

GP2U – ONLINE DOCTORS

A PHARMACY GUIDE



GP2U Telehealth
PO Box 9951
Hobart 7001
Australia

ABN: 58 151 445 715

Ph: 1300 GP2U NOW (1300 472866)

Fax: 1800 GP2U FAX (1800 472832)

<https://gp2u.com.au/skype2doctor>

<https://facebook.com/skype2doctor>

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HOW CAN GP2U HELP YOUR BUSINESS?

GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor the doctor comes to the patient, wherever they are. This could be a home, the office, or your Pharmacy. Our service is available 7 days a week, 365 days a year, so can work well to fill in some of the gaps in GP availability.

When a patient sees a GP there is a 70-80% probability that a script will be issued, so at its simplest Pharmacies participate simply by registering. All we ask is that you accept faxed prescriptions with the PBS paperwork arriving promptly by mail.

It is also possible to offer the service directly to patients from within your pharmacy. This requires a suitable area to be available, typically with a ~\$1000 laptop connected to the Internet. With this in place patients can then see a doctor online, with a common outcome being prescriptions flowing to the host pharmacy.

At the moment this service is not Medicare funded so patients face an out of pocket fee of between \$40-\$50. Many patients find the convenience of rapid access to a GP is a worthwhile trade off, for example if you have an expired script and simply need a repeat, or a simple issue like a UTI, URTI, etc why spend several hours travelling and waiting to see a GP only to have to return to the pharmacy to get the necessary medication?

The nitty gritty about these two possibilities follows below. It looks long, but it's really like a comic book with lots of pictures (screenshots) and only a few words.

WHAT IS GP2U?

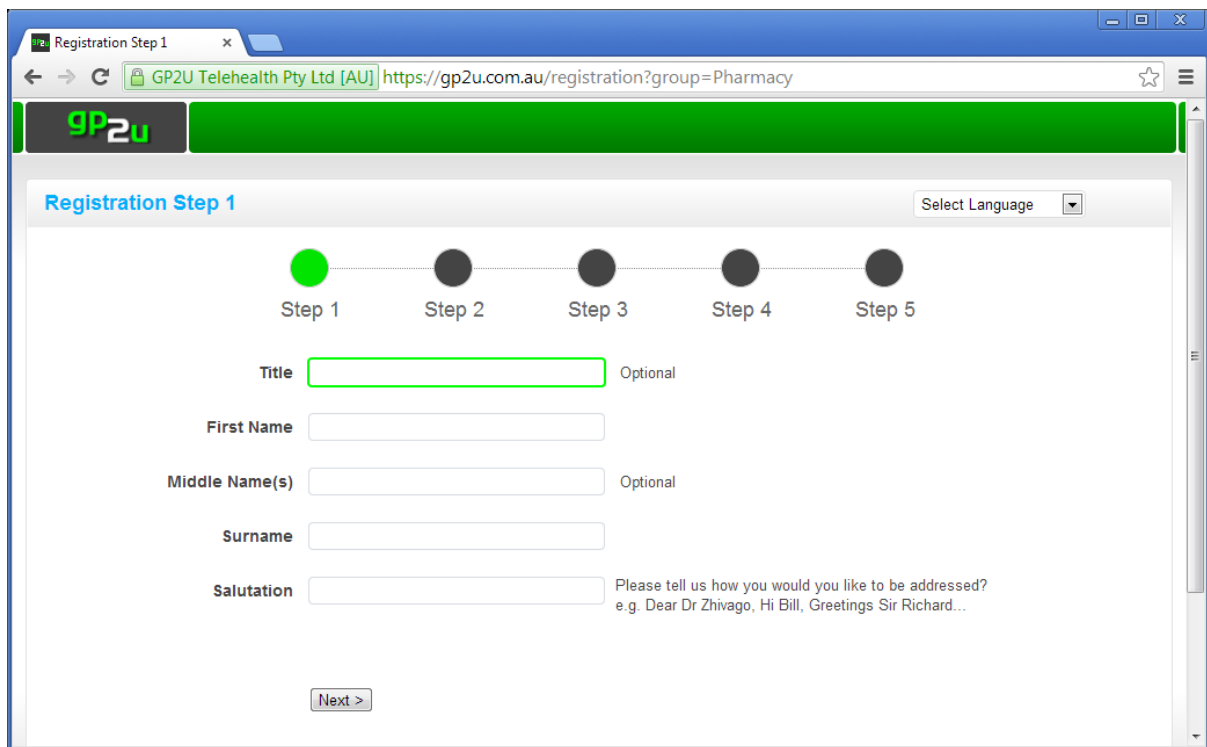
GP2U is a service that allows patients to see doctors using video conferencing, so rather than the patient going to the doctor the doctor comes to the patient, where ever they are. This could be a home, the office, or your Pharmacy.

REGISTERING WITH GP2U IS EASY AND IT'S FREE!

Registration as a Pharmacy with GP2U is free. If your Banner Group has registered your Pharmacy you will already have all the details, if not simply click this link to register.

<https://gp2u.com.au/registration?group=Pharmacy>

Registration takes less than two minutes.

A screenshot of a web browser showing the 'Registration Step 1' form on the GP2U website. The browser's address bar shows the URL 'https://gp2u.com.au/registration?group=Pharmacy'. The page has a green header with the 'gp2u' logo. Below the header, the title 'Registration Step 1' is displayed next to a 'Select Language' dropdown menu. A progress bar at the top shows five steps: Step 1 (highlighted with a green circle), Step 2, Step 3, Step 4, and Step 5 (all with grey circles). The form fields include: 'Title' (with a green border and 'Optional' text), 'First Name', 'Middle Name(s)' (with 'Optional' text), 'Surname', and 'Salutation' (with a text box and a note: 'Please tell us how you would you like to be addressed? e.g. Dear Dr Zhivago, Hi Bill, Greetings Sir Richard...'). A 'Next >' button is at the bottom of the form.

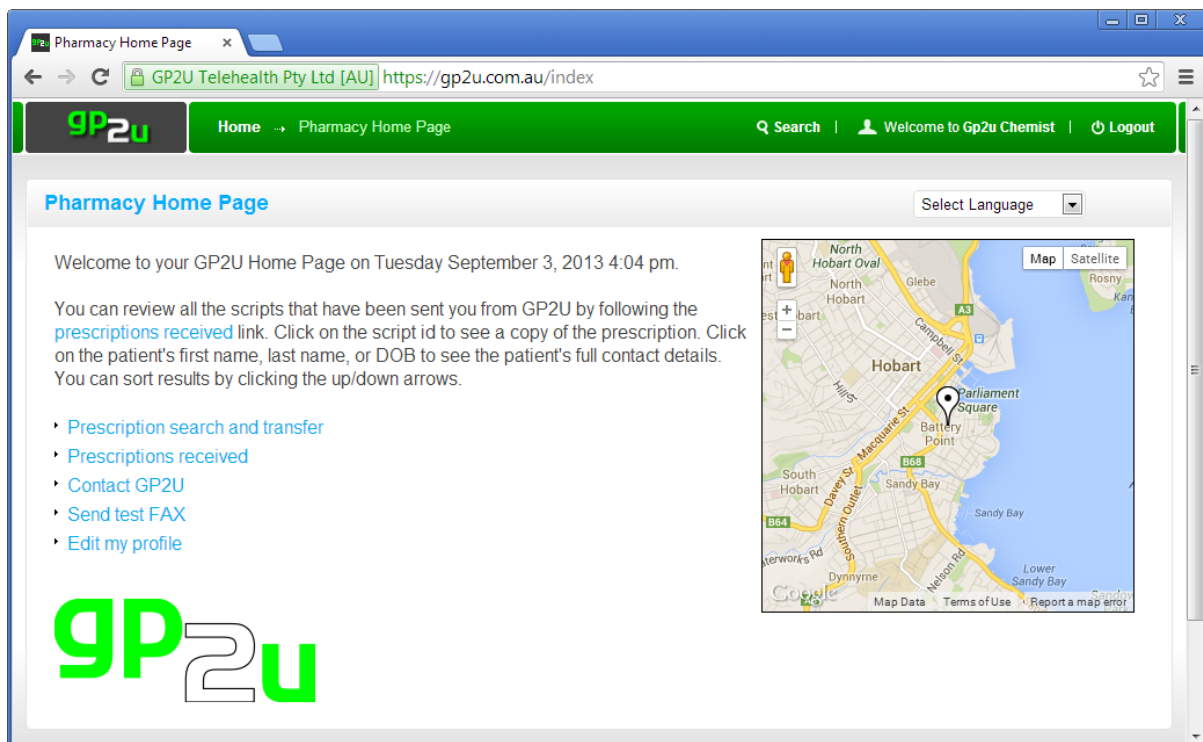
Once you are registered you will become visible to patients so they can choose to fax their script through to you.

LOGGING IN

You login to your account using your username and password. You can tick the checkbox next to “Remember Me” if you wish to stay logged into your account.



This will take you to your home page. There is more detail about what you can do from within your secure account later.

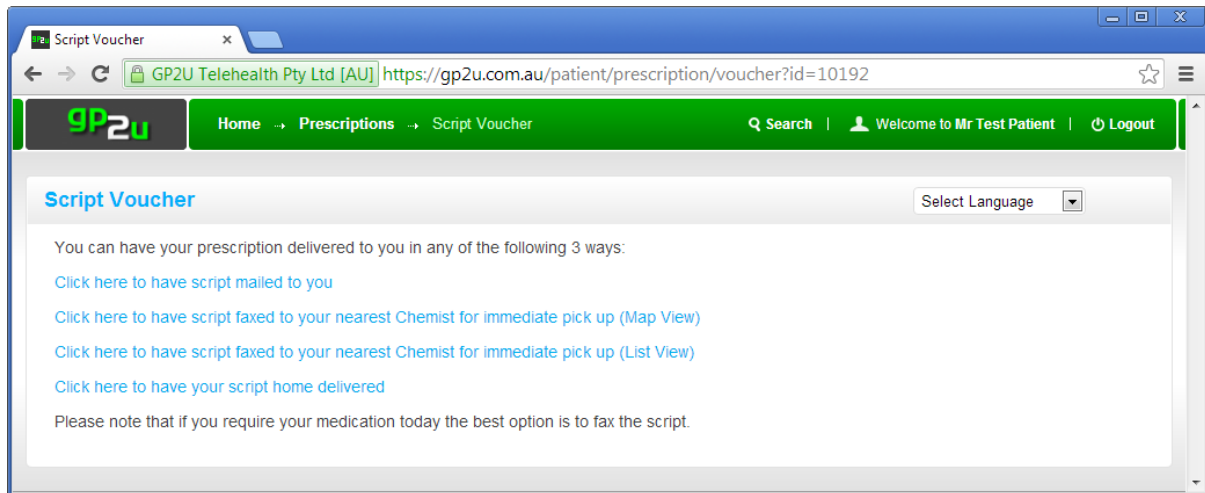


PRESCRIPTIONS FROM GP2U

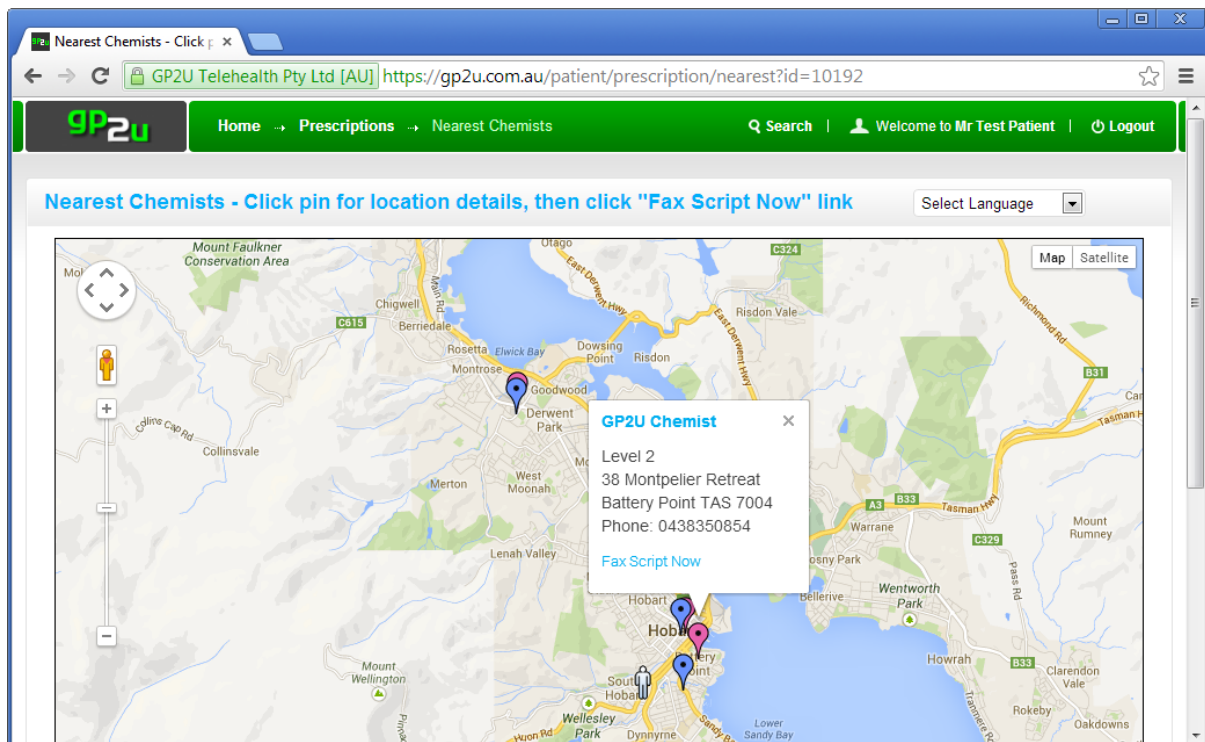
Doctors working through GP2U can prescribe medications. Patients are offered several options for pickup.

1. Scripts can be posted out.
2. Scripts can be faxed to a convenient local chemist with the PBS paperwork sent promptly by mail.
3. Scripts can be fulfilled online by Pharmacy Direct in Sydney.

