



Hippo: An integrated patient portal

SEPT 2021

Overview

- 1 Why are we doing this?
- 2 What is it?
- 3 The Roadmap
- 4 How will it work?

We've been busy:

Chronic Disease Management (CDM)

1

ePrescribing with Healthmail

3

Vaccinations

5

2

Video Consultations

4

Billink Online Payments

6

Social Welfare eCerts

Why a portal?



- To continue make our customers' lives easier and reduce inbound calls to GP practices
- Patients expect to be able to book and pay online for their GP appointment (arguably Covid has boosted this patient demand)
- Fully integrated with your practice management system to eliminate double entry or double diary management etc.
- Working to support our customers by digitizing and automating manual practice tasks where possible.



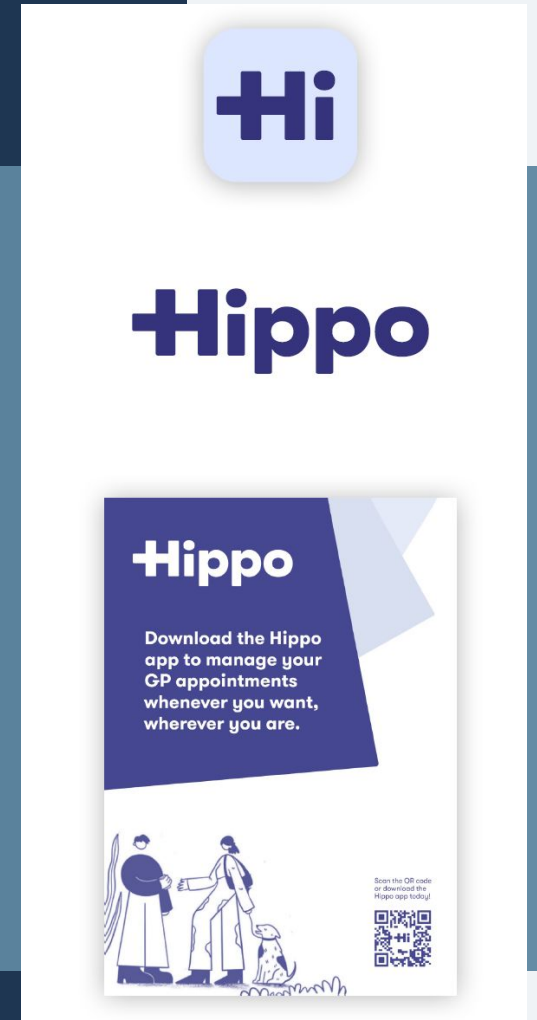
What is it?

Hippo is a patient focused app that enables patients to:

- Book a GP appointment online
- Pay for their appointment using Billink
- Meet their GP remotely using Video Consultation

How it works for practices:

1. Set-up a profile on Hippo so patients can find you
2. Choose what appointment types you offer
3. Choose what timeslots you want to make available for online bookings
4. Promote online booking to patients
5. Match and verify your patients as they register with Hippo



Some assumptions

- Practices will control who will use/access this service (new patients, existing patients, both) and can block patients as needed.
- Practices will use this service differently, so it needs to be very flexible to accommodate all users (e.g., GMS/Private/Both)

A successful portal will be:

- Fully integrated with the PM system
- Operated from the existing PM system diary which is managed by the practice
- Able to take payments (where required) but also allows GMS, corporate or non chargeable services
- Able to reduce calls, not increase them
- Easy to work with to cancel and reschedule apts as needed



Hippo Feature Roadmap

V
1

- Online appointments
- Billink Online Payments
- Video Consultations

V
2

- Repeat Prescription Ordering

V
3

- Bloods
- Documentation / Correspondence
- SCR

What could Hippo mean for patients?

Easy apt
booking

Easy online
GP
payments

Ability to
book for
children
online

The start of
a summary
care record

Greater
control and
access to
their
medical
records

Building Hippo



2 Development Teams

- PM Systems Team to build the integration
- App development team to build the app

Dedicated Practice Manager User Group

- Feedback on the scope and proposed development
- The key questions are – would you use this and how would you use it?
- App development team to build the app

Robust and detailed Pilot Process to refine and improve Hippo

V1 planned for Q1 2021





Thanks for listening

If you'd like to get in touch please email us at info@clanwilliamhealth.com

