



cyber clinic





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1 Registration

- 1.1 Go to the Cyber Clinic website: <https://cyberclinic.com.au/> and click *Practitioner Login* in the top right corner.
- 1.2 Click *Sign Up* and proceed to fill in your details.
- 1.3 Read the *Terms & Conditions* and *Privacy Policy*, tick if you agree.
- 1.4 Before clicking *Generate OTP*, you will need to complete the *reCAPTCHA* task to confirm you are not a robot.
- 1.5 A one-time-pin (OTP) will be sent to your mobile, enter this number into the allocated text box.
- 1.6 You will receive an email for a Verification Link from support@cyberclinic.com.au. Click on this Verification Link. You will be redirected to the Cyber Clinic website.
- 1.7 Select *Individual Practitioner*, then click *Submit*.
- 1.8 Re-enter the email address and password with which you just registered. You are now logging into your account.
- 1.9 Once you are logged in, you should be on the *My Profile* page on your Cyber Clinic dashboard.



2 Profile Set-Up

- 2.1 Please fill out your details in the spaces provided. Most of this is straightforward.
- 2.2 Cyber Clinic requires you to upload a copy of your indemnity insurance and registration certificate/s. This is for our records only and will not be visible on the app.

To upload your indemnity insurance

- 2.3 Click *Browse*
- 2.4 Select the document from your files, then click *Open*.

To upload your registration certificate/s

- 2.5 Click *Add more*
- 2.6 Select the document from your files click *Open*, then click *Submit*.
If you wish to upload more than one registration certificate, simply repeat the steps above.
- 2.7 Please enter in all your relevant post-high school education. You need to add each course at a time by clicking *Add Education*,
- 2.8 It is important that you upload a Profile Photo. Please upload a relatively recent professional portrait in the space provided,
- 2.9 When selecting your *Specialty* and *Skill Areas* – keep in mind that these will be visible on the app. Patients are able to search via these areas to find practitioners.
- 2.10 Ensure you click *SUBMIT* at the bottom of the page to save any changes to your profile.

Note: You can edit your profile at any time by logging in here:

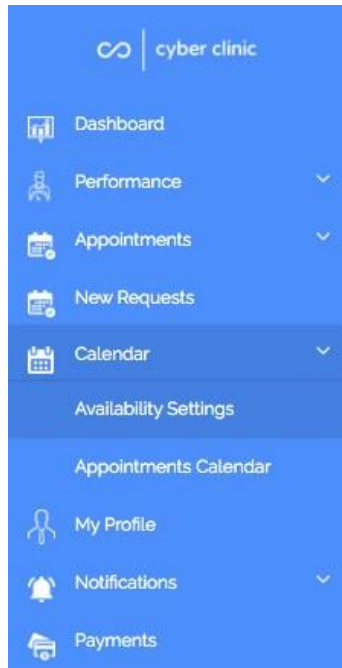
<https://cyberclinic.com.au/login-registration>

3 Availability

On Cyber Clinic, you can select the days and times you would like to be available for bookings. Patients can see these time slots and will select an appointment with you at a time that is most suitable for them.

3.1 Go to the *Calendar* tab on the dashboard menu on the left of your screen,

3.2 Select *Availability Settings*



3.3 Select the days and times you are generally available and happy to see patients.

3.4 Click *Save Settings*.

Your profile will not be visible to patients until Cyber Clinic has approved your account.

Note: You will always be asked to accept or decline a booking request before the appointment is confirmed.

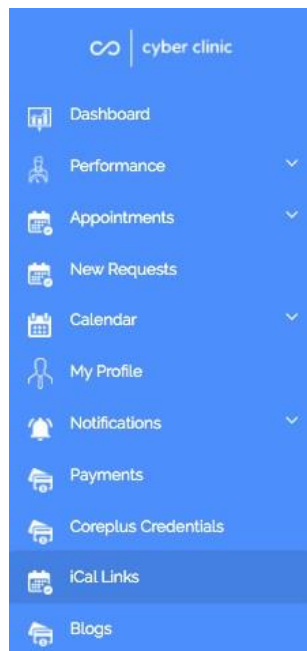
4 Setting up iCal links

This feature allows practitioners to import appointments made through an external booking system into their Cyber Clinic calendar; thereby blocking out certain times the practitioner is occupied.

