

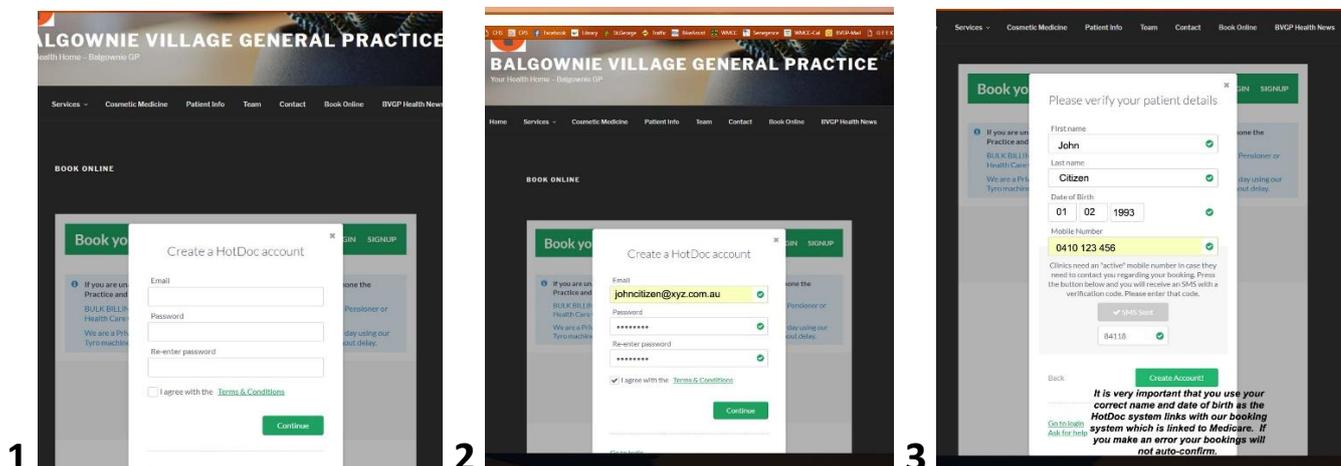
Setup your Own Hotdoc Account.

Most Important – The information you enter links into our existing patient system which is linked to Medicare. If your name or D.O.B. is different your Hotdoc account will not be able to approve your appointment requests.

You can create an Account through the HotDoc App  on your [Phone](#). Via our Website (Balgowniegp.com.au) or Via the [HotDoc](#) website. (please not setup varies slightly between phone and computer – click the phone link above to view phone instructions)

Create your account (website or HotDoc Site) - Click on the signup option.

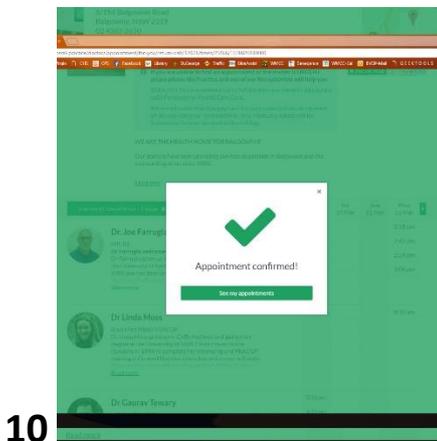
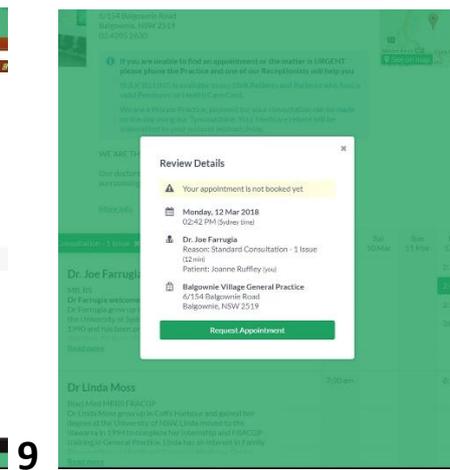
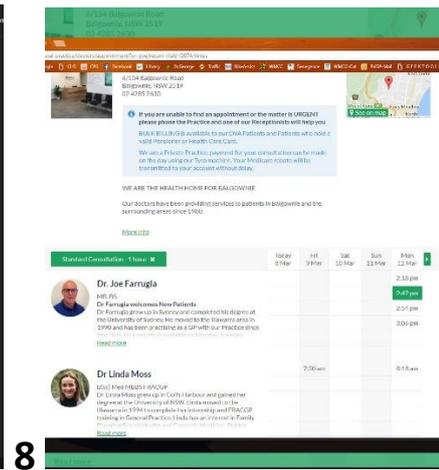
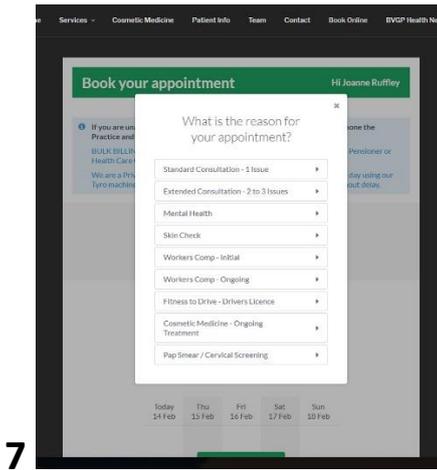
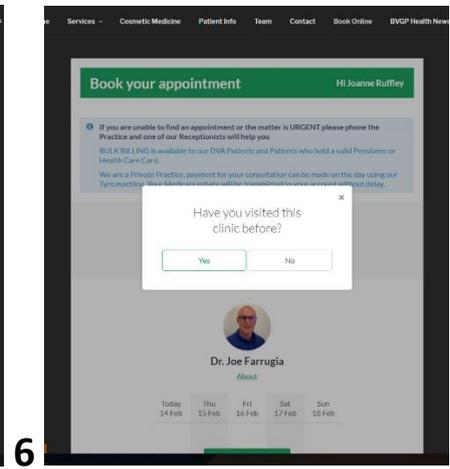
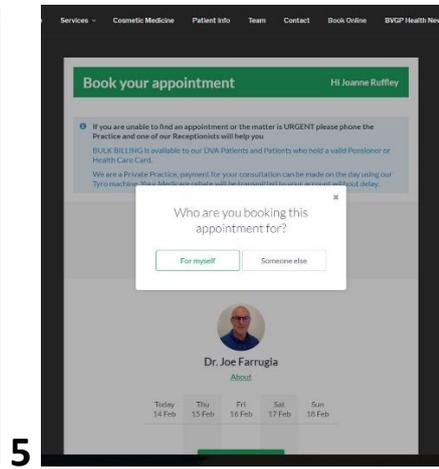
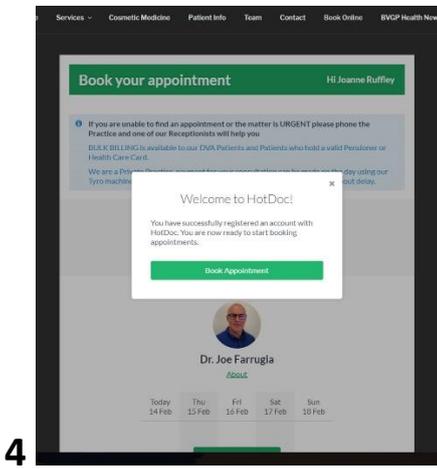
****To book for someone else – Please create your own account first. See below for more information.**