Here is a screenshot showing the patient's options:

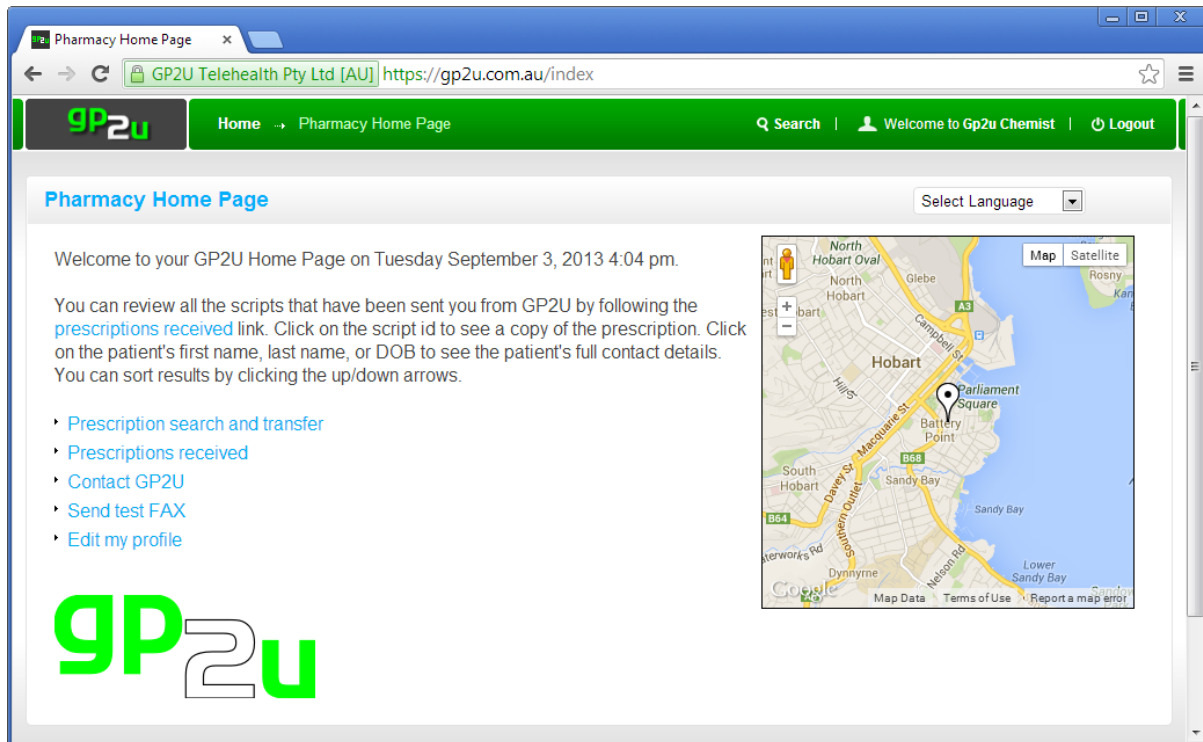


Here is an example of the pharmacy map view:

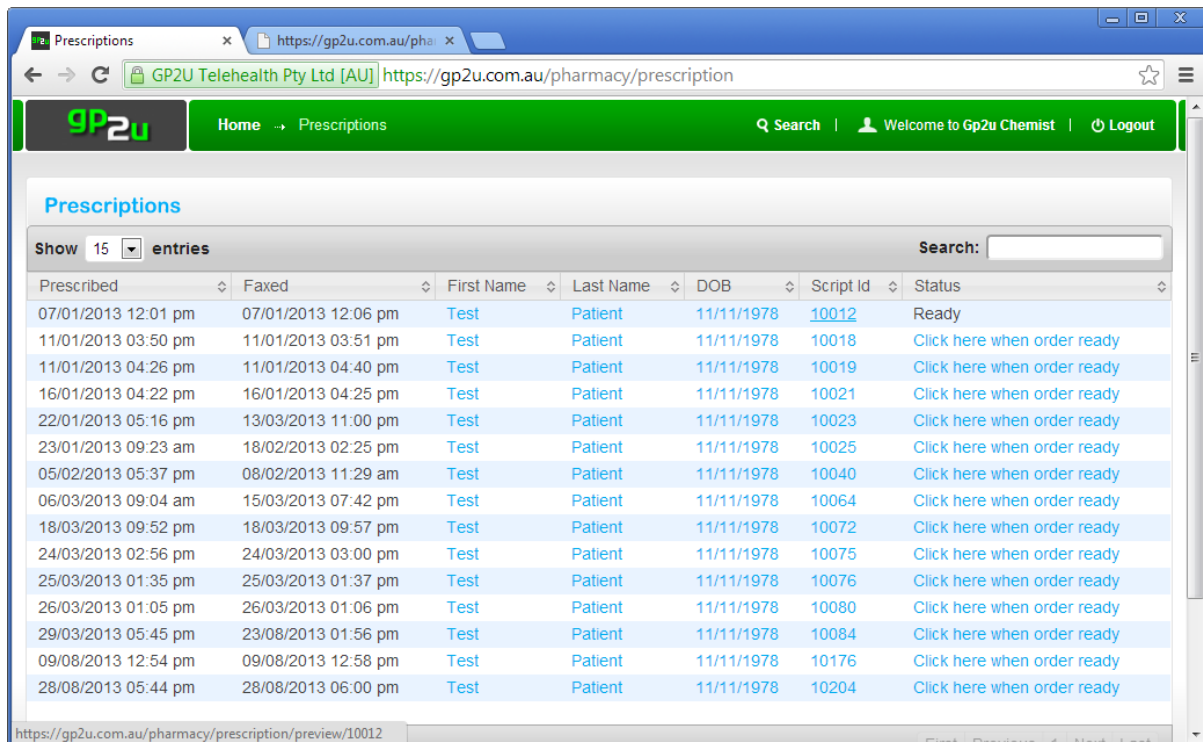


ILLEGIBLE FAXED SCRIPTS

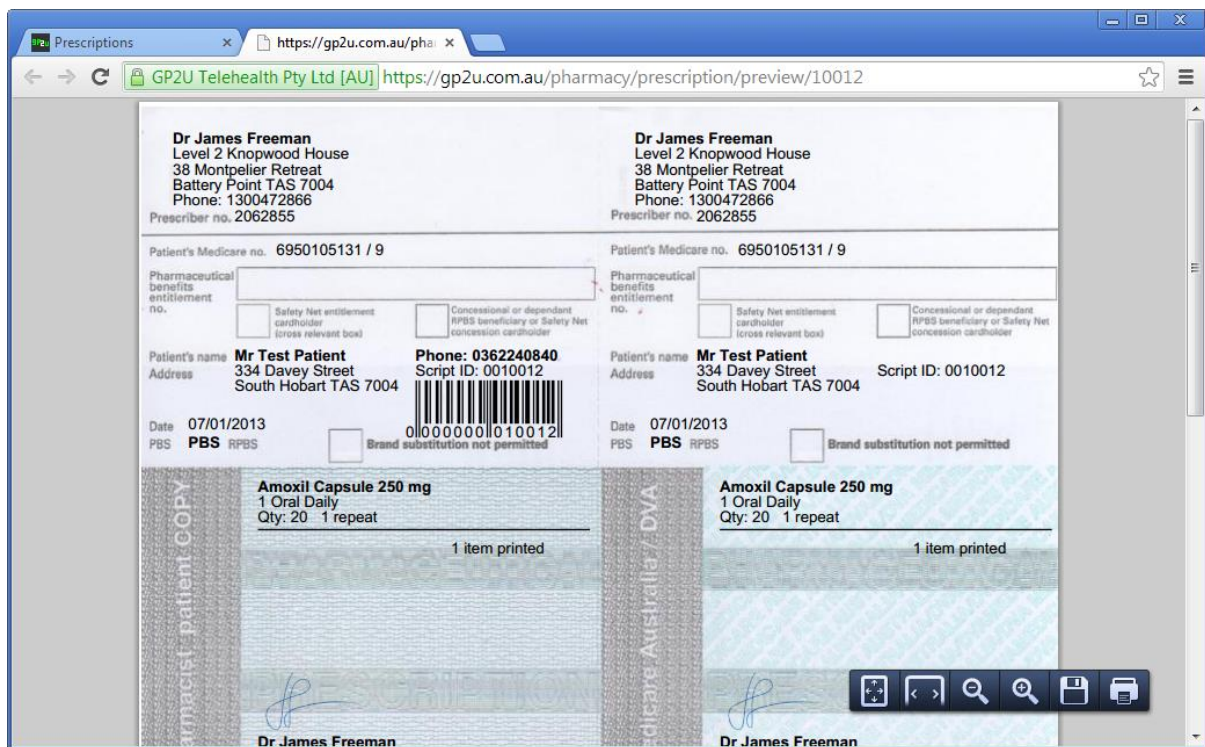
If a faxed script comes through to you and you can't read it you can either give us a call on our 1300 472866 number for clarification or login to your GP2U account. Here you will find the ability to view a copy of the script that has been faxed through. Here is a typical home page:



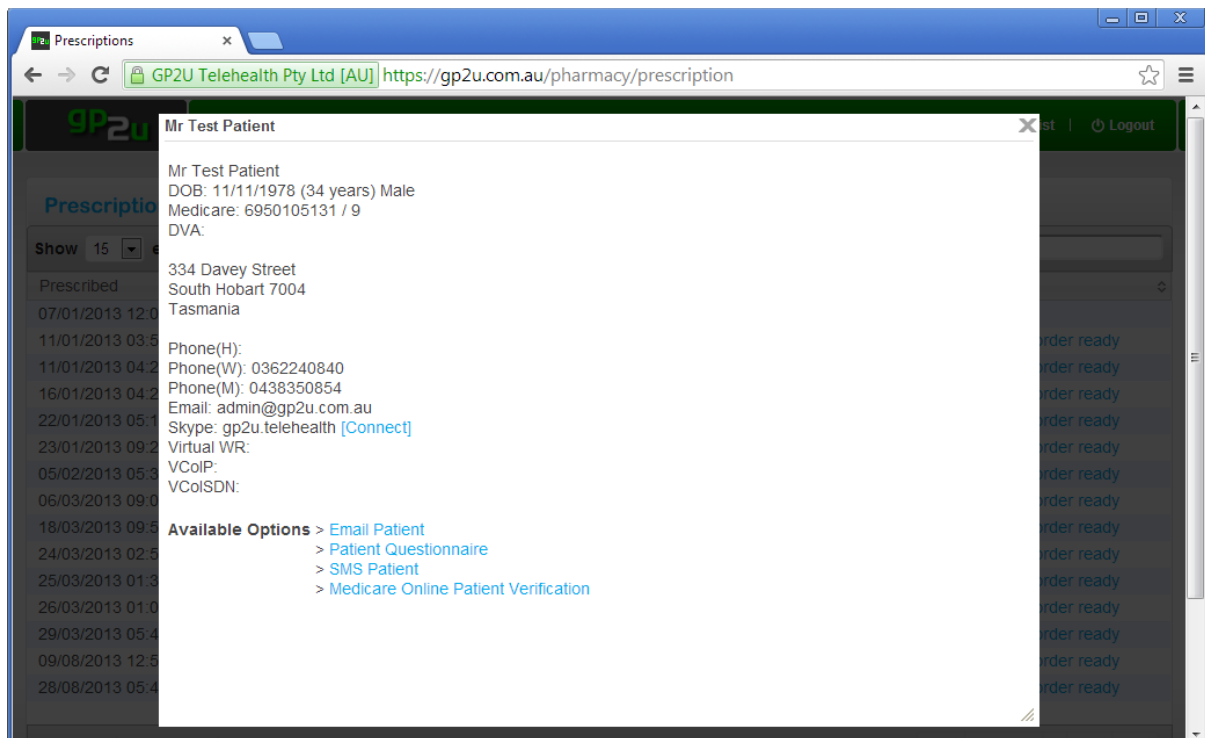
Click on the "Prescriptions received" link to see this page:



Click on the “Script Id” to see a high resolution copy of the script. This is not an electronic script, simply a copy of the fax that was originally sent.



While we are here, clicking on the patient’s name brings up their contact details:



And clicking on the link “Click here when order ready” you can add a personal touch by using the option of sending the patient an automated email or SMS to let them know their script is ready for pickup.

The screenshot shows the GP2U Telehealth Pty Ltd [AU] pharmacy/prescription page. A modal titled "Complete Script" is open, displaying a message template and options for sending the message.

Complete Script

We can automatically send Mr Test Patient the message:

Your prescription is ready for pickup at:

GP2U Chemist
Level 2
38 Montpelier Retreat
Battery Point 7004
Tasmania

Options

- [SMS Patient](#)
- [Email Patient](#)
- [Complete Silently](#)

The background shows a table of prescriptions with columns for Prescribed, Faxed, and Status. The table is filtered to show 15 entries.

Prescribed	Faxed	Status
07/01/2013 12:01 pm	07/01/2013 12:01 pm	Ready
11/01/2013 03:50 pm	11/01/2013 03:50 pm	Click here when order ready
11/01/2013 04:26 pm	11/01/2013 04:26 pm	Click here when order ready
16/01/2013 04:22 pm	16/01/2013 04:22 pm	Click here when order ready
22/01/2013 05:16 pm	13/03/2013 11:00 am	Click here when order ready
23/01/2013 09:23 am	18/02/2013 02:00 pm	Click here when order ready
05/02/2013 05:37 pm	08/02/2013 11:00 am	Click here when order ready
06/03/2013 09:04 am	15/03/2013 07:00 am	Click here when order ready
18/03/2013 09:52 pm	18/03/2013 09:52 pm	Click here when order ready
24/03/2013 02:56 pm	24/03/2013 02:56 pm	Click here when order ready
25/03/2013 01:35 pm	25/03/2013 01:35 pm	Click here when order ready
26/03/2013 01:05 pm	26/03/2013 01:05 pm	Click here when order ready
29/03/2013 05:45 pm	23/08/2013 01:56 pm	Click here when order ready
09/08/2013 12:54 pm	09/08/2013 12:58 pm	Click here when order ready
28/08/2013 05:44 pm	28/08/2013 06:00 pm	Click here when order ready

CHANGING YOUR DETAILS

From the home page of your account simply click on the link that says “Edit my profile”. Here you can change all your details.

The screenshot displays the 'Edit Profile' page of the GP2U Telehealth Pty Ltd [AU] website. The browser address bar shows the URL <https://gp2u.com.au/account/update>. The page features a green header with the GP2U logo and navigation links: Home, Edit Profile, Search, Welcome to Gp2u Chemist, and Logout. Below the header, the 'Edit Profile' section includes a language selection dropdown and tabs for Name, Address, Contact, Password, Preferences, and Pharmacy. The form contains the following fields:

- Title**: An empty text box with a green border, labeled 'Optional'.
- First Name**: A text box containing 'Gp2u'.
- Middle Name(s)**: An empty text box, labeled 'Optional'.
- Surname**: A text box containing 'Chemist'.
- Salutation**: A text box containing 'Hello', with a note: 'Please tell us how you would you like to be addressed? e.g. Dear John'.

A 'Save' button is located below the Salutation field. The footer of the page includes a navigation bar with links: Home, Mobile, Video Tours, Frequently Asked Questions, How To, Documents and Links, Downloads, About Us, Search, and Contact. A GeoTrust security seal is also present, indicating the site is verified by GP2U Telehealth Pty Ltd [AU] with a timestamp of 03.09.13 06:20 UTC.

SENDING A TEST FAX

To send a test fax to your pharmacy, simply click the link that says “Send test FAX” on your home page. This will send a test fax to your fax number within about a minute, as well as an email to your email address. Once the fax has been sent you will also receive an automated phone call to notify you we have sent your pharmacy a fax.

MISSING PBS PAPERWORK

In the unlikely event you do not receive the original PBS paper script in the mail, please contact us and we will ensure you are provided with a duplicate. You will find all our contact details here.

<https://gp2u.com.au/contactus>

Contact Us Select Language

Postal Enquiries GP2U Telehealth
GPO Box 9951
Hobart 7001
Australia

ACN: 151 445 715
ABN: 58 151 445 715

Telephone Enquiries Ph: 1300 GP2U NOW (1300 472866)
Fax: 1800 GP2U FAX (1800 472832)

Online Enquiries

Name

Email

Subject General Enquiry

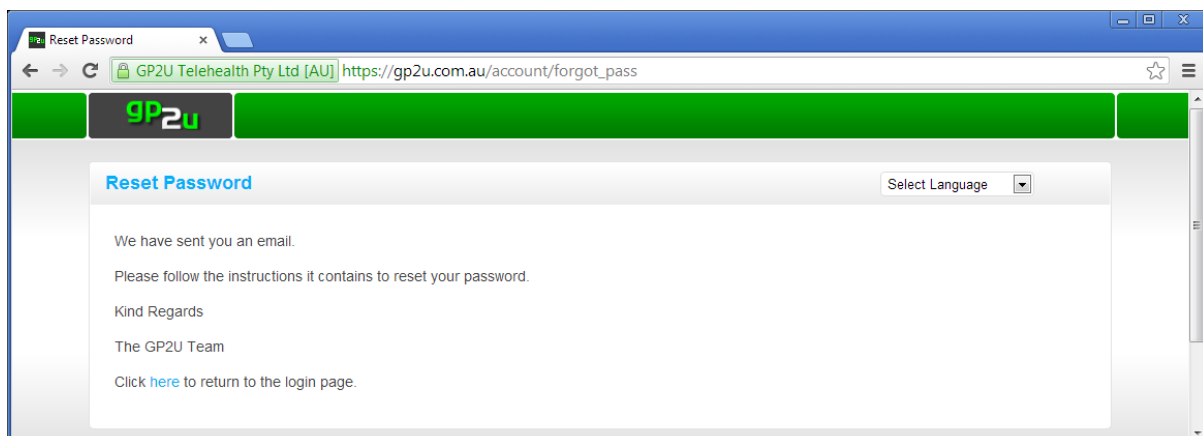
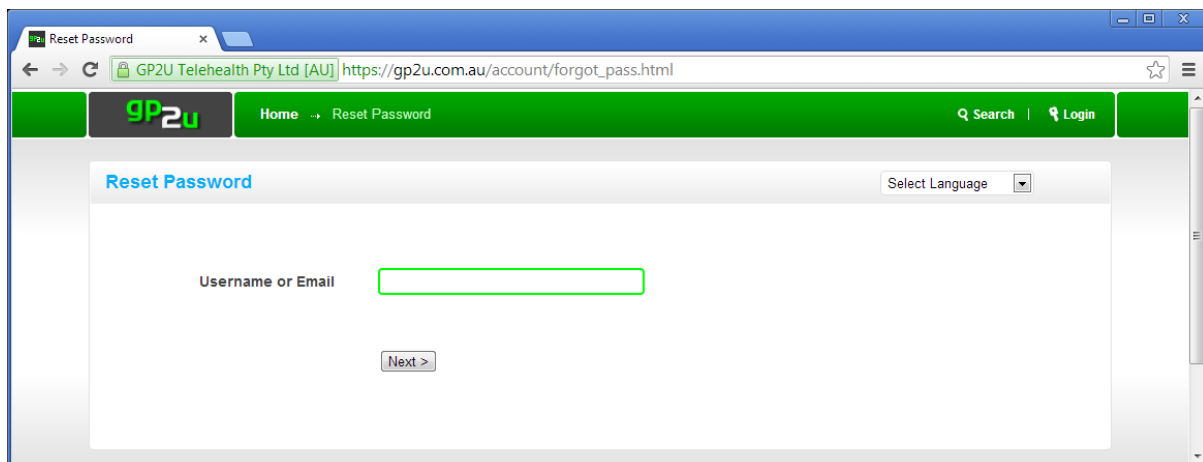
Message

Doctor Location Map

Google Imagery ©2013 NASA, TerraMetrics

FORGOTTEN YOUR PASSWORD?