Multiple calendars/ iCal feeds can be imported to maximise efficiency. Whilst none of the appointment descriptions will appear due to confidentiality reasons, it will show that the practitioner has an appointment through the clinic's name.

This is possible through adding iCal links.

- 4.1 Go to the *iCal Links* tab on the dashboard menu on the left of your screen.



- 4.2 Click the green button *Add New iCal Link*.



- 4.3 Enter your Clinic Name and your iCal link in the provided blanks.
- 4.4 Click *Submit*, your iCal feed should now be imported.



5 Bookings & Appointments

To accept/decline a booking request.

5.1 You will be notified via email of any new booking requests. Please log into your Cyber Clinic dashboard

5.2 The new request will appear on your dashboard as shown below.

You can also view the appointment by clicking the *New Requests* tab on the menu.

The screenshot shows the Cyber Clinic dashboard for user Amanda Smith. The dashboard includes a sidebar menu with options like Dashboard, Appointments, New Requests, Calendar, My Profile, Notifications, Payments, and Coreplus Credentials. The main content area displays four summary cards: Today's Appointments (0), Upcoming Appointments (0), New Requests (1), and Total Appointments (4). Below these is a 'New Requests' section featuring a card for Anna Perkins with an appointment ID of 100455581, scheduled for 03-May at 05:00 PM to 06:00 PM, with a session price of \$0.00. A 'VIEW DETAILS' button is present. Further down, there are sections for 'Today's Appointments' (showing none) and 'Notifications' (listing video conference reminders and admin verification).

5.3 Click the orange button labelled *View Details*.

5.4 Check the appointment date and time, patient's details, and the description of the patient's problem to make sure you are suitable to see this patient.

5.5 Click *Accept* or *Reject* accordingly

The screenshot shows the 'Appointment Details' modal for Anna Perkins. It displays the following information: Appointment ID: 100455581, Appointment Date: 03-May-2018, Appointment Time: 05:00 PM to 06:00 PM, Date of Birth, Mobile, Patient Name, Medicare Card Number, Medicare Expiry Date, Referred by, Profession, Referral Date, Description of the Problem, Address, and Current Status: Pending. At the bottom, there are three buttons: 'VIEW PROFILE', 'ACCEPT', and 'REJECT'.

*If you **accept** the appointment*

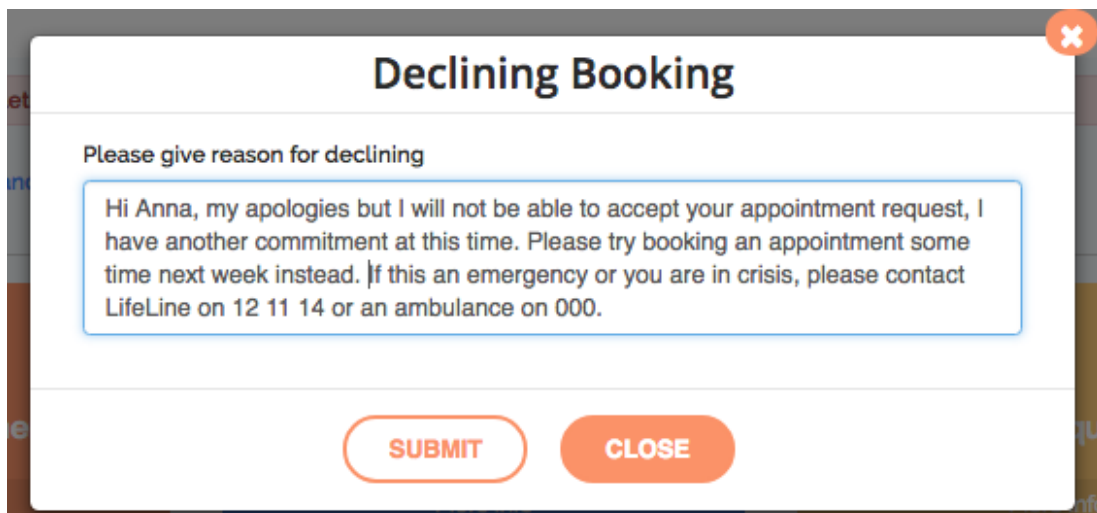
5.6 The patient will receive a notification confirming their booking.