1. Create account.
2. Enter your email address and your preferred password. Confirm your password. Agree to the terms and conditions – Select Continue.
3. Enter your first name, surname, DOB, and mobile number that can be verified. Send SMS & Enter the code to verify your mobile number.

Book an appointment for yourself. (If you're a new patient see further information below.)

4. Success - Now to book an appointment.
5. Choose if it's for yourself or someone else (see below).
6. You'll be asked if you have visited our clinic before.
7. If you're an existing patient you can now choose an appointment type.



8. Choose your preferred available day/time
9. Review your appointment details & if ok, select request appointment
10. If all is successful, you will see Appointment confirmed and you will receive an email confirmation.

If there is a problem or discrepancy in the information supplied, your appointment will be sent to our admin team for manual approval.

New Patient's

11. If you're a new patient you will be offered either a New Patient Consultation or a Cosmetic Medicine Initial Consultation. Then select your time as per Picture 8.
12. Agree the Further Information
13. Review your requested appointment details.

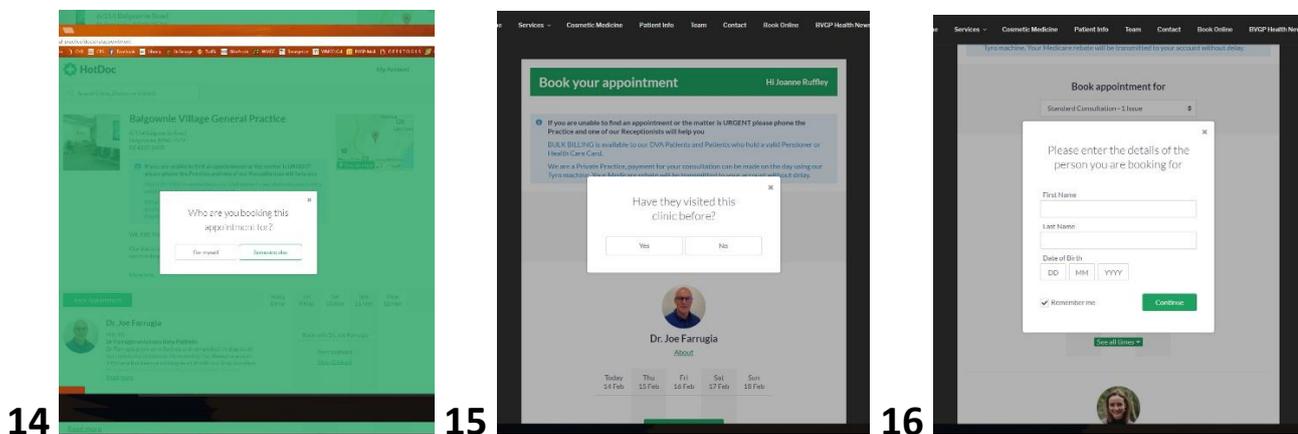
Your appointment will be manually confirmed by our admin team. Keep an eye on your email for confirmation.



