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| **FUNCTION** | **BENEFITS TO PRACTICE** | **FURTHER ACTIONS TO ENHANCE** |
| Appointment bookings | * Reduced phone calls
 | review instructions patients seeInclude Nurse apt? |
| Repeat scripts | * Reduced phone calls
* Eliminates human error when taking an order
* No paper requests getting lost
* LEAN less touch points the better
 | review instructions patients receive when ordering scripts can help reduce phone calls or patients arriving to collect the script before it has come out of the Dr’s room |
| Lab results | * Reduced phone calls in and out
* Saves time
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| Recalls | * Cost effective
* Saves time
* Can see when it’s read/received – delivery status
* Send with one click of a button
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| E-mailing | * May spare apt slots if can be dealt with via e-mail
* Reduces need for Nurse/Clinician to phone patient so more time effective
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| Group messaging | * Easy way to send out bulk messages and not pay extra!
* Can add in links
* Can target different patient cohorts
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| Practice Directory  | * Free marketing
* You can add staff photos and profile descriptions
* You can add forms such as enrolments form, MMH form etc for patient to download
* Patients that are both registered **OR** not registered for MMH can view
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