*If you **decline** the appointment*

5.7 You will be asked to provide a reason.

If you will never be able to see this patient, you should suggest they book with another practitioner on Cyber Clinic or refer them to a specific practitioner who may be appropriate for them.

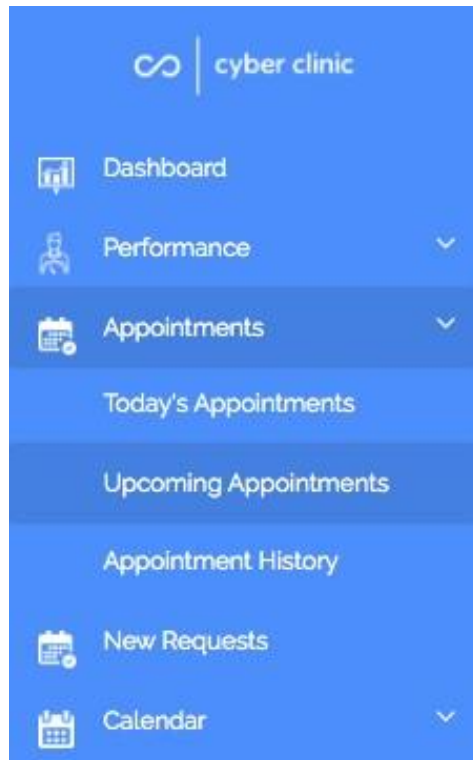
Note: You should always end the declination with “If it is an emergency or you are in crisis please contact lifeline on 13 11 14, or the ambulance on 000.”



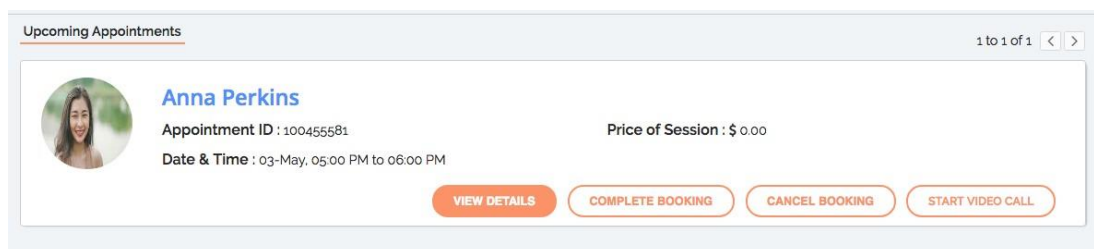
The screenshot shows a web-based dialog box titled "Declining Booking" with a close button (X) in the top right corner. Below the title, it says "Please give reason for declining". A text area contains the following text: "Hi Anna, my apologies but I will not be able to accept your appointment request, I have another commitment at this time. Please try booking an appointment some time next week instead. If this an emergency or you are in crisis, please contact LifeLine on 12 11 14 or an ambulance on 000." At the bottom of the dialog box are two buttons: "SUBMIT" and "CLOSE".

To cancel an appointment

- 5.8 If you need to cancel an appointment that has already been accepted, please log in to your Cyber Clinic dashboard
- 5.9 Select the *Appointments* tab from the menu.
- 5.10 Click on *Upcoming Appointments* or *Today's Appointments* as appropriate.



- 5.11 Ensure you are cancelling the correct appointment by checking the appointment date and time and the patient's details.
- 5.12 Then click *Cancel Booking*
- 5.13 You will need to provide a reason for cancelling the appointment. See step 4.7 above.



