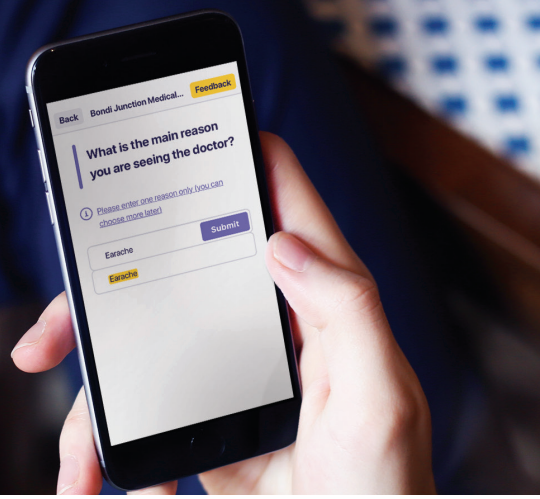


Helpful tips for BetterConsult success at your practice



Customising appointment types

You can customise appointment types that receive the BetterConsult SMS. If you think any appointment type is unsuitable for a BetterConsult SMS, please let us know and we can disable them.

Reassuring patients

In the beginning, some patients may wonder if the BetterConsult SMS is spam. Patients may ask reception if the BetterConsult SMS is a legitimate service used by the practice.

To help with this, your reception staff simply need to let the patients know this is a new service your practice is using and all the information they enter is secure and private. These queries from patients will gradually stop after the launch. You can also reassure the patient that this is an optional form.

Setting age limits

You can limit the age of patients who receive the BetterConsult SMS. The age limit is set at 75 years and younger by default. However, many practices also choose to increase the age limit as well – it's totally up to you!

Explaining what BetterConsult is

Patients will be curious about BetterConsult and why it's beneficial. Here's a helpful description that practices often use: "BetterConsult is a secure questionnaire that will help you and your doctor have a better consultation. It helps your doctor better understand the reasons for your appointment so they can spend more time discussing your concerns with you."

Managing complaints

If patients complain about receiving the BetterConsult SMS we can quickly unsubscribe them! As you know every practice has a few patients who are vocal and upset about receiving any communications from the practice. No problem! Simply email their mobile number to support@betterconsult.com and we will unsubscribe them from receiving any BetterConsult SMS in the future.

Boosting form completion

Acknowledging your patients have completed the BetterConsult form assists with a patient's overall satisfaction with the form and helps the practice with increasing completions of the BetterConsult questionnaire. A simple "Thanks for completing the questionnaire!" from the receptionist or the doctor usually works wonders!

For more information, please email:
support@betterconsult.com

Visit us at
www.healthsharedigital.com