Telehealth

User guide

How to create a Telephonic consultation appointment

To create a video or telephonic appointment in **myMPS**:

1. Click on the desired time slot on the **myMPS** calendar.
2. Enter the patient information for the booking.
3. Select '**Telephonic consult**' from the '**Visit type**' dropdown list.
4. Click on '**Save**'

Tips:
The standard appointment length is 15 minutes. For video or telephonic consultations, you may want to consider shorter 10 minute appointments.

Appointment confirmation and reminders for Telephonic consultations

An appointment reminder SMS and/or email is sent as per your practice settings, usually 2 hours before the appointment, which are customisable through '**Calendar Settings - Confirmations and Reminders**'.

If you are making use of the Bulk SMS service, and have selected to send confirmation SMSs, a confirmation SMS will also be sent when the appointment is made.

1. Example of an email reminder

Dear <Patient first name>
This is a reminder of your <visit type> appointment with us. Below are the details.

When: <Date> at <Time>
Doctor: <Doctor name>

The practice will be in contact.

If you have any questions, please contact us on <Practice telephone number>.

Kind regards,
<Doctor name>

Please don't reply to this email.

2. SMS reminders

Dear <Patient first name>. Reminder of <visit type> appointment with <Doctor name> on <Date> at <Time>. The practice will be in contact. Pls don't reply