



Telehealth Platform **Set-Up Manual**

Comprehensive guide for creating your profile & organising a video consultation.

About the Service

Who is this platform for?

This platform is suited to both **public and private** entities.

(These include both the HSE and NHS establishments.)

We are endorsed by the HSE following the Covid-19 outbreak. Any clinician that wants to use it can avail of the free 30 trial and then discounted monthly subscription. Please visit www.wellola.com.



What is this service?

Wellola's platform allows clinicians to securely and seamlessly make video consultations with their clients anywhere at anytime. (Clinicians can easily work from home with the following browsers: Chrome, Safari and Edge).










Why Wellola?

At Wellola, we take security and privacy and usability very seriously. We have therefore designed our platform solely around the functionality and security needs of health professionals which sets us apart from other video communication platforms.

The next 2 pages outline our **features** and **security** measures of the platform.

Functionality

Our platform and comprehensive suite of features allow for seamless interaction between provider and client from before, during, to after the consultation. Our comprehensive suite of features is as follows:

-  **Client-facing Portal- branded to customer needs**
-  **Online Booking for in-person or e-visit sessions with appointment reminders**
-  **Optional Online Payment Facility: at reservation, e-invoicing, in video call**
-  **Video Consultation via SMS/ email or in-app**
-  **Secure Messaging**
-  **GDPR-compliant Correspondence (provider to client & provider)**
-  **Store images and documents with client file**
-  **Client Library- upload ongoing educational material**
-  **FHIR/ HL7 API available where required**

Security

Digitization & Cybersecurity

At Wellola, we believe the digitisation of any healthcare administration process must be matched with proportionately sophisticated Cybersecurity measures.

Wellola stores & backs up all data in secured, state-of-the-art AWS data-centers **within the EU** (two centres, three zones each). We are therefore compliant with GDPR and EU regulation.

Secure By Design

This solution has been architected with the specialist support of DNM Group - recognised as an AWS Well-Architected Premier Partner (there are only twenty-one in EMEA). With their hands-on experience in architecting, building & optimising architectures that follow the AWS Well-Architected Framework we can now offer enhanced levels of data security.

Encryption

A Hyper Text Transfer Protocol Secure (HTTPS) using a 256-bit Secure Socket Layer (SSL) certificate is used throughout the site ensuring a 2048-bit encryption at rest & in transit so that data is always safe when being transferred from any device to our servers. Our proprietary **WebRTC is encrypted end-to-end**. WebRTC is considered by industry professionals as the most secure VoIP solution, and it is how all video calls are made within our platform.

Third Party Monitoring

Our platform avails of third party **24/7/365 monitoring** that takes advantage of the latest statistical mechanisms & machine learning to provide a premium quality control & risk management service. Thanks to its heterogeneous monitoring & logging systems, abnormal patterns of behaviour can quickly be identified and responded to.

Data Processing

Wellola has completed stage 1 of independent ISO27001:13 certification, an international standard that demonstrates a secure environment when managing all client information.

Lets get started...

How does it work?

Once clients are added, any member of your team can create an appointment. The client will receive an email (or SMS) with a link to enter their virtual consultation room.

The clinician will have the ability to enter the same virtual room and will be able to consult with the client through video.

What do I need?

All you need as a provider or client is:



Internet connection
(wifi/3G/4G)



A device with a
microphone and webcam
(computer/laptop/Phone)



A compatible browser
(Chrome, Safari, Edge)

Detailed note on Spec Requirements:

Windows 10: Chrome 80, Firefox 72, Microsoft Edge 44

MacOS High Sierra: Safari 11

MacOS Catalina: Safari 13, Chrome 80

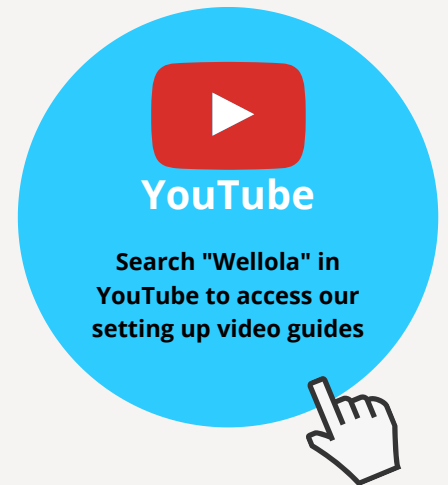
iOS 12: Safari 12

Android 10: Chrome 79

Let's get started...

