



YOUR GUIDE TO DELIVERING A GREAT PATIENT EXPERIENCE!



● WHAT FACTORS INFLUENCE PATIENT EXPERIENCE?

1 DON'T MAKE PATIENTS WAIT



Wait time has been a forever cause of dissatisfaction for patients. They love a quick response.

- We have seen a **higher satisfaction score from patients** who have **received a response within 5 minutes of chat initiation.**
- To drive this and help you take notice of incoming chats, we will initiate an **automated call and reach out to you** in case of no response.

2 ASK MORE TO KNOW MORE



Patients have **shown more satisfaction** with their consultation when they get to **discuss their health concern in detail.**

- **Use the Quick messages** (on the right of the text box) to **collect their symptoms and medical history quickly with the templates of commonly asked questions.**
- Since the medium is not face-to-face, please elaborate on your answers to make sure your patient does not misunderstand you. It **will also be helpful to use the call and video** feature.
- **Encourage patients to share pictures of affected areas, reports, old prescriptions** etc.

3 GIVE THEM A CALL



Patients who get a chance to **speak with their doctor on call** or face to face **report higher satisfaction** with their consultation.

- **“Voice Call” feature:** We have a 'voice call' option (available as a phone icon at the top of the chat screen), which **connects you to the patient without sharing your contact number or charging you.**
- **“Video Call” feature:** We have a “Video call' option (available as a Video icon at the top of the chat screen). The **patients will be able to request for a video call.** Only **if accepted by the doctor,** the video consultation **will be activated** for that chat.

4 END IT WITH A PRESCRIPTION



Telemedicine regulations require all patients to be given a prescription.

- It is mandatory to provide a consultation summary via the prescription module to all patients similar to your daily clinic practice.
- Use the digital prescription feature (on the left of the text box on bottom in chat screen).

Refer to this video to learn how to use the feature of the Practo Pro App.

Getting started with Prime Consult

5 ANSWER FOLLOW UP QUESTIONS PROMPTLY



Patients may often have follow up queries even after primary consultation is over.

- **Patients will have** the option to send you up to **50 follow up messages for the next 3 days** of first consultation.
- Once the 24 hours, active consultation has elapsed, ensure to answer patient queries during this period.

6 PROVIDE CLOSURE TO THE CONSULTATION



Unlike physical appointments, your **online consultation is open for 24 hours**. However, we understand that the resolution time for an online consultation is less than 30 minutes.

- **After you are done providing a prescription**, please confirm that you have addressed all the questions. After which, **you are required to close the consultation** (3 dots on the top right corner of the chat box). This provides a sense of formal closure to the consultation.

7 MONITOR YOUR FEEDBACK

Check your feedback by reviewing your recent response time, percent of positive feedback and reviews from the consult home dashboard in Pro App.

Customer Satisfaction (CSAT)

- We ask patients for their feedback and rating after the consultation ends.
- Based on the number of positive feedbacks you receive, your Customer satisfaction score will be calculated.
- The cumulative feedback score should be **80%** and above at any point in time.



● IMPORTANT TELEMEDICINE GUIDELINES TO KEEP IN MIND DURING AN ONLINE CONSULTATION:

1 ALWAYS SHARE THE PRESCRIPTION

Telemedicine regulations require all patients to be given a prescription. Please understand that it is mandatory to provide a consultation summary via the prescription module to all patients similar to your daily clinic practice. The prescription may contain the following:

- Summary of presenting illness
- Provisional diagnosis
- Medicine posology, including side effects, if any
- Diagnostics
- Lifestyle changes
- Other instructions, if any
- Referral for physical consultation (if necessary)



2 DO NOT PRESCRIBE THESE DRUGS

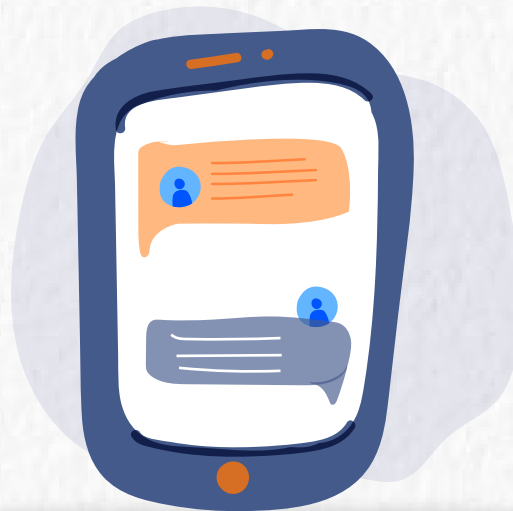
Please be careful **NOT** to **prescribe drugs with a potential for abuse, addiction and overdose** such as

- Schedule X
- Opioids
- Sedatives
- Hypnotics & Narcotics
- Any medication for the purposes of Medical Termination of Pregnancy (MTP) or emergency contraception.
- Third or Fourth Generation Antibiotics (except Cefpodoxime, Cefixime, Cefdinir, Moxifloxacin and Levofloxacin systemic dosage forms for not more than 3 days or as per established treatment regimen)
- Do not prescribe medication beyond 7 days (except vitamins, minerals, hypertension, diabetes, thyroid disorders) and upto 14 days for psychiatry drugs.



3 COMMUNICATION AND PATIENT ENGAGEMENT

- Be clear in your communication. Please avoid abbreviations or SMS lingo.
 - Please use full sentences to avoid any misconception.
 - Be concise and don't ask a string of questions continuously.
 - Wait for the user to respond before asking the next question.
- Keeping the patient's condition in mind, be empathetic in your responses.