If you forget your password simply click on the “Forgotten your password?” link on your home page, just below the username/password fields. This will send an email to your registered email address that lets you reset your password. If for some reason you can’t access that email and are having trouble just give us a call on 1300 472866.



WHAT NEXT?

Once you are registered you can expect to receive faxed scripts from GP2U patients with the PBS paper script in the mail within a few days.

If your community is under serviced with doctors it may be worth considering the option of offering the GP2U service from within your Pharmacy. For more details see the next section.

Please note, the fee structure for GP patient billing is determined by the individual doctor. Medicare does not provide patients with any rebate for this so it is not possible to bulk bill the service. As a result the patient does have an out of pocket cost for their online GP consultation. This is paid prior to the consultation.

Specialist consultations through GP2U are bulk billed under Medicare.

SETTING UP GP2U IN YOUR PHARMACY

PRIVACY

First, make sure you have a suitable area to conduct a consultation. There are no fixed requirements, however you should be able to answer the question *“Would I be happy talking to a doctor/pharmacist in this location?”* with a “Yes”. The sorts of consultations that can reasonably be offered depend upon the level of privacy available, with the gold standard being a small room with a door that can be closed.

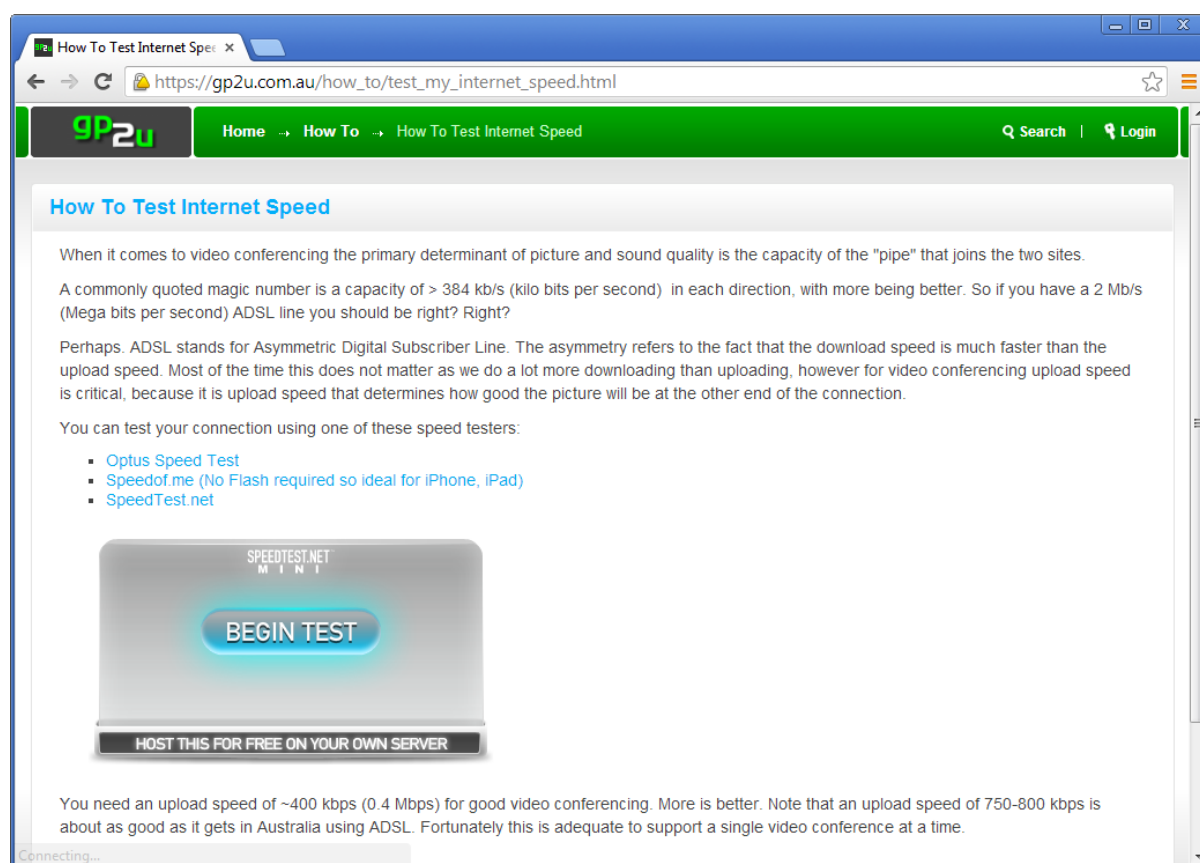
In the event a private room is not available, privacy can be significantly enhanced with the use of a headset and positioning the computer screen/patient in a way that puts them out of view.

INTERNET

It will not be possible to offer video consultations within your practice unless you have adequate Internet connectivity, so before going any further please go to:

https://gp2u.com.au/how_to/test_my_internet_speed.html

Click on the “Begin Test” button:



When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilo bits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Mega bits per second) ADSL line you should be right? Right? Perhaps.

ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing. More is better. Note that an upload speed of 750-800 kbps is about as good as it gets in Australia using ADSL. Fortunately this is adequate to support a single video conference at a time.

You want to see something like this:

How To Test Internet Speed

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You can test your connection using one of these speed testers:

- Optus Speed Test
- Speedof.me (No Flash required so ideal for iPhone, iPad)
- SpeedTest.net

DOWNLOAD 1.38 Mbps

SPEEDTEST.NET MINI

UPLOAD 1.52 Mbps

Test to other close servers at Speedtest.net:

Hobart Melbourne Canberra

HOST THIS FOR FREE ON YOUR OWN SERVER

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You don't want to see something this slow; this is right on the borderline.....

How To Test Internet Speed

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You can test your connection using one of these speed testers:

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- Speedof.me (No Flash required so ideal for iPhone, iPad)
- SpeedTest.net

DOWNLOAD 0.73 Mbps

SPEEDTEST.NET MINI

UPLOAD 0.49 Mbps

Test to other close servers at Speedtest.net:

Hobart Melbourne Canberra

GET SPEEDTEST.NET MINI

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COMPUTER

Virtually any modern computer available at Harvey Norman, Dick Smith, JB HiFi, etc will be adequate. We need the following components.

- A modern computer around the \$800-1000 price point.
- Laptops work well.
- Net books do not work well.

CAMERA

- If you are using a desktop computer and need to add a camera we have found the top of the range Logitech Webcams (~\$120) work best. These have Carl Zeiss autofocus lenses.
- Cheaper laptops have poor quality cameras.

MICROPHONE

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

SPEAKERS

- Virtually any set of external speakers will do.

Cheaper laptops have poor quality speakers.

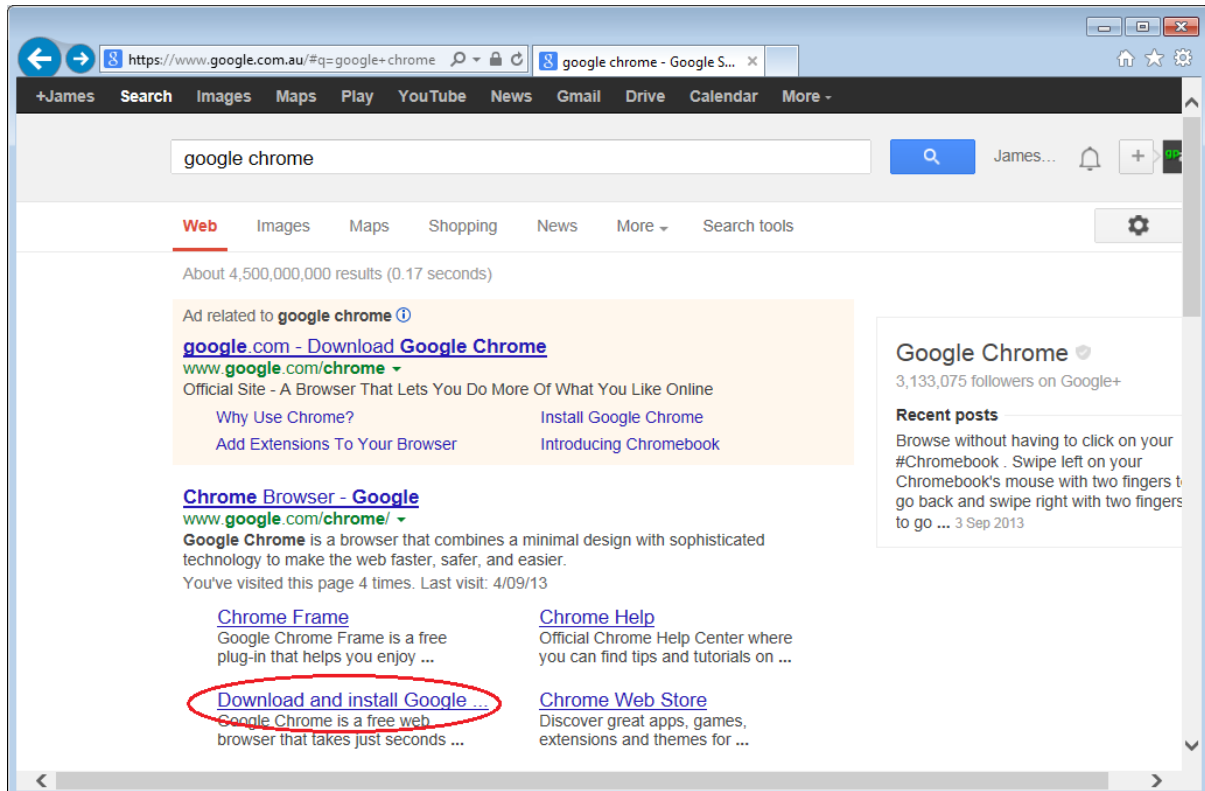
We will be happy to work with you to help get this setup.

DOWNLOAD AND INSTALL GOOGLE CHROME

Once you have established you have adequate Internet connectivity, and sourced a suitable computer, we need to make it easy to video conference. Google Chrome is Google's free web browser. As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

While we support all of Skype, H323, and SIP based video conferencing WebRTC is a very convenient option for patients as all they need to do is go to our site, login and go to the virtual waiting room and everything is automatically setup for them.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

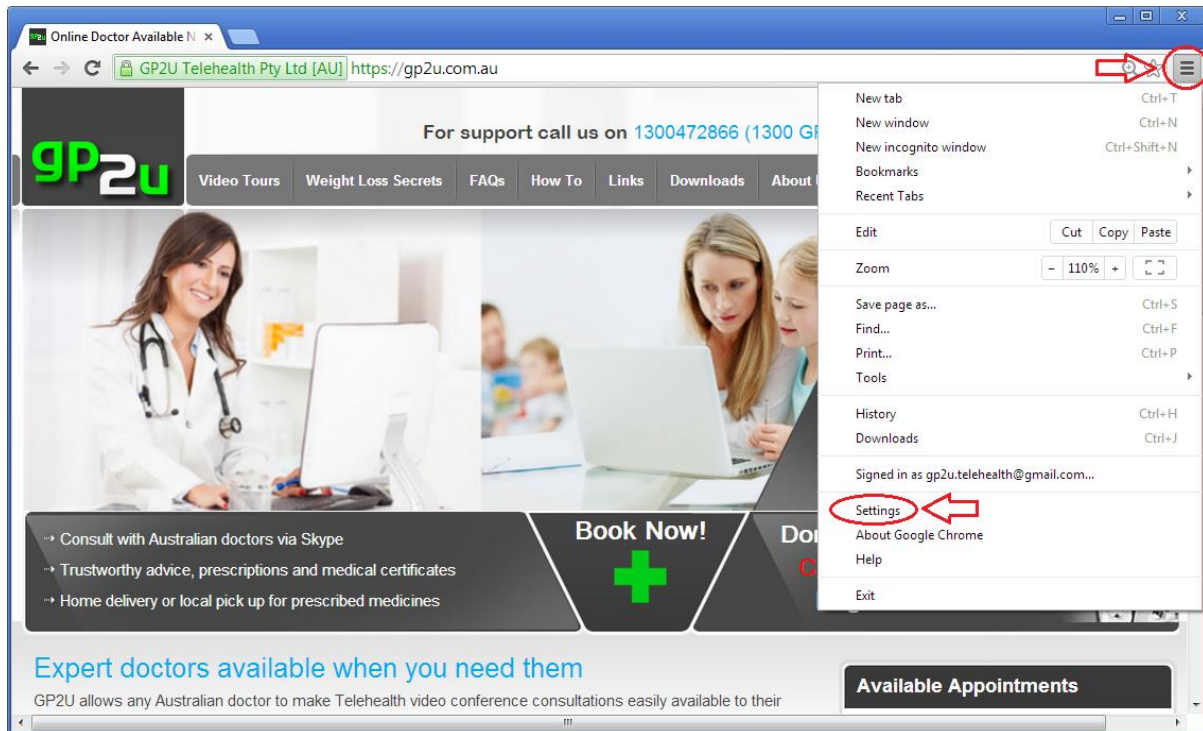
SET GP2U AS THE HOME PAGE IN GC

To make things as robust and reliable as possible it works well to set up GP2U as the home page in Google Chrome. That way all you have to do is open Chrome and things will be ready.