Booking for Someone else.

Sign into your account, select “Book Appointment” –

14. Select for Someone Else.
15. Are they an existing patient at our clinic?
16. Enter the details of the other person. First Name, Last Name, DOB.
17. If you are an existing patient refer to items 7-10 - If you are a new patient refer to items 11-13.



Inside your account in Hotdoc.

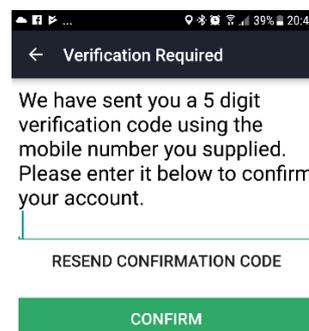
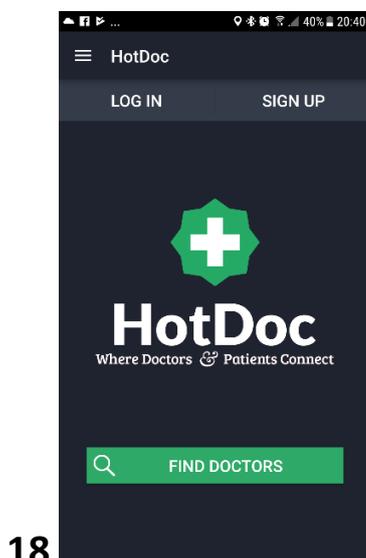
You can manage existing appointments made through HotDoc. Manage your personal details and link additional family members. Please note you can add up to five additional family members within your account, to make it easier to book for spouses and children.

Cancel an appointment.

Sign into your HotDoc account → My Account → Appointments → Select the appointment you wish to cancel → Select cancel.

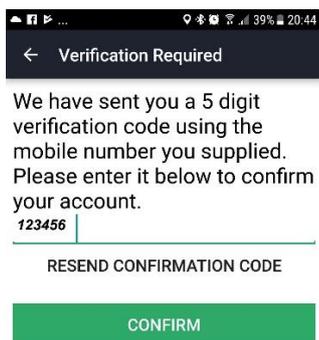
Create your account with the HotDoc App on your phone.

To create an account, follow the screenshots below to sign up. Please ensure your mobile number, name and date of birth are correct. Download the app to your phone.



18. Click on signup to create your account.
19. Fill in your details and create a password. – Click on signup.
20. You will receive a verification code on your mobile.
21. Enter this code and confirm. (If you didn't receive the code you can click to resend)
22. Congratulations you've created your account, you can now find the doctor you wish to book with.

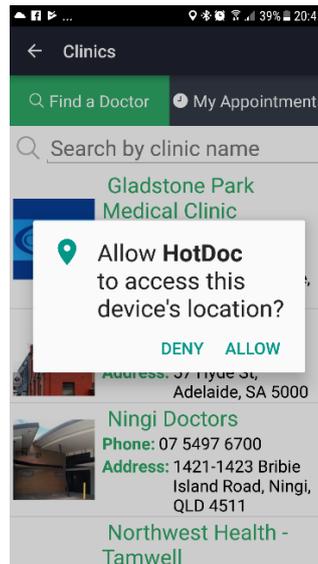
23. Select Find a doctor. You will be asked if you will allow device location access (this will bring up the HotDoc Doctors closest to you) or you can search by clinic name.



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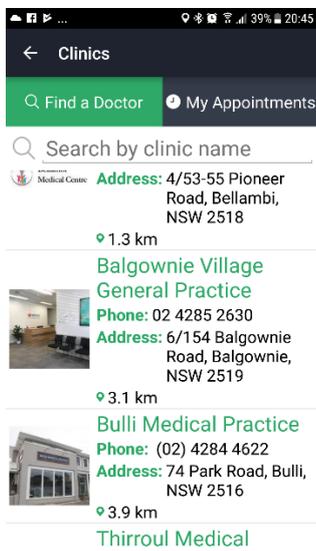
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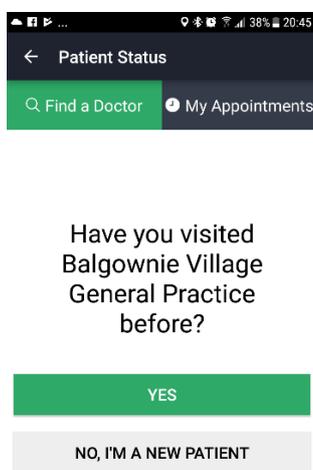
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24. Find and Select Balgownie Village General Practice.

25. You will now have the option to book your appointment. For more information refer to items 4.-10. For Existing Patients; items 11-13 for New Patients, or items 14-17 if you are booking for someone else.



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Please don't hesitate to contact our Admin staff for more assistance or to book by phone if you have any problems booking online.

Please check you have received a confirmation email for your chosen appointment time.