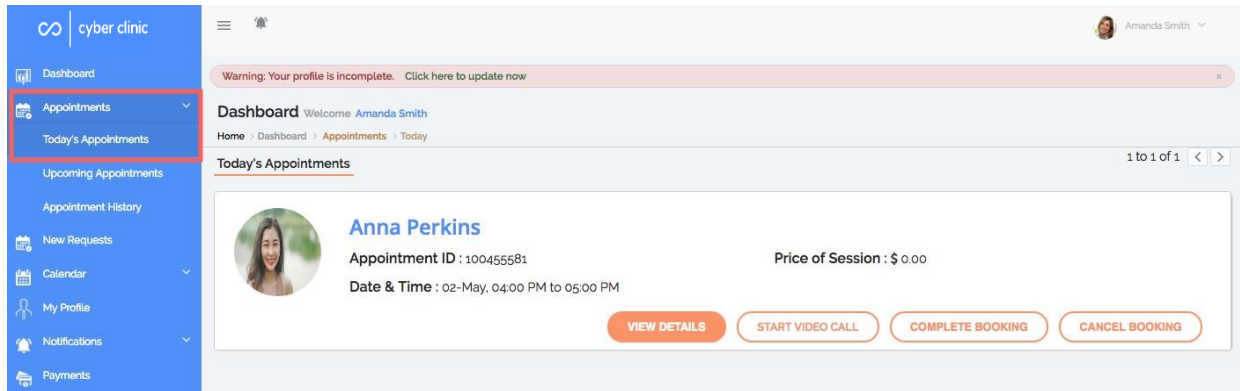
6 Video Calls

6.1 Open Google Chrome on your computer/laptop. **Do not use other web browsers**

6.2 Login to your Cyber Clinic dashboard via <https://cyberclinic.com.au/login-registration>

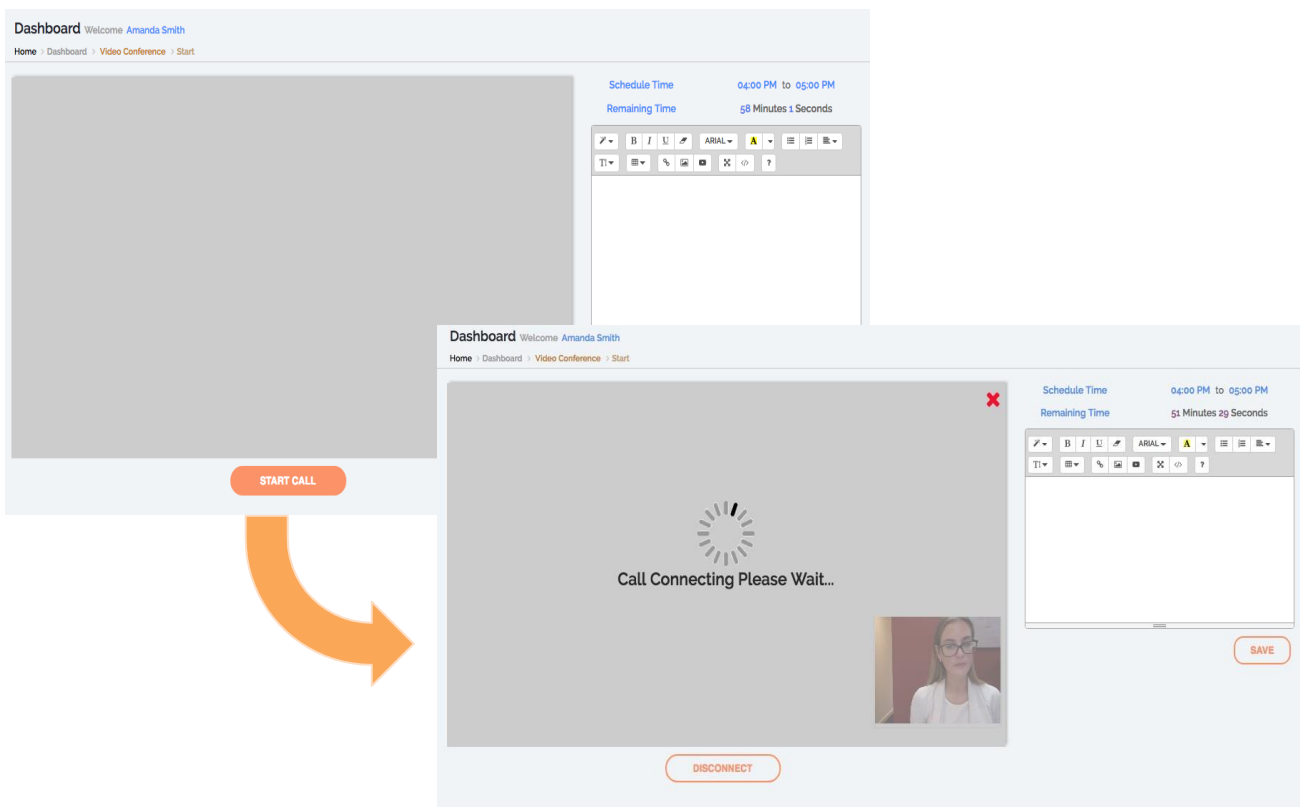
6.3 Select the *Appointments tab* from the menu, then click on *Today's Appointments*.