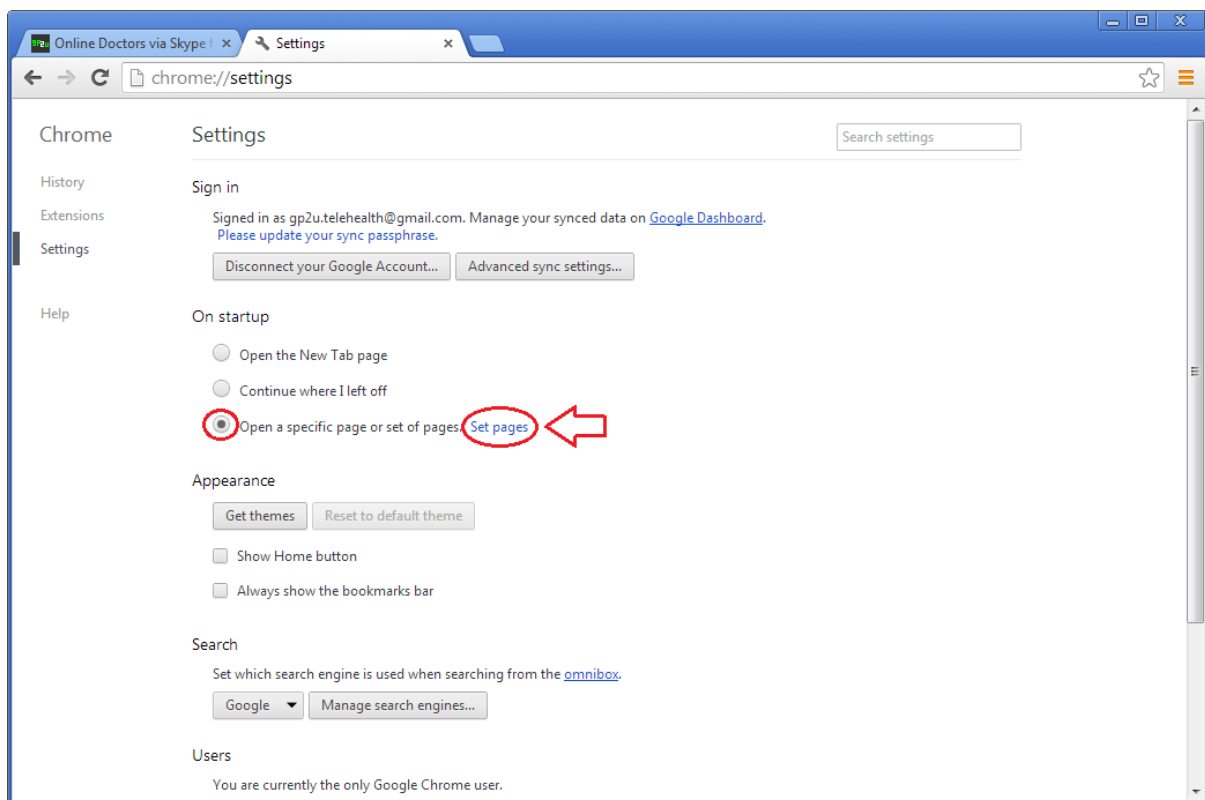
First browse to <https://gp2u.com.au>. Just type in gp2u.com into Chrome and our site will appear.

Now let's set this as the home page.

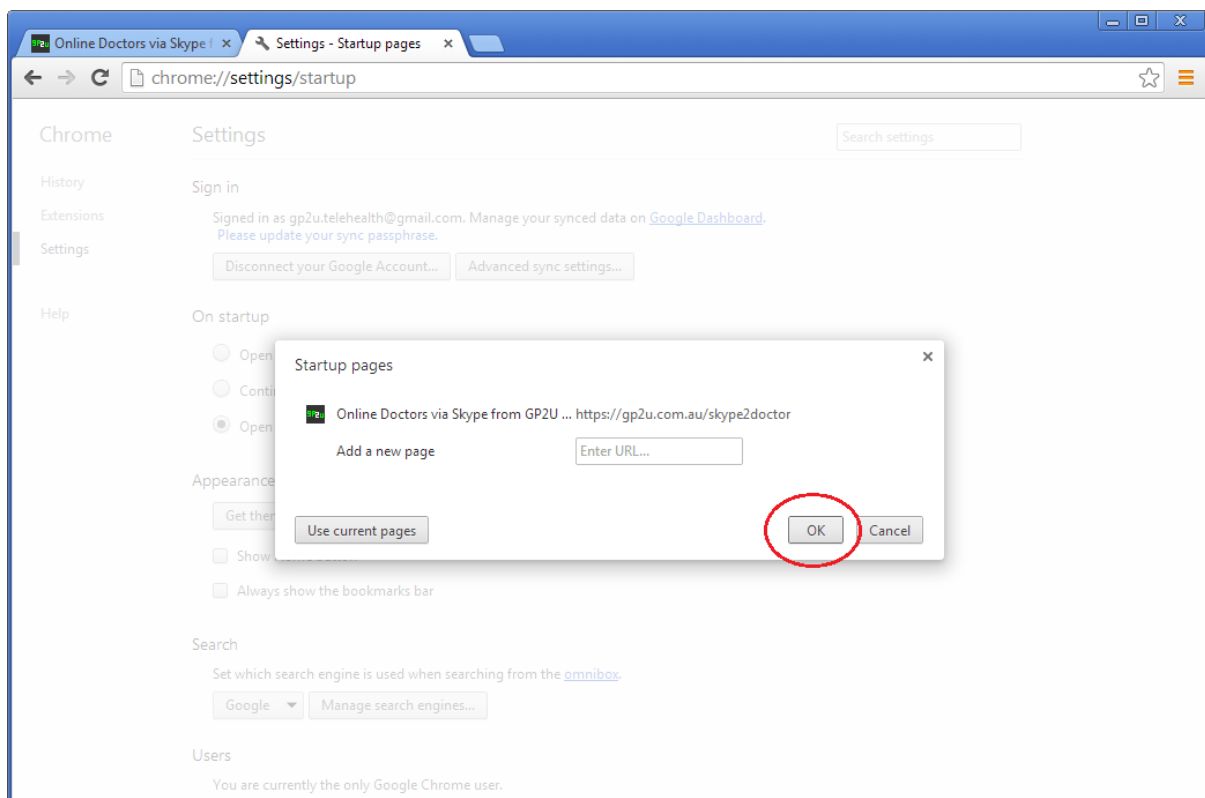
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu. In this menu click on the settings link as shown below



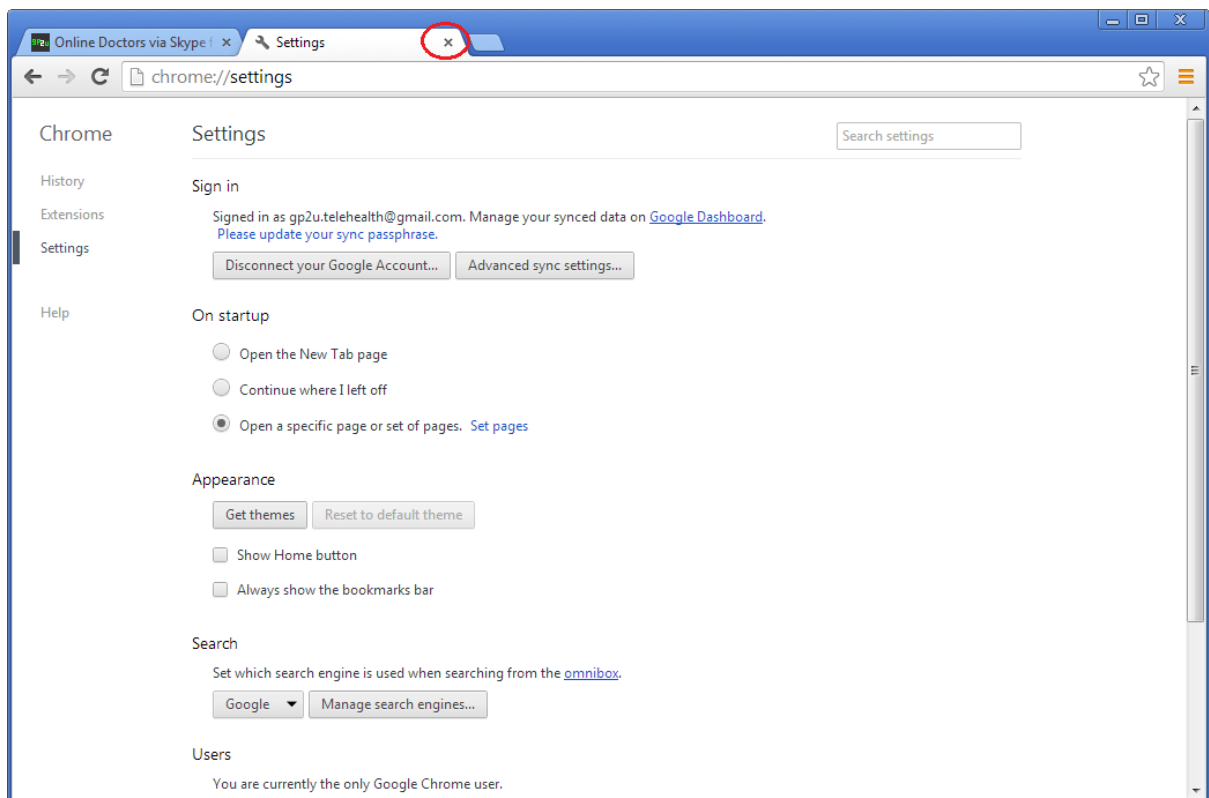
Now click the radio button next to “Open a specific page or set of pages” then click the “Set pages” link



Which will bring you to this page:



Click OK and then close the settings tab by clicking on the “X” as shown:

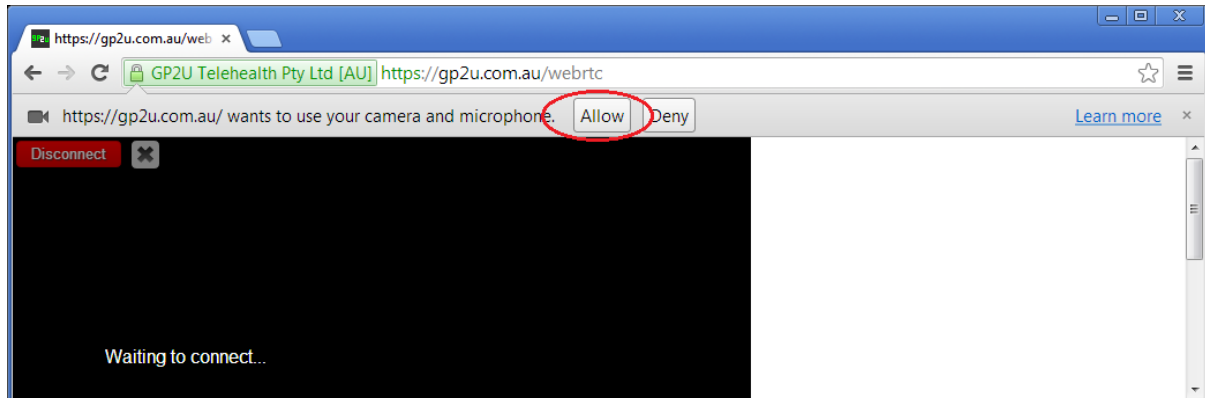


Now you can close Chrome down. When you open it again it will automatically open on the GP2U page.

TEST VIDEO CONFERENCE

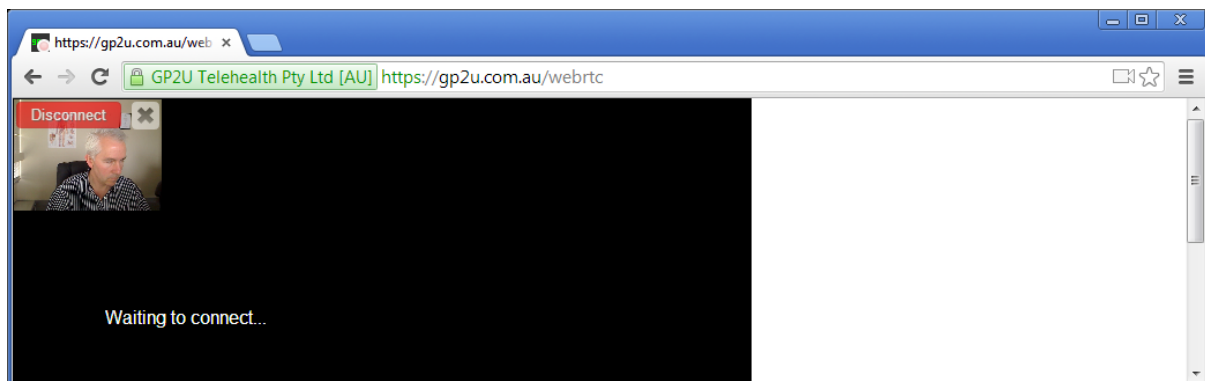
Once you have things set up please give us a quick call and go to this page <https://gp2u.com.au/webrtc>

There is a once off requirement to allow GP2U to use your camera and microphone. Please click the “Allow” button as shown below:



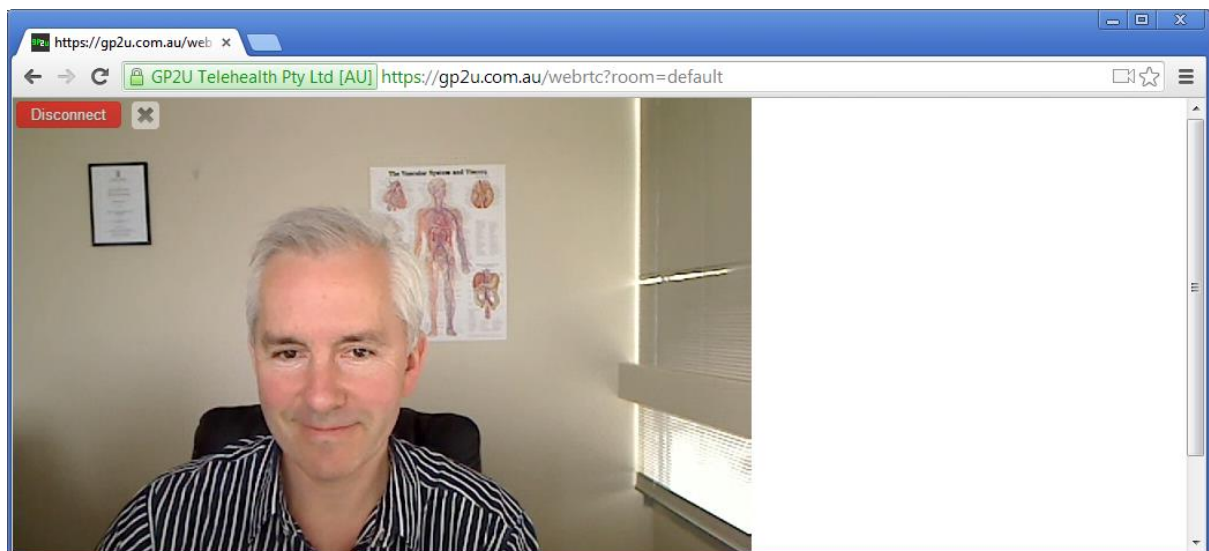
Please note that patients will also have to click this “Allow” button the first time they use the system.

Once you have clicked “Allow” you will see a picture of you in the top left corner:



You can hide your picture using the “X” button next to “Disconnect” if you don’t want to see what you look like.

Now simply give us a call on 1300 472866 and we will connect to the other end so you can see things in action.



HOW A PATIENT BOOKS AN APPOINTMENT

Once the basic infrastructure is in place it's quite straightforward for patients to use this to book appointments. Prior to booking an appointment we need patients to register so we can gather in the details like name, address and Medicare card number – all of which need to appear on any prescriptions.

The registration process for patients is virtually identical to that for pharmacies. It consists of 5 steps, takes about a minute, and is free.

Patients get to the registration from our home page:



Register with GP2U

GP2U Telehealth Pty Ltd [AU] https://gp2u.com.au/register

gp2u

Home → Register with GP2U

Search | Login

Register with GP2U

Select Language



I'm a Patient

If you're a Patient who would like to see either as GP or specialist using Telehealth you will need to register first. Please click the button below to get started.

Register as a Patient



I'm a GP

If you're a General Practitioner interested in providing Telehealth services to your patients please click the button below.

Register as a GP



I'm a Specialist

If you're a Specialist interested in helping your patients access your services via Telehealth please click the button below.

Register as a Specialist



I'm a Pharmacist

If you're a Pharmacy interested in receiving Prescriptions from GP2U or offering the service from within your Pharmacy click the button below.

Register as a Pharmacy



I'm in Allied Health

If you're an Allied Health Professional interested in offering patients your services via Telehealth click the button below.