4 REPORT MEDICO-LEGAL ISSUES

THE TELEMEDICINE GUIDELINES SECTION 1.4.2.3 (PG.12) STATES:

Emergency consult for immediate assistance or first aid etc.

-In case alternative care is not present, tele-consultation might be the only way to provide timely care. In such situations, RMPs may provide consultation to their best judgement. Telemedicine services should however be avoided for emergency care when alternative in-person care is available, and telemedicine consultation should be limited to first aid, life-saving measure, counseling and advice on referral.

-In all cases of emergency, the patient must be advised for an in-person interaction with an RMP at the earliest.

In case of any Medico-Legal issues, please write to “medicolegal-team@practo.com” along with all the relevant information. You can also contact Practo Customer Support on 88805 88999 or mail us at support@practo.com.

Note: To maintain patient privacy and confidentiality, please send ALL Medico-Legal information to this email ID ONLY. Practo will bring such issues to the notice of the relevant authorities for their intervention as required.

- **Self-Harm (attempted Suicide or Suicide)**

If a patient threatens/shows any signs of / commits self-harm (including suicide), please report the event in detail to Practo Medico-Legal representatives.

- **Reporting of Sexual abuse/Molestation/ Harassment**

If a patient has been subjected to sexual abuse or molestation or any sort of physical or mental harassment, please report the event in detail to Practo Medico-Legal representatives.



5 REPORT ABUSIVE USER



Without further aggravating the user, please complete and close the chat amicably, without engaging in any kind of abusive language with the patient.

Mark the user as 'abusive' in the chat and report the user abusive behaviour to Practo support for further investigation at medicolegal-team@practo.com along with relevant information.

● FREQUENTLY ASKED QUESTIONS:

Here are some helpful pointers and frequently asked questions about using Online Consult that you can refer to.

1 HOW TO MAKE YOURSELF AVAILABLE FOR ONLINE CONSULTATIONS?



1.Fixed Schedule Mode:

- Login to <https://www.practo.com/partners/prime-online> >> Update Details >> Select Mode >> Fixed Schedule.
- After changing the mode of consultation, go to Profiles >> Edit your Profile >> Establishment Fee and timings >> Consultation Duration + Session timings*.
 - *Note: This can be changed by the owner of the establishment only.
- From this feature, patients can select available time slots for booking an online consultation with you.

2 HOW SHOULD I MAKE MY PATIENTS AWARE I AM PROVIDING ONLINE SERVICES?



Some of the doctors onboard have been sharing their **Short Profile URLs** with their patients to redirect them to Prime consult as it's helpful for them to **record their medical history** and makes them aware that their doctors are providing online services. Please reach out to your sales representative to ask for your Short Profile URL.

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3 WHERE CAN I TRACK THE SETTLEMENT OF THE PAYMENTS MADE BY MY PATIENTS?



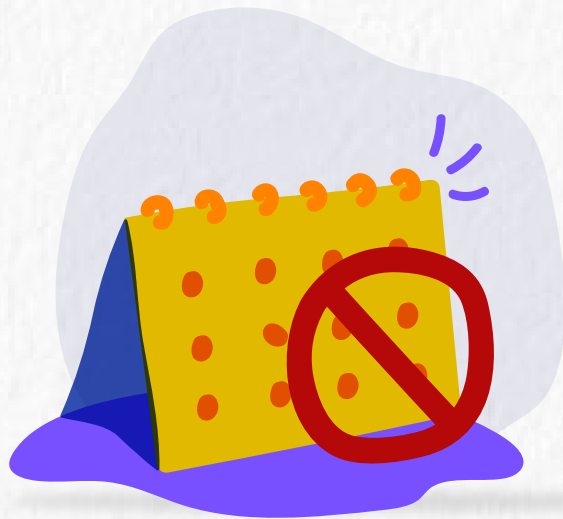
Settlement of your payments can be tracked in the **Prime Dashboard** in the web. Your payment will be settled to your registered bank account within **7 business** days of the completion of your consultation.

4 HOW TO "CANCEL" A CONSULT?

This option is available when you click on the 3 dots on the top right corner of the chat. We encourage doctors to cancel a consult only in the following scenarios:

1. Need Physical appointment:

Choose this scenario when you identify that the patient's condition requires a physical diagnosis from the description provided by the patient. An automatic refund will be initiated to the patient. In case you have given all the necessary advice and then feel they need a physical diagnosis, you are requested not to cancel it.



- 2. Not my Specialization:** Choose this scenario when you identify that the problem is not related to your specialization by the description provided by the patient. An automatic refund will be initiated to the patient.
- 3. Abusive Patient:** In case you find any patient using abusive language in the consultation, you may use this scenario. The patient will not receive a refund, nor will be connected to you again.
- 4. Patient wants Restricted Medicines:** if a patient insists on asking for medication restricted by the board to give on teleconsult, you should inform the patient it's not allowed and cancel the consultation if required.
- 5. Not available for consultation at the moment:** In anytime mode when you receive a consultation at odd hours or if you aren't available for taking a consultation due to an emergency you can go ahead and select this option to cancel the incoming appointment. To avoid such scenarios please use the Availability feature explained above.
- 6. Others:** You may use this reason if the reason for cancellation is anything other than the above-mentioned points.

Cancellation Rate: The total cancellations are expected to be below 2% at any point in time

To know more about our policy,

visit: <https://www.practo.com/company/prime-online-terms>

If you have any queries, please reach out to your sales representative or write to us on support@practo.com