6.4 At the time of the appointment, click *Start Video Call*



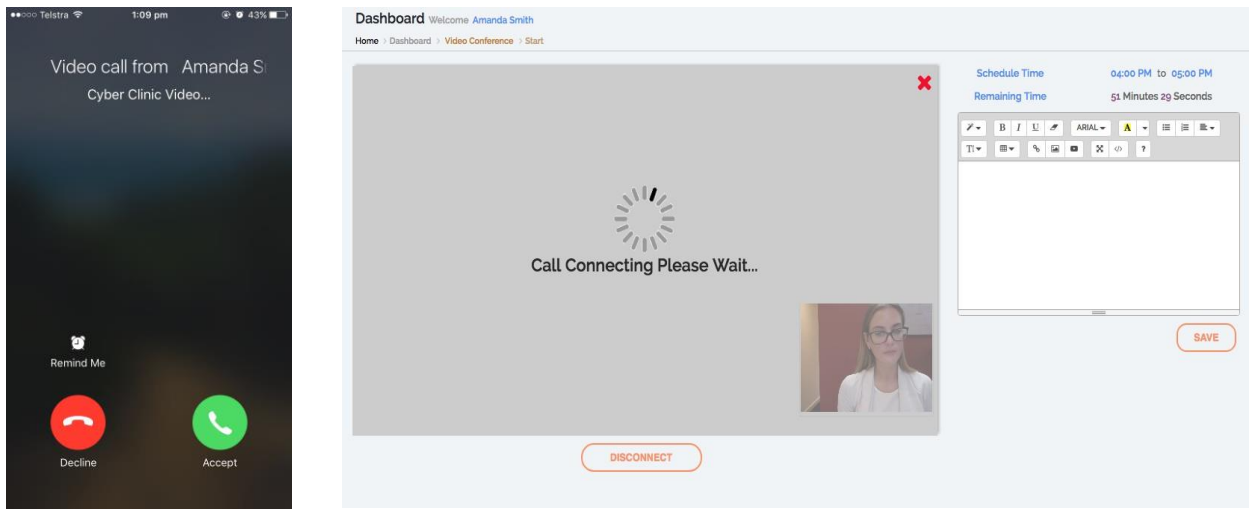
6.5 You will need to click *Start Call* again – it may take a moment to connect.

If you are not connected with the patient within a minute, they may have missed the call. Please click *Disconnect* and try again in 2 minutes.





- 6.6 The patient will accept your call, similar to Skype or FaceTime call.
When you are connected, their image will be shown in the large grey area.