Register as an Allied Health Professional

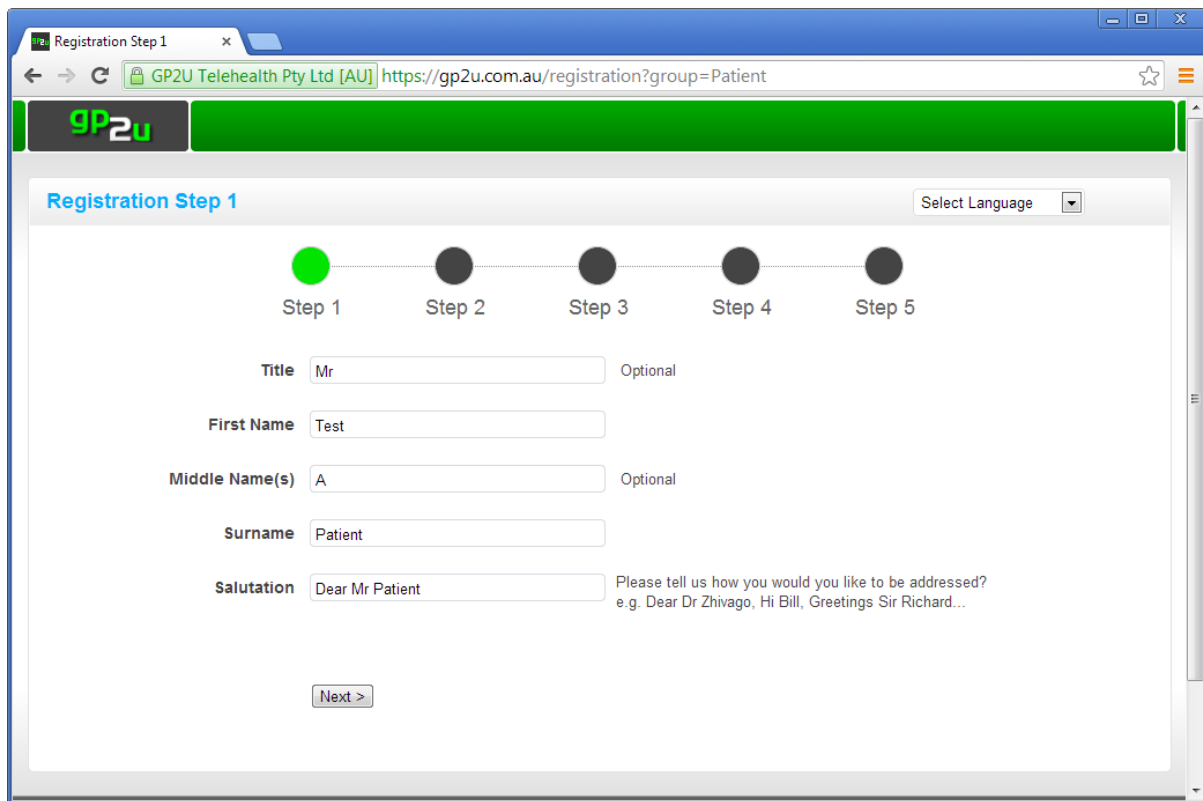


I'm a Practice

If you're a Practice Manager please register using the button below to manage all your Telehealth doctors and patients.

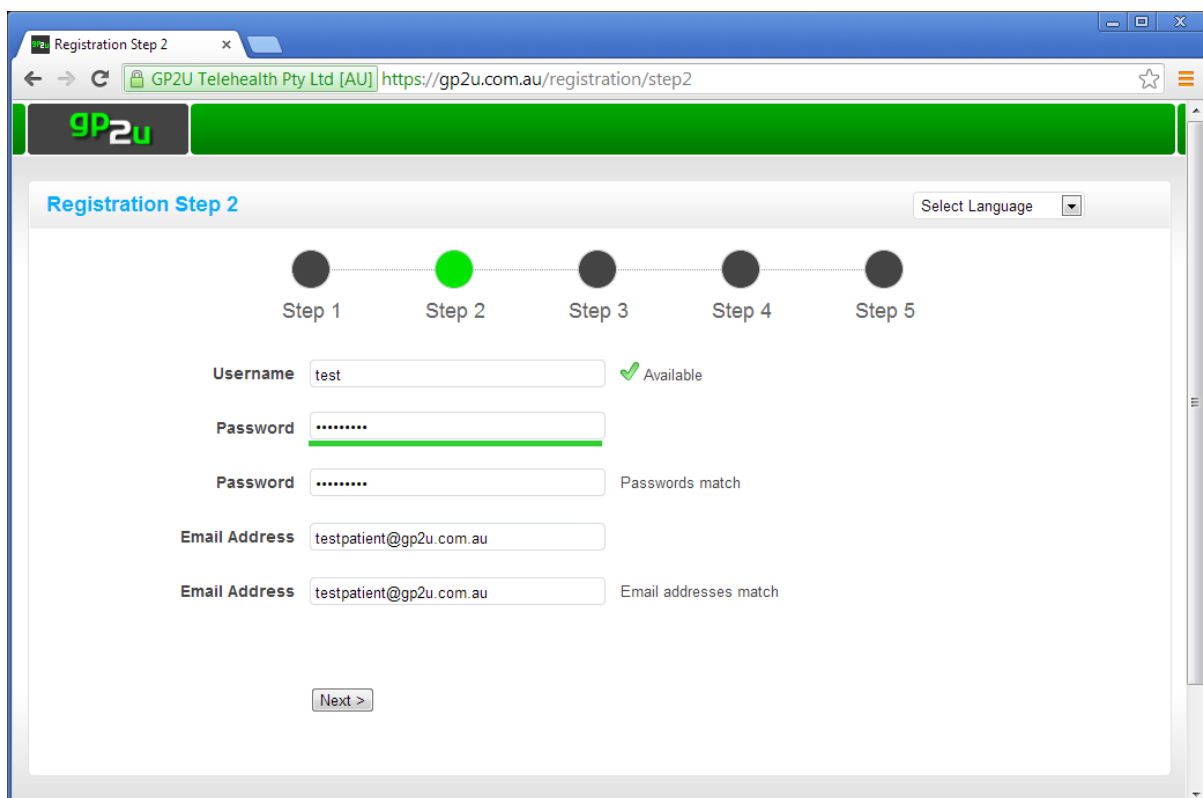
Register as a Practice

Step 1 is the patient's name:



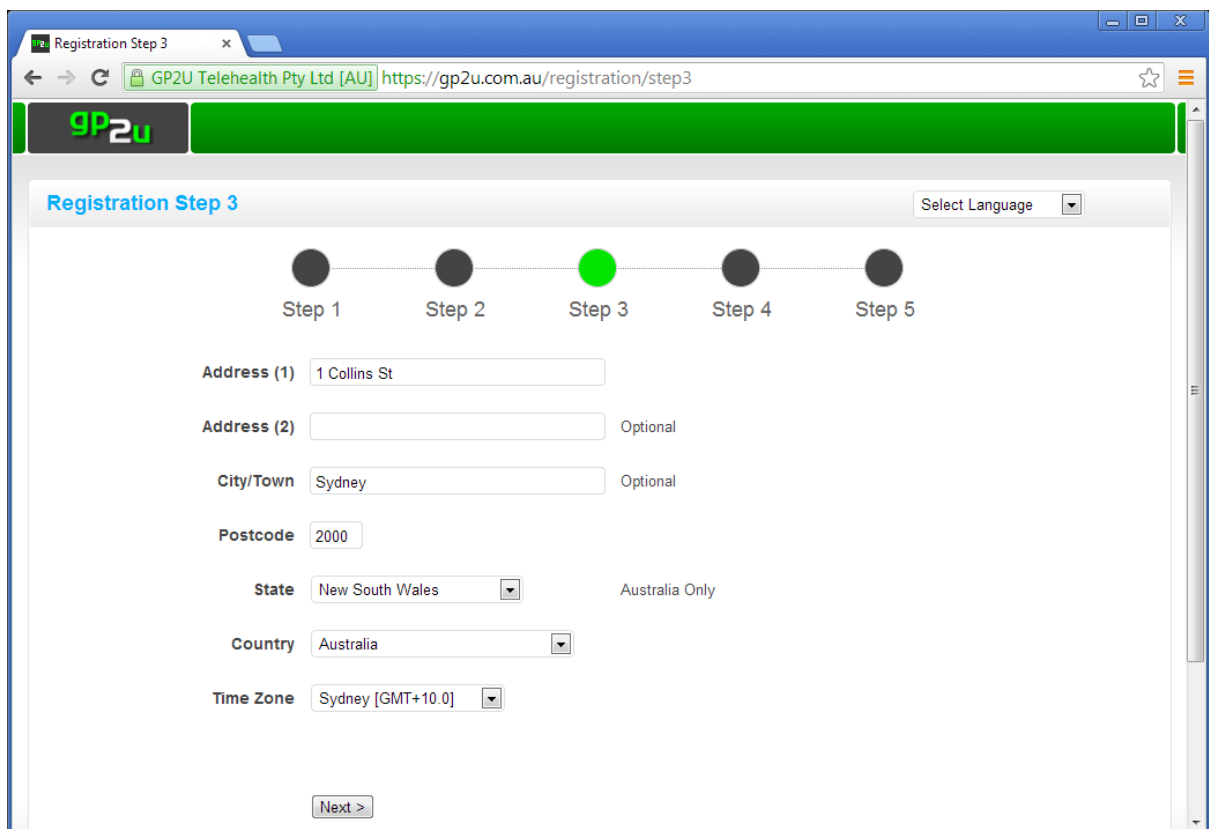
The screenshot shows the 'Registration Step 1' web form. At the top, a progress bar indicates five steps, with Step 1 highlighted in green. The form includes input fields for 'Title' (set to 'Mr'), 'First Name' (set to 'Test'), 'Middle Name(s)' (set to 'A'), and 'Surname' (set to 'Patient'). There is an 'Optional' label next to the Title and Middle Name fields. A 'Salutation' field is set to 'Dear Mr Patient', with a note: 'Please tell us how you would you like to be addressed? e.g. Dear Dr Zhivago, Hi Bill, Greetings Sir Richard...'. A 'Next >' button is at the bottom.

Step 2 gets patients to invent a username and password. This lets them login to their account. We don't have silly rules that passwords must contain one uppercase letter, one lower case letter, one number and one non alphanumeric character but do insist on a minimum level of complexity.



The screenshot shows the 'Registration Step 2' web form. The progress bar at the top now shows Step 2 highlighted in green. The form includes input fields for 'Username' (set to 'test'), 'Password' (masked with dots), and 'Email Address' (set to 'testpatient@gp2u.com.au'). There are confirmation fields for 'Password' and 'Email Address', both also masked with dots. Feedback messages are shown: 'Available' with a green checkmark next to the username, 'Passwords match' next to the password confirmation, and 'Email addresses match' next to the email confirmation. A 'Next >' button is at the bottom.

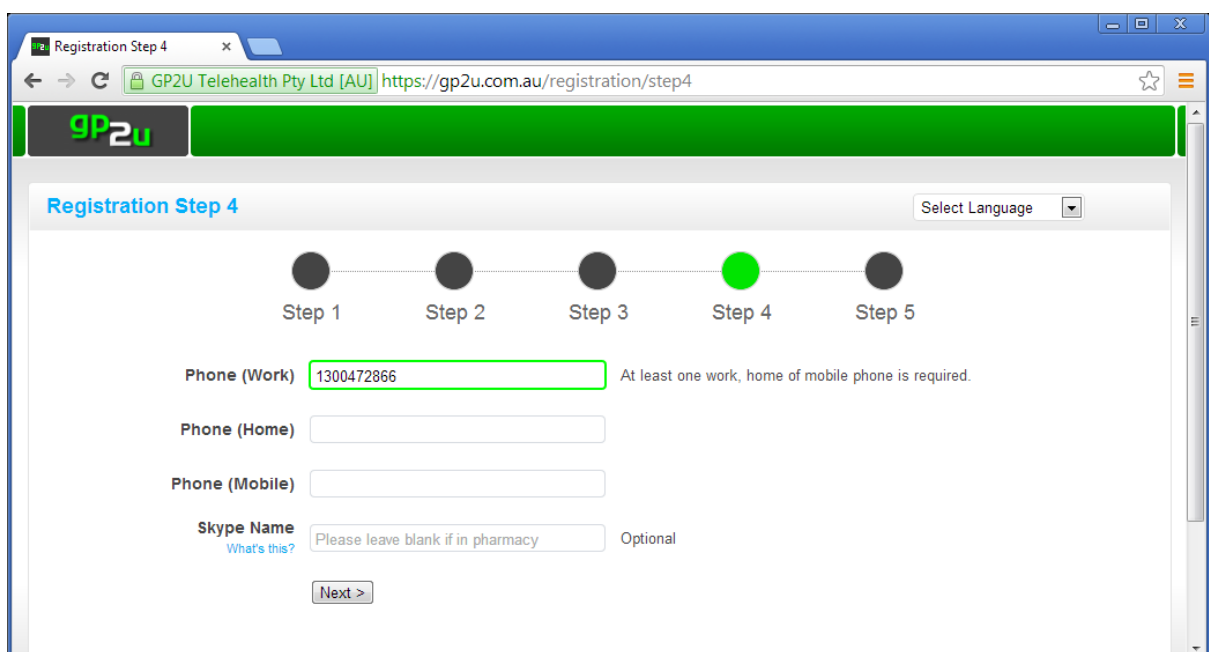
Step 3 is the patient address details:



The screenshot shows the 'Registration Step 3' web form for GP2U Telehealth Pty Ltd. The browser address bar shows 'https://gp2u.com.au/registration/step3'. The form has a progress bar at the top with five steps: Step 1, Step 2, Step 3 (highlighted in green), Step 4, and Step 5. Below the progress bar, there are input fields for address details. A 'Select Language' dropdown is in the top right corner. At the bottom is a 'Next >' button.

Field	Value	Optional
Address (1)	1 Collins St	
Address (2)		Optional
City/Town	Sydney	Optional
Postcode	2000	
State	New South Wales	Australia Only
Country	Australia	
Time Zone	Sydney [GMT+10.0]	

Step 4 is the patient contact details. Please leave the Skype name blank as per the prompt.



The screenshot shows the 'Registration Step 4' web form for GP2U Telehealth Pty Ltd. The browser address bar shows 'https://gp2u.com.au/registration/step4'. The form has a progress bar at the top with five steps: Step 1, Step 2, Step 3, Step 4 (highlighted in green), and Step 5. Below the progress bar, there are input fields for contact details. A 'Select Language' dropdown is in the top right corner. At the bottom is a 'Next >' button.

Field	Value	Optional
Phone (Work)	1300472866	At least one work, home or mobile phone is required.
Phone (Home)		
Phone (Mobile)		
Skype Name	Please leave blank if in pharmacy	Optional

Step 5 is the Medicare details. Ticking the terms and conditions box is mandatory. Ticking the automatically confirm registration checkbox means the patient will not have to log into their email to click on the usual “Click here to confirm we have your correct email address” link.

The screenshot shows the 'Registration Step 5' form in a web browser. The browser address bar shows 'https://gp2u.com.au/registration/step5'. The form has a progress bar at the top with five steps: Step 1, Step 2, Step 3, Step 4, and Step 5. Step 5 is highlighted with a green circle and a smiley face. The form fields include: 'Date of Birth' (1/1/1970), 'Gender' (Male), 'Medicare Card Number' (0000000000), 'Individual's Ref Number' (0), and 'DVA Number' (empty). There is a 'Medicare card number' field with a sample Medicare card image showing '1234 56789 1' and 'Individual's reference number'. Below the fields, there are two checkboxes: 'I have read and agree to the Terms of Service and Privacy Policy.' and 'Automatically confirm my registration. My email is testpatient@gp2u.com.au'. Both checkboxes are checked. A 'Register Me!' button is at the bottom.

