow up appointment.

##### **Weekend Online Telehealth Neurosurgery Consultation**

15 minutes @ A\$400.00

Choose this appointment type if you are wanting to have consultation on Saturday or Sunday.

5. Select a consultation time from your chosen specialists' availability.

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

6. Enter your contact details, agree to specialistbooking.com terms and conditions and pay for your consultation online via our *Stripe* payment portal.
7. You will be sent a confirmation email for your booking and provided with a link to your online consultation.

### What happens after a patient makes a booking?

1. Once you book an online consultation, a confirmation email and receipt will be sent to you.
2. The confirmation email contains the date and time of your consultation, and includes a secure online link to access the online consultation via Zoom.
3. Patients are encouraged to download the *Zoom app* to ensure a seamless online consultation (<https://zoom.us/download>).
4. You will also be sent a text message to your mobile to confirm your scheduled online specialist booking.

5. As part of the confirmation email, patients will be asked to complete a secure [online registration form](#) asking them to provide further information including personal contact details, their General Practitioner, presenting complaint and upload any investigation or imaging results. This information will be sent directly to the specialists' rooms prior to your online consultation.

## New Patient Registration

Please fill in the form below

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Name *	<input type="text"/>	<input type="text"/>	<input type="text"/>
	First Name	Middle Name	Last Name
E-mail *	<input type="text" value="ex: myname@example.com"/>		
Sex *	<input type="text"/>		
Date of Birth *	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Day	Month	Year

6. A reminder email and mobile text will be sent to you 24 hours prior to your online specialist booking.

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

1. At the scheduled time, you will start your online telehealth consultation by clicking on your secure Zoom link that was sent to you in the confirmation email. Patients are encouraged to download the *Zoom app* prior to the online consultation (<https://zoom.us/download>).
2. To facilitate a safe online consultation, patients should use the *specialistbooking.com telehealth guidelines* for online telehealth consultations.
3. If there are technical issues and you cannot join the online consultation, the specialist should contact you on your mobile and offer to provide a phone consultation.

### What happens after the consultation?

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

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

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

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

Phone: +61 3 9020 9399