- 6.7 Cyber Clinic will track your remaining time; however it is up to you to disconnect the video call when you are ready.
- 6.8 You **must** click *Complete Booking* once the consultation has been completed. This is essential for invoicing and reporting purposes. This button is shown under the video call area.

Clinical notes

You can type notes conveniently next to the video call.

Please remember these notes are *not* assigned to the patient. They are assigned to the appointment. Therefore, if you want to access these notes, you will need to go to your appointment history. It is recommended that you copy and paste these notes into a word document afterwards to print/file them. You are welcome to ignore this feature and hand-write your notes.

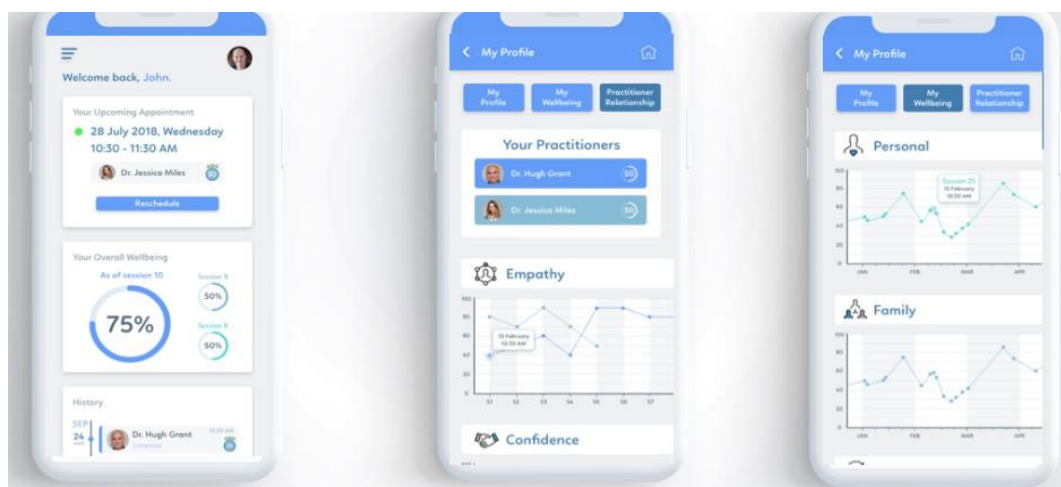
Connection dropouts

If your call is disconnected or interrupted at any point throughout the consultation, you can simply click *Disconnect*, then *Re-Connect*. This will not impact the reporting or invoicing of consultations as it is still within the one appointment.

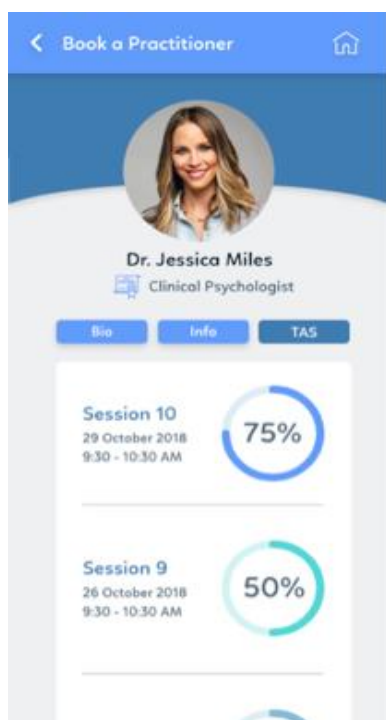


7 PEAS & POD Completion

- 7.1 Once the booking is completed the patient will be prompted to complete a series of questions (*PEAS*). The patient is asked to rate their personal wellbeing and also their relationship with the practitioner to ensure they are consistently satisfied and progressing through therapy.
- 7.2 The patient will then see their *Performance Outcome Data (POD)* after they have completed the *PEAS* in the *MY PROFILE* section of their Cyber Clinic account.
- 7.3 The patient can view their overall data (shown below)