And here is the confirmation page:

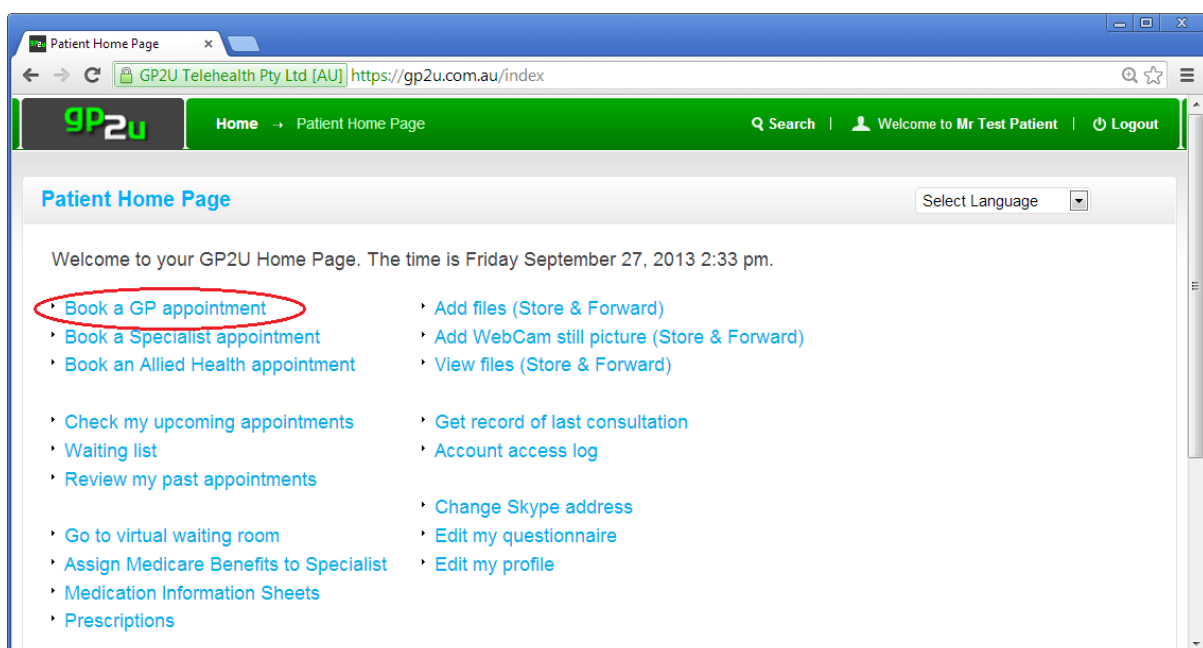
The screenshot shows the 'Thank You for Registering' page in a web browser. The browser address bar shows 'https://gp2u.com.au/registration/register'. The page has a progress bar at the top with five steps: Step 1, Step 2, Step 3, Step 4, and Step 5. Step 5 is highlighted with a green circle and a smiley face. The page content includes a greeting 'Dear Mr Patient,', a thank you message 'Thank you for taking the time to register.', and a note 'We have sent an email to testpatient@gp2u.com.au with further instructions.' It also provides instructions on what to do if the email is not received within 5 minutes and a link to return to the home page. The page ends with 'Kind Regards' and 'The GP2U Team'.

Now that the patient is registered they can login and book an appointment.

Patients login from the home page:



This gets them to the patient home page where we find the "Book a GP appointment" link.



First, the patient sees a disclaimer page advising where to go in the case of emergency and what the practical limitations of Telehealth are. They need to tick the checkbox to confirm they have read this before going on:

Disclaimer

Select Language

If you have a medical emergency please stop now and contact local emergency services.
If you are in Australia dial 000. If you are overseas, and don't know who to call, we recommend you contact the Australian Government's 24-hour Consular Emergency Centre on +61 2 6261 3305.

Our Telehealth service provides access to highly skilled Australian doctors, however, in some circumstances, a physical examination, blood tests, or diagnostic imaging may be required. These elements of medical practice can not be delivered by Telehealth so if your doctor decides any of these are required they will direct you to a reputable local doctor for ongoing care.

By its nature Telehealth depends on technology. We use video conferencing to gather clinical information. Circumstances beyond our control may render it impossible to offer you an adequate service in which case you should seek the services of a local doctor.

Although our doctors can facilitate local access to a variety of medicines they are unable to facilitate access to narcotic drugs outside the contexts of palliative care or written advice from a pain specialist.

Please note that Medicare does not provide any rebate for direct patient to GP Telehealth, so if you use this service you will incur out of pocket expenses.

☐ I understand the practical limitations of Telehealth and wish to book an appointment.

Continue

Now we see a list of available appointments. Patients can find out about the available doctors by clicking on their name:

Book GP Appointment

Select Language

Date Picker

From: 09/09/2013 To: 09/10/2013

State: A City: A

Show 10 entries

GP Name	Date & Time (Local)	Duration	Cost	Action
Dr James Freeman	Sep 09, 2013 01:15			
Dr Colette McClean	Sep 09, 2013 01:15			
Dr James Freeman	Sep 09, 2013 01:15			
Dr Colette McClean	Sep 09, 2013 01:15			
Dr James Freeman	Sep 09, 2013 01:15			
Dr Colette McClean	Sep 09, 2013 01:30 pm (Mon)	+37 minutes	15 min \$49 AUD	Book
Dr James Freeman	Sep 09, 2013 01:45 pm (Mon)	+52 minutes	15 min \$49 AUD	Book
Dr Colette McClean	Sep 09, 2013 01:45 pm (Mon)	+52 minutes	15 min \$49 AUD	Book

Dr James Freeman

James is the founder of GP2U and has 20 years General Practice experience covering Emergency Medicine and Aeromedical Retrieval, Surgery and General Medicine.

Like most GPs he has some special interests including weight loss (and why diets never work for long) and mental health.

Plus Filters

Search: [Search]

Gender	Languages	City
Male	English	Batter
Female		
Male	English	Batter
Female		
Male	English	Batter
Female		
Male	English	Batter
Female		

To book an appointment, click the Book button:

Book GP Appointment

Select Language

Date Picker
From: 09/09/2013 To: 09/10/2013

Location Picker
State: ALL City: ALL

Sex
ALL

Miscellaneous Filters
Interests: Language: ALL

Search

Show 10 entries

GP Name	Date & Time (Local)	Time From Now	Length	Cost	Book	Gender	Languages	City
Dr James Freeman	Sep 09, 2013 01:00 pm (Mon)	+7 minutes	15 min	\$49 AUD	Book	Male	English	Batter
Dr Colette McClean	Sep 09, 2013 01:00 pm (Mon)	+7 minutes	15 min	\$49 AUD	Book	Female		
Dr James Freeman	Sep 09, 2013 01:15 pm (Mon)	+22 minutes	15 min	\$49 AUD	Book	Male	English	Batter
Dr Colette McClean	Sep 09, 2013 01:15 pm (Mon)	+22 minutes	15 min	\$49 AUD	Book	Female		
Dr James Freeman	Sep 09, 2013 01:30 pm (Mon)	+37 minutes	15 min	\$49 AUD	Book	Male	English	Batter
Dr Colette McClean	Sep 09, 2013 01:30 pm (Mon)	+37 minutes	15 min	\$49 AUD	Book	Female		
Dr James Freeman	Sep 09, 2013 01:45 pm (Mon)	+52 minutes	15 min	\$49 AUD	Book	Male	English	Batter
Dr Colette McClean	Sep 09, 2013 01:45 pm (Mon)	+52 minutes	15 min	\$49 AUD	Book	Female		
Dr James Freeman	Sep 09, 2013 02:00 pm (Mon)	+1 hour 7 minutes	15 min	\$49 AUD	Book	Male	English	Batter

Appointments need to be paid for in advance. Here is the beginning of the payment process.

We use PayPal as our payment gateway as the provider with the ability to pay via PayPal, Mastercard or Visa.

Confirm Booking

Select Language

You are about to confirm the following booking.

Doctor: Dr James Freeman
Specialty: General Practitioner
Time: Monday September 9, 2013 1:00 pm (In +3 minutes)
Length: 15 minutes
Patient: Mr Test Patient

Payment of \$49.00 AUD is required to confirm this booking.

Discount Code

Account Code

Pay Now [Cancel](#)

VISA

The PayPal page has two options:

- Pay with my PayPal account
- Pay with a credit or debit card

Patients need to select the option that suits them.

We pre-populate the credit card form with all the details except the credit card number, expiry and CVC. Note that we don't store these details on our servers so only PayPal ever sees them.

Here is the PayPal credit card view:

GP2U Telehealth Pty Ltd

Your order summary

Descriptions	Amount
Medical Appointment Booking Fee	\$49.00
Item number: 7s3-3PsY4xGW1obkxw...	
Item price: \$49.00	
Quantity: 1	
Item total	\$49.00
Total \$49.00 AUD	

Choose a way to pay

Pay with my PayPal account
Log in to your account to complete the purchase

Pay with a credit or debit card
(Optional) Sign up to PayPal to make your next checkout faster

Country: Australia

Card number:

Payment Types:

Expiry date: mm / yy
 /

CVV:
[What is this?](#)

Please enter your full legal name

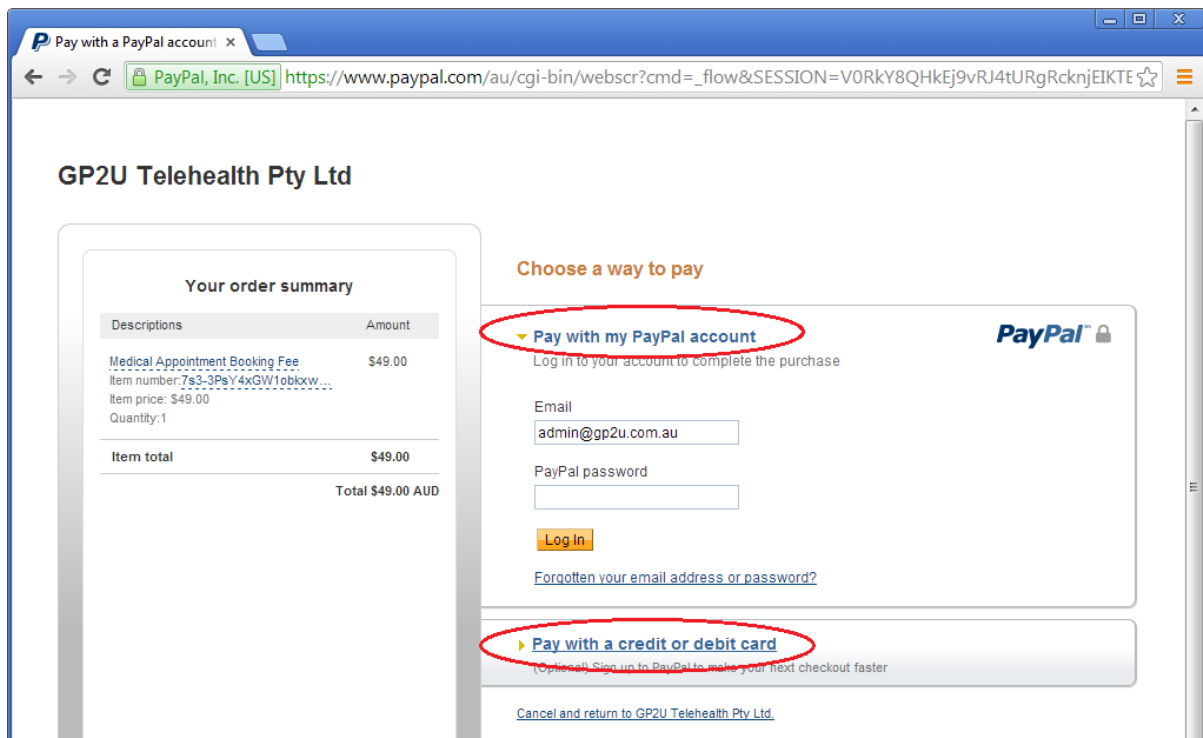
First name:

Middle name(s) (optional):

Last name:

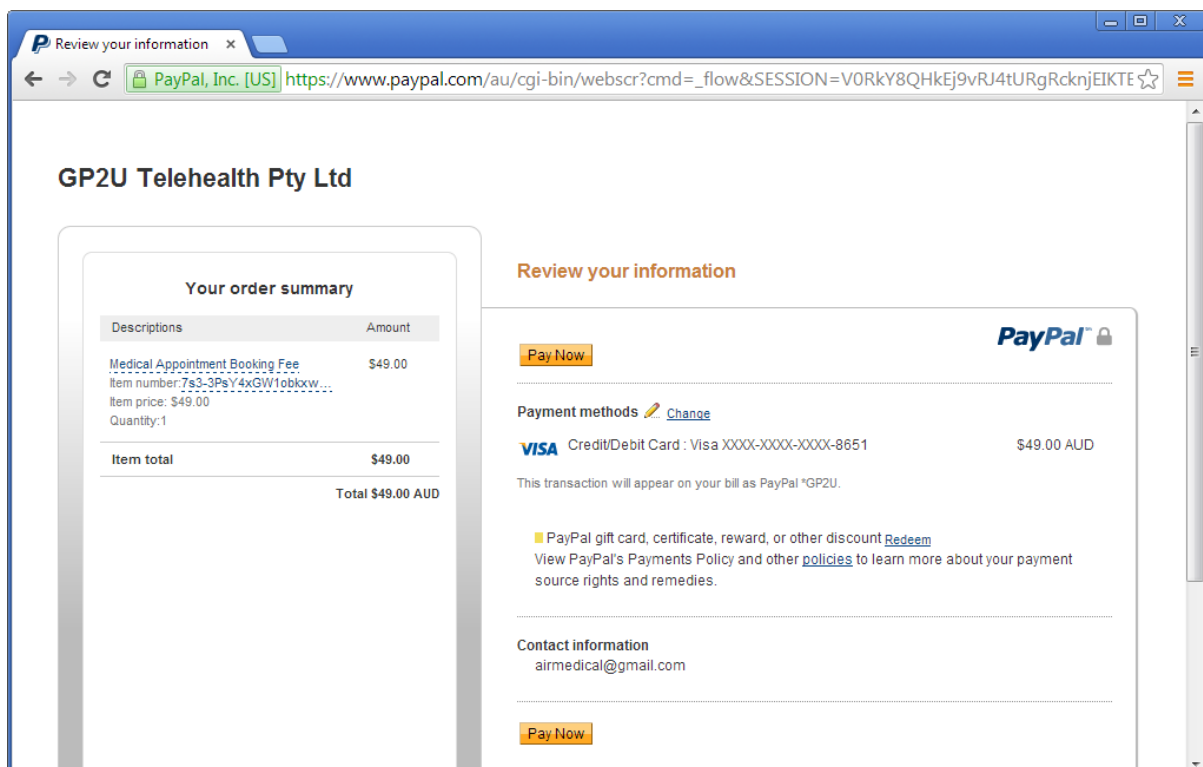
Address line 1:

And here is what the PayPal view looks like:

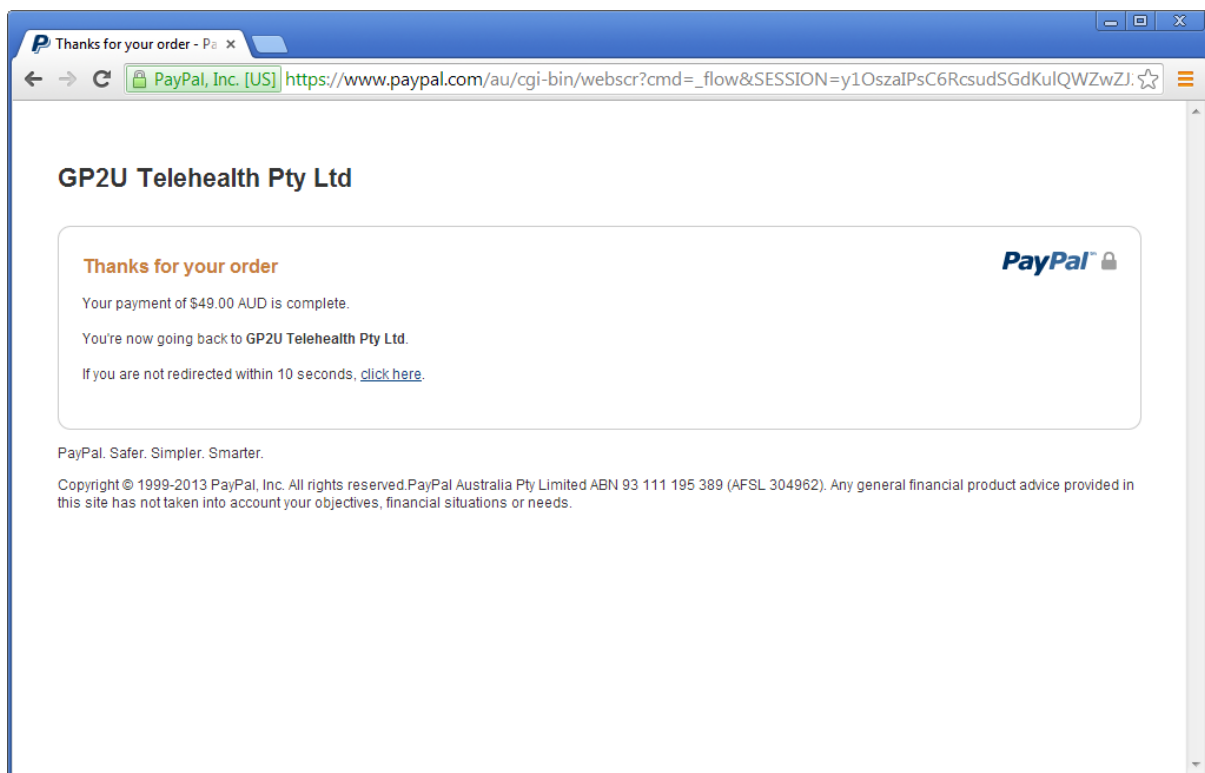


Note that in either case you have a link to change to the other view.

