



Workflow for Doctors

Key features of Medpod's North Lakes:

- Located in high traffic area, i.e. Westfield Shopping Centre
- Appointments are all made online via a smartphone app, website or via the Medpod's kiosk
- Support staff include a Registered Nurse, medical receptionist and Tele Management team
- Patient information is updated each time a patient attends via an automated kiosk system.

Features include:

- ✓ Arrival and appointment kiosk with extensive data validation, including up to date contact, next of kin, allergies, address etc. This ensures the practice and doctor is compliant in accordance with the RACGP accreditation standards
- ✓ Ability to enter new patient data into medical software (no paper registration)
- Medicare batching is executed 3 times per day to ensure faster cashflow
- All Medicare billing is checked by the Tele Management team to ensure items are charged as per the doctor's instructions and are Medicare compliant
- This is NOT your "run of the mill "centre! Medpod's innovations suits dynamic, business minded doctors

Answers to doctors' questions:

Q1 What if there is a medical emergency?

There is a defibrillator in the clinic and a registered nurse will be available during opening hours. An ambulance bay is located outside the clinic. Westfield Shopping Centre's also have emergency equipment as per their compliance requirements.

Q2 How often will my fees be transferred?

Fees from the previous week will be transferred the following Tuesday.



Q3 Will I receive a retainer during the first few months?

Yes, you will receive either a retainer of \$120 per hour or 65% of your receipted fees (whichever is the greater) for the first 3 months. However, from the response we have already had from future patients and Westfield, you should be receiving 65% of your receipted fees from the start of your practice.

Q4 What technology is available at Medpod's?

All recalls and appointment reminders are automated. Each room has a double monitor, i.e. one side for your medical software, one side for emails, websites etc. Each Medpod has a kiosk where patients update their details and information regarding chronic disease management, i.e. allergies, address, NOK, smoking status. Patient record information will be up to date – easier for accreditation visit!

Q5 How will patients know I am practicing at the Medpod?

Each doctors name will be displayed on the window, HealthEngine marketing and general marketing materials.

Q6 How many other doctors/nurses are working at the clinic?

You will be working with 1 other doctor, a nurse and a receptionist

Q7 How many hours am I expected to work?

Hours are negotiable. We want to encompass the “work life balance” at the Medpod's. Our aim is to ensure there is stability of staff and a happy, healthy working environment.

Q9 Do I have to work on the weekends?

Weekend work is negotiable.



MEDICAL CENTRE

Q10 Do I have to do nursing home visits?

Doctors will not be required to do either home or nursing home visits. However, if you do have a patient you wish to see at home or in an aged care facility, this will not be an issue. We would assume that off-site visits would be organized at the discretion of the doctor and out of normal "Medpod" hours.

Q11 How will I grow my practice?

You will have access to a practice management company who will supply you with monthly financial reports and data to help you keep abreast of trends and marketing strategies. We will work with you to create a "dynamic" practice and encourage you with any special interests or study. Westfield have offered a fantastic marketing strategy for the Medpod's and Medpod's also have their own marketing gurus.

Q12 What is the anticipated patient load per hour?

4 patients per hour

Q13 How long is the standard appointment?

Standard appointment time is 15 minutes

Q14 What are the hours or roster options?

Hours are negotiable.

Q15 Does the Medpod's location have a carpark space for the GP

There is ample parking at the Westfield shopping centre but no designated car parks for any staff members.

Q16 Is a registered nurse rostered on for all opening hours?

There will be a practice nurse rostered for week day business hours.



Q18 How is all billing/paperwork processed?

The patient will check in via the kiosk. The doctor will enter the item number as they would normally through the medical software, and then the management team will process the payment in the medical software. If there is uncertainty about any item numbers, this will be cleared by the General Practitioner before processing.

Q19 Does the practitioner require special professional indemnity insurance to work at the Medpod's ?

There are no variances for insurance.

Q20 Do I have to sign a contract for a minimum period?

The standard contract is for twelve months with an option.

Q21 What are the restraints of trade if I leave Medpod's to work somewhere else?

The restrictive covenant in the contract is for a period of 6 months within a 5km radius of the Medpod you were contracted to.



medpods

MEDICAL CENTRE

Patient traffic



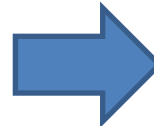
Patient makes appointment via Smartphone App , Website or Medpods Kiosk



Patient arrives at Medpods and updates their details via the patient kiosk. This includes address, NOK ,allergies and CDM questions



Patient sits in one of the two waiting areas . TV and iPads available for patient's entertainment



When practitioner is ready to consult patient, patient is alerted via an LED screen or SMS



After patient consultation, patient checks out at Kiosk