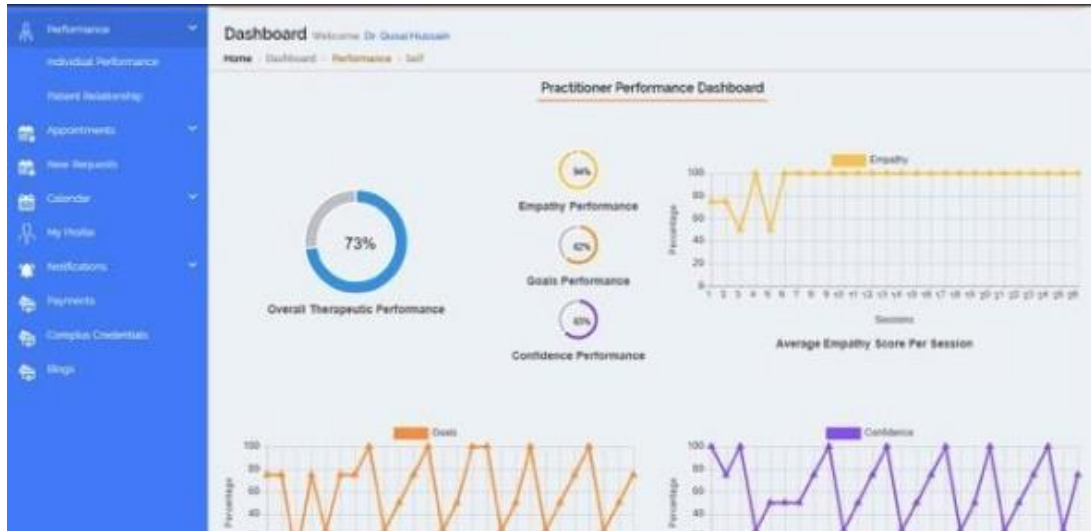


- 7.4 Or select a practitioner to see their progression with that specific practitioner.



7.5 The practitioner can also view their progress via their profile on Cyber Clinic under the **PERFORMANCE** tab.

- a) Under the *Individual Performance* tab, you (the practitioner) can see your Practitioner Performance Dashboard that shows your overall performance with your patient.



- b) Under the *Patient Relationship* tab, you (the practitioner) can select a patient of your choice and view your performance with that specific patient only.



8 Frequently Asked Questions



- **How secure is Cyber Clinic?**

Cyber Clinic's video connections are protected by end-to-end encryption technology and remain within Australian servers and are not recorded for any purpose. Cyber Clinic complies with the Australian Privacy Act (1998). Any data stored is for emergency contact details and Medicare purposes and is owned solely by Cyber Clinic.

- **Do I need to download anything to use Cyber Clinic?**

No. You can access Cyber Clinic using web browsers such as Google Chrome or Firefox.

- **Can I use Cyber Clinic on a tablet or smartphone?**

Cyber Clinic is available to practitioners on a computer or laptop, making it easier to take and refer to file notes.

- **How do I get the best quality connection for my Cyber Clinic session?**

The quality of your connection is determined by a range of things, including Internet connection, webcam, and audio. We recommend using a wireless network with a good bandwidth and a headset with a microphone or headphones for quality audio.

- **Do my patients receive appointment reminders?**

Yes. Patients receive notifications 24 hours and 30 mins prior to their appointment time. This has been shown to significantly reduce no-shows.

- **The video call is not connecting, what do I do?**

Please ensure your patient has a reliable connection to the Internet. They can check this by testing/refreshing another app, such as Facebook.

Please also ensure your patient has allowed notifications from Cyber Clinic.

For iPhone users

1. Go to settings
2. Scroll down to find the Cyber Clinic app
3. Allow access to the microphone and camera
5. Allow notifications

For Android users

1. Select and hold down on the Cyber Clinic app icon
2. Go to 'App Info'
3. Allow notifications
4. Allow access to the microphone and camera

If you are still experiencing connection issues, please call Cyber Clinic on 1300 112 115.



Contact Us

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