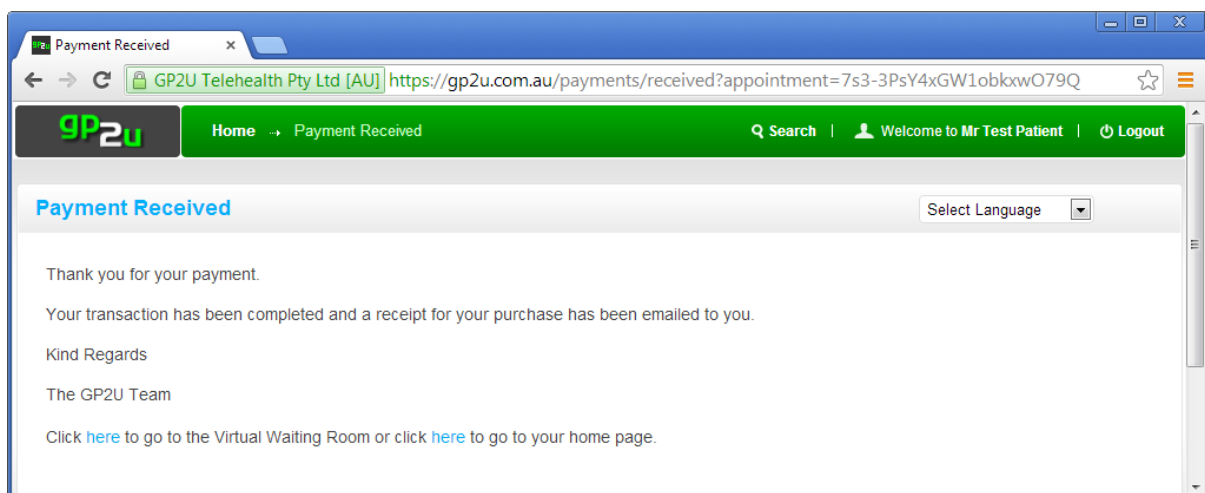
Here is the Pay Now page:



And the completion page:



This redirects to the GP2U site where the patient has the option of going straight to the virtual waiting room:

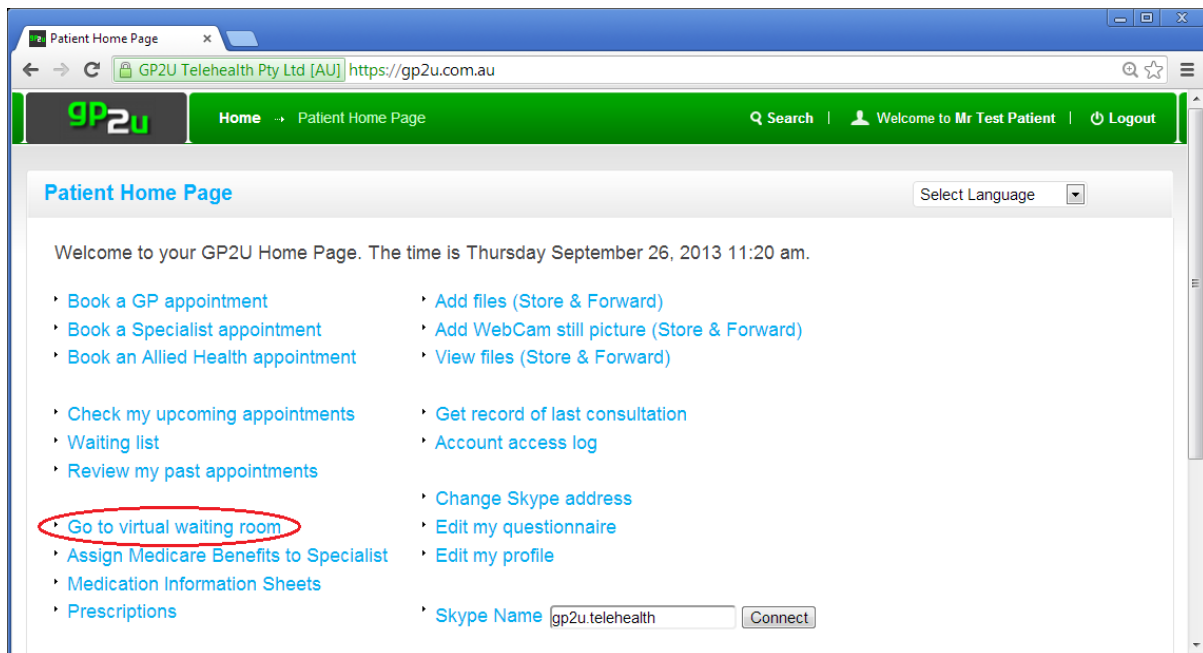


The waiting room looks like this:



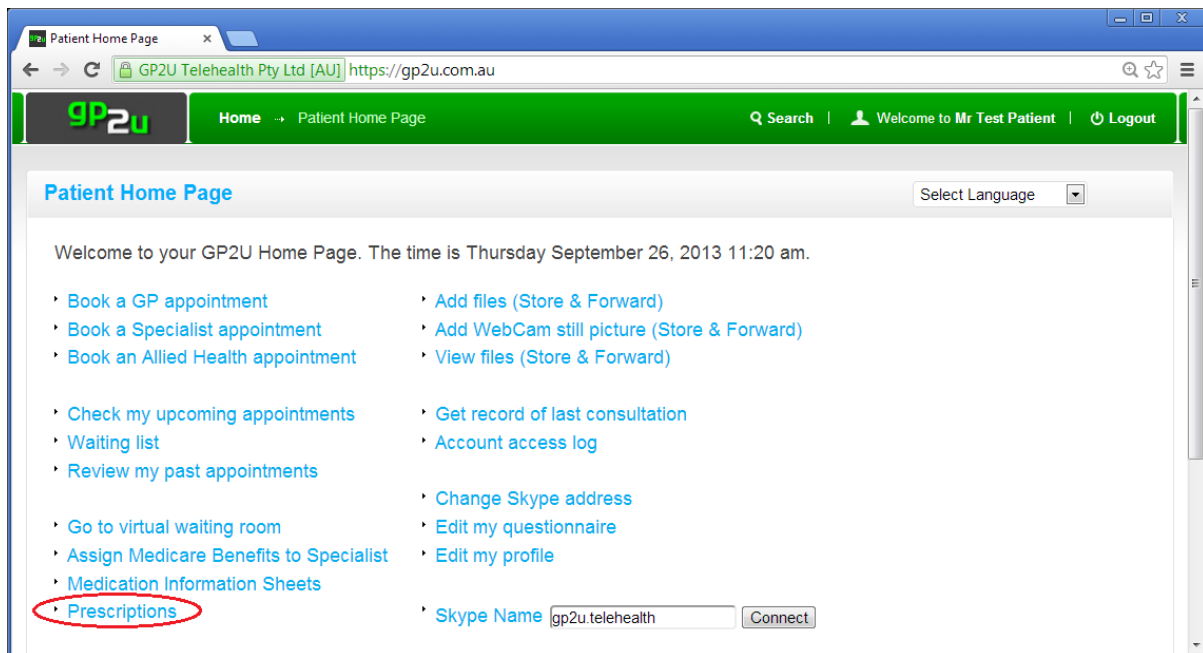
The doctor appears on the screen where the “Waiting to connect...” text is.

The virtual waiting room can be accessed from the patient home page:

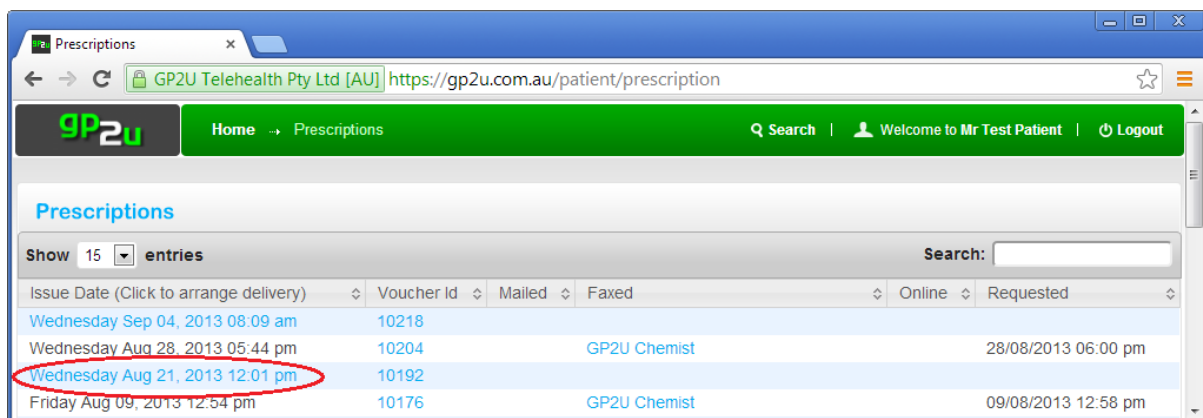


PATIENT PRESCRIPTIONS

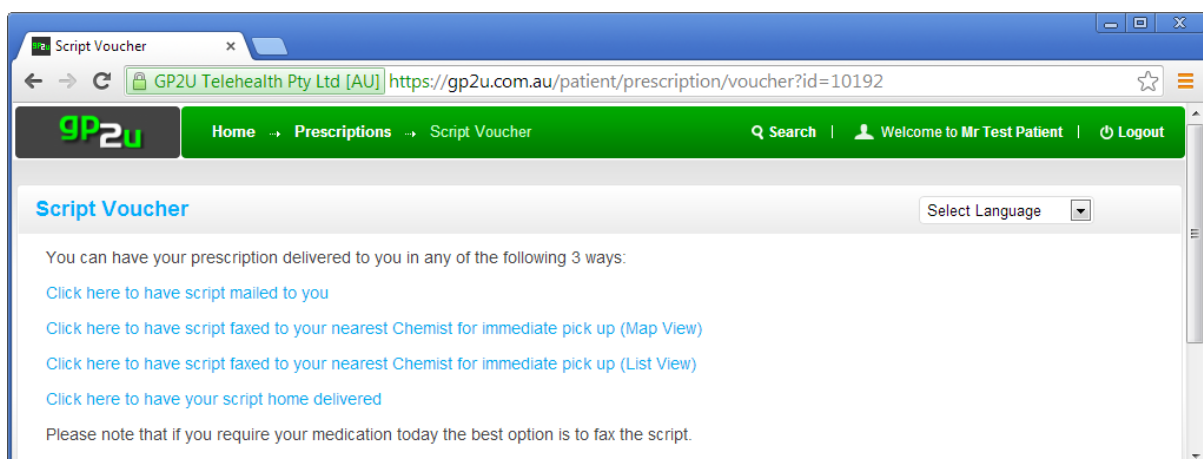
Patients can access their prescriptions from their home page:



Clicking on the link under “Issue Date”.....



Provides the patient with a series of options about how they wish their script to be filled:



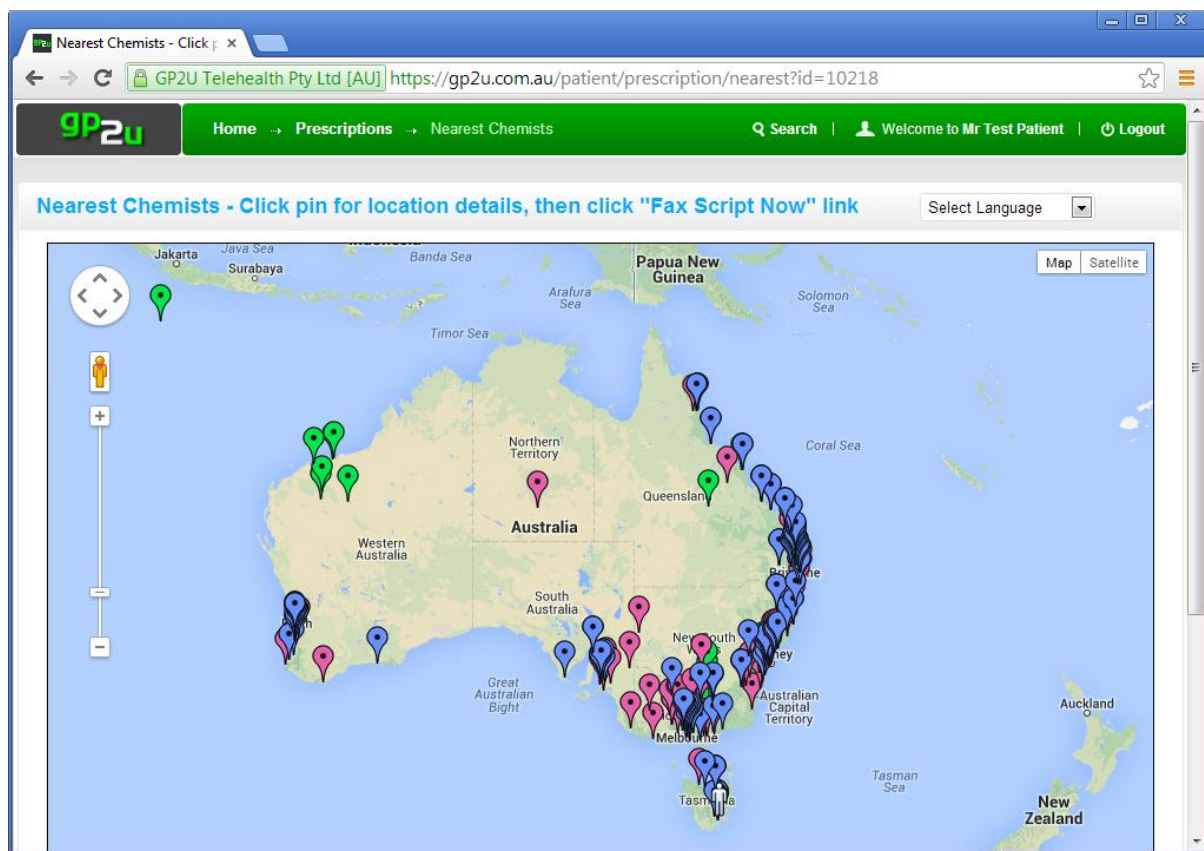
There are 4 options. Patients select the one that best suits their needs.

The "Click here to have script mailed to you" option sends the paper script to the patient's registered address. This takes 2-3 working days depending on Australia Post.

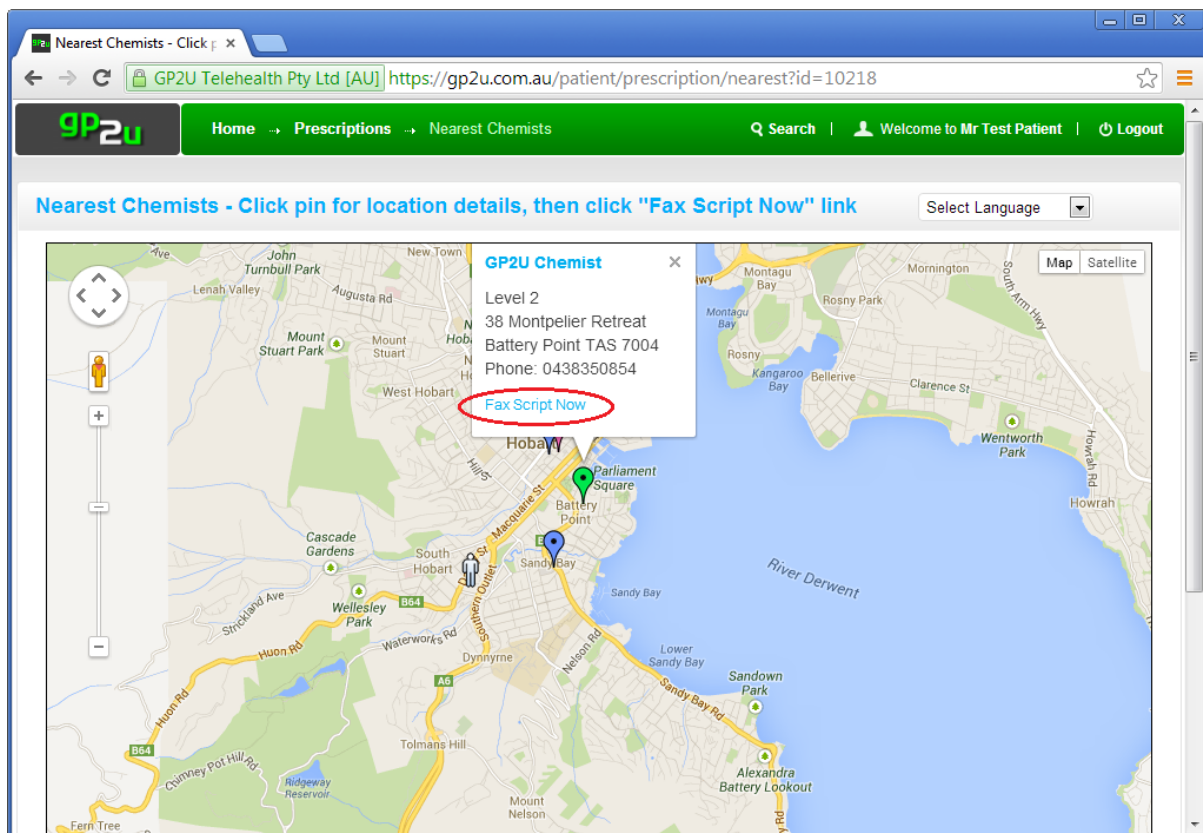
The "Click here to have script faxed to your nearest Chemist for immediate pick up" option faxes the prescription to the patient's choice of pharmacy. Please note that when patients choose to fax a script the PBS paper script is always, and reliably, sent to their selected pharmacy.

There are two versions of this link. Map view and list view.

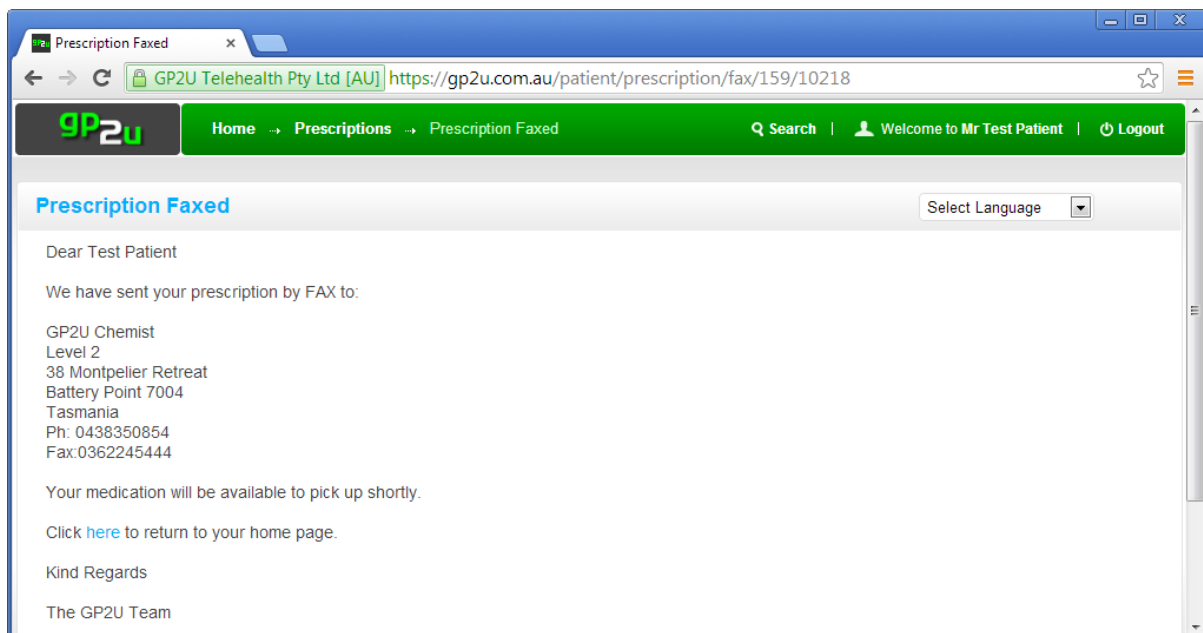
When a patient clicks the map view, the next thing they see is a Google Map. In the centre of the screen is a "You are here" person icon located at the patient's address. Patients can zoom in or out and scroll to different areas if needed. Clicking on one of the pins selects a convenient pharmacy. Here is a zoomed out view:



The map starts off zoomed in around the patients registered address, but you can zoom and scroll to find any pharmacy in Australia. Once the patient finds a pharmacy, they click on the pin and then click on the “Fax Script Now” link:

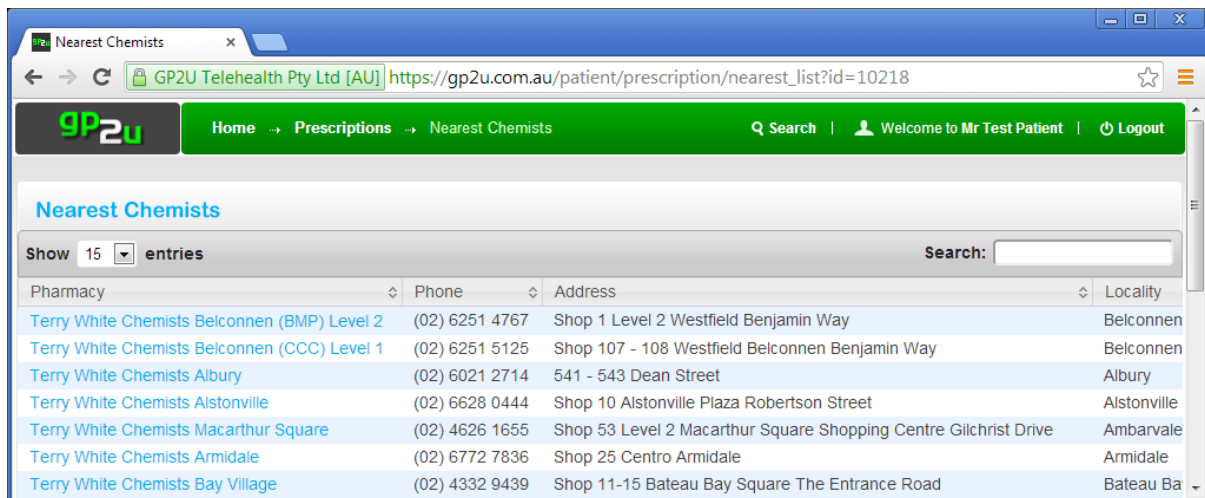


Which faxes the script through within about a minute.



The list view presents a table where patients can use the search box to find a pharmacy.

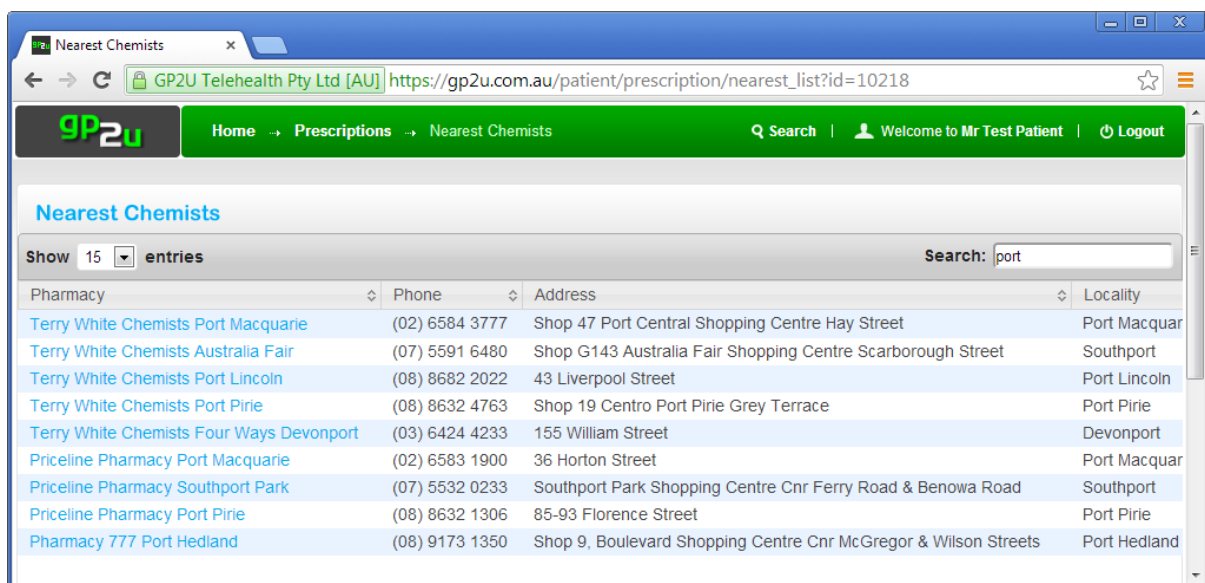
This is useful if the patient is registered in say Queensland but is over working in the mines in WA, as it saves scrolling the map.



The screenshot shows the GP2U website's 'Nearest Chemists' page. The browser address bar shows the URL: https://gp2u.com.au/patient/prescription/nearest_list?id=10218. The page has a green header with the GP2U logo and navigation links: Home, Prescriptions, and Nearest Chemists. A search bar is visible with the text 'Search:'. Below the header, the page title is 'Nearest Chemists'. A dropdown menu shows 'Show 15 entries'. The main content is a table of pharmacies.

Pharmacy	Phone	Address	Locality
Terry White Chemists Belconnen (BMP) Level 2	(02) 6251 4767	Shop 1 Level 2 Westfield Benjamin Way	Belconnen
Terry White Chemists Belconnen (CCC) Level 1	(02) 6251 5125	Shop 107 - 108 Westfield Belconnen Benjamin Way	Belconnen
Terry White Chemists Albury	(02) 6021 2714	541 - 543 Dean Street	Albury
Terry White Chemists Alstonville	(02) 6628 0444	Shop 10 Alstonville Plaza Robertson Street	Alstonville
Terry White Chemists Macarthur Square	(02) 4626 1655	Shop 53 Level 2 Macarthur Square Shopping Centre Gilchrist Drive	Ambarvale
Terry White Chemists Armidale	(02) 6772 7836	Shop 25 Centro Armidale	Armidale
Terry White Chemists Bay Village	(02) 4332 9439	Shop 11-15 Bateau Bay Square The Entrance Road	Bateau Ba

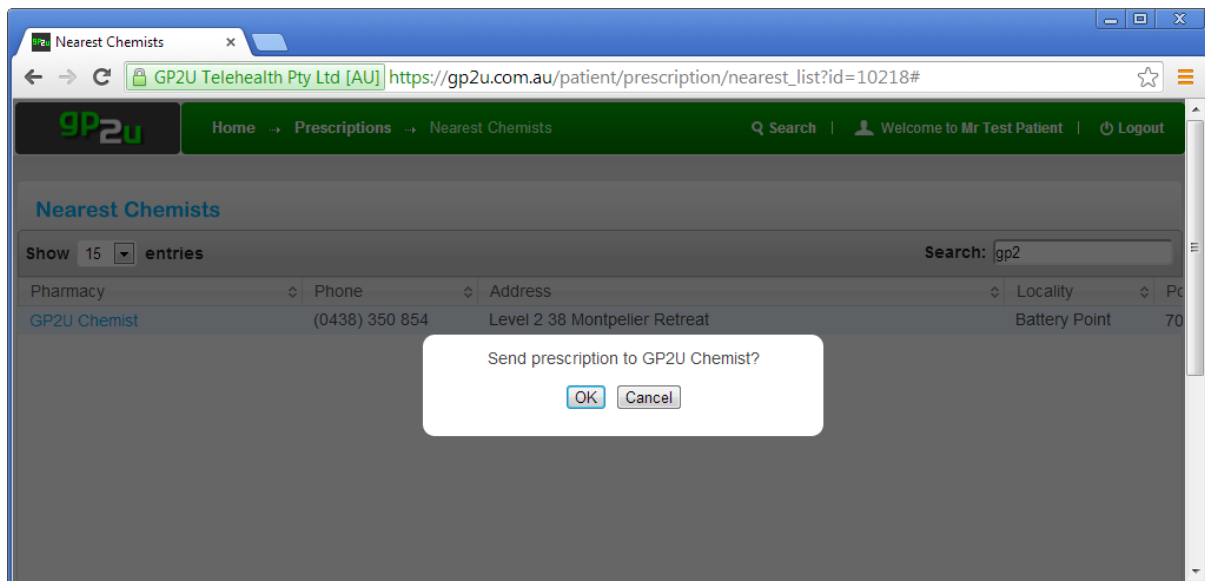
Type part of the pharmacy name into the search to filter the results



The screenshot shows the same GP2U website, but the search bar now contains the text 'port'. The table of pharmacies is filtered to show only those with 'port' in their name or locality.

Pharmacy	Phone	Address	Locality
Terry White Chemists Port Macquarie	(02) 6584 3777	Shop 47 Port Central Shopping Centre Hay Street	Port Macquar
Terry White Chemists Australia Fair	(07) 5591 6480	Shop G143 Australia Fair Shopping Centre Scarborough Street	Southport
Terry White Chemists Port Lincoln	(08) 8682 2022	43 Liverpool Street	Port Lincoln
Terry White Chemists Port Pirie	(08) 8632 4763	Shop 19 Centro Port Pirie Grey Terrace	Port Pirie
Terry White Chemists Four Ways Devonport	(03) 6424 4233	155 William Street	Devonport
Priceline Pharmacy Port Macquarie	(02) 6583 1900	36 Horton Street	Port Macquar
Priceline Pharmacy Southport Park	(07) 5532 0233	Southport Park Shopping Centre Cnr Ferry Road & Benowa Road	Southport
Priceline Pharmacy Port Pirie	(08) 8632 1306	85-93 Florence Street	Port Pirie
Pharmacy 777 Port Hedland	(08) 9173 1350	Shop 9, Boulevard Shopping Centre Cnr McGregor & Wilson Streets	Port Hedland

Then click on the pharmacy name to send the fax:



When patients choose to fax a script, the paper script is automatically sent to their selected pharmacy.

As you can see by the visuals above, GP2U have endeavoured to make the registration/videoconferencing facilitation process throughout all stages as “user friendly” as possible for all parties utilising this medium; the long-term objective being the enhancement of medical support for the community at large.