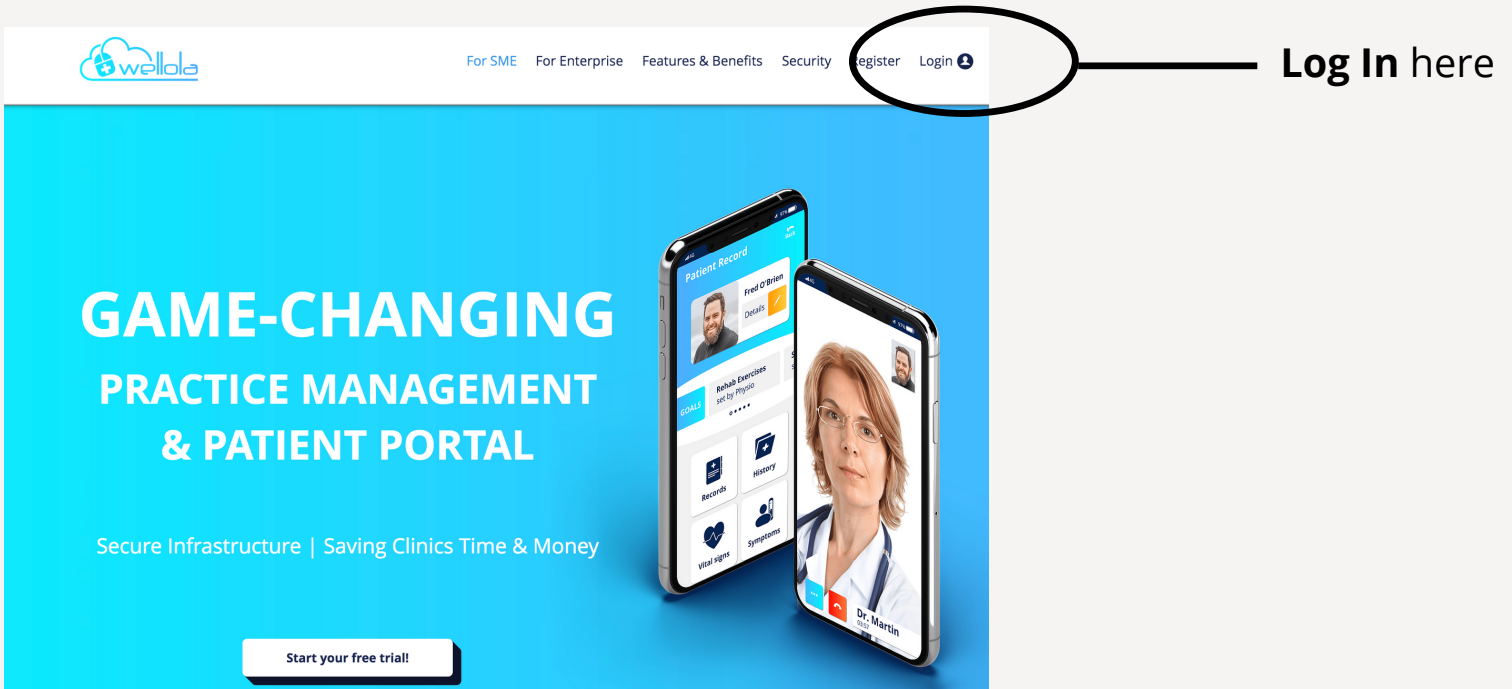
Contents

1. **Logging In**
2. **Quick Telehealth Function**
3. **Overview (Profile Creation)**
4. **Admin Settings**
 - Clinic Details
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 - Appointment Types
 - Working Hours
5. **Online Booking**
 - Adding a Service Provider/Clinician
 - Managing Providers Details/Availability
 - Booking Code
 - Booking Form Link
6. **Accept Payments**
7. **Advanced Telehealth Function**
 - **Add Clients**
 - **Make an Appointment**
 - Setting Automatic Patient Reminders
 - **Make a call**



Dont hesitate to contact us on: info@wellola.com

Logging In



The image shows the top portion of the Wellola website. The header is white with the Wellola logo on the left. Navigation links include 'For SME', 'For Enterprise', 'Features & Benefits', 'Security', 'Register', and 'Login'. The 'Register' and 'Login' links are circled in black, with a line pointing to the text 'Log In here'. The hero section has a blue background with the text 'GAME-CHANGING PRACTICE MANAGEMENT & PATIENT PORTAL' and 'Secure Infrastructure | Saving Clinics Time & Money'. Below this is a 'Start your free trial!' button. To the right, two smartphones are shown displaying the app interface, which includes a patient record for Fred O'Brien and a doctor's profile for Dr. Martin.

wellola

For SME For Enterprise Features & Benefits Security Register Login

Log In here

GAME-CHANGING PRACTICE MANAGEMENT & PATIENT PORTAL

Secure Infrastructure | Saving Clinics Time & Money

Start your free trial!



The image shows the login form on the Wellola website. The form is white and centered on a blue background. It has the Wellola logo at the top. The form is titled 'LOGIN'. It contains fields for 'Email' and 'Password'. Below these fields are a 'Remember Me?' checkbox (set to 'No') and a 'Forgot Password?' link. There are three buttons: 'Log in as Clinician' (blue), 'Log in as Admin' (red), and 'Register' (grey).

wellola

LOGIN

Email

Password

☐ No Remember Me? [Forgot Password?](#)

Log in as Clinician

Log in as Admin

Register

Logging in as a provider: For doctors & clinicians

Logging in as admin: For admin staff/the user who originally set up the account.

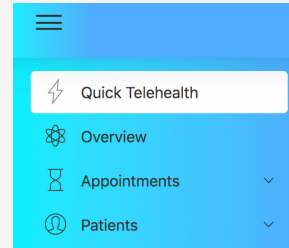


Quick Telehealth Function

The Quick Telehealth Function allows you to make a video call with a client in under 30 seconds without making an appointment.

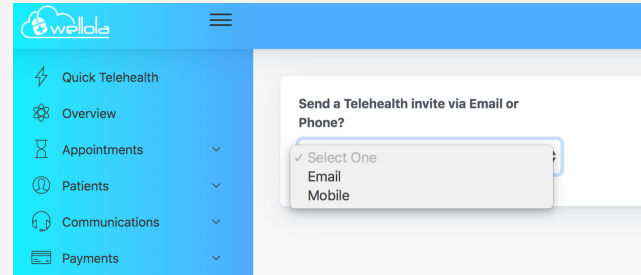
Step 1:

Go to the left hand side tab and click on the "Quick Telehealth" link.



2. Send the invitation link to the client

You can do this either by email or SMS by choosing one from the drop down list.



Mobile Option

Send telehealth invite to this Mobile
Phone Number

Please include country code

+353

☐ Do you want to save this Client?

 Send Invite

Email Option


Send telehealth invite to this Email

☐ Do you want to save this Client?

 Send Invite

3. Start the call

Enter the video call by clicking on the green button.

 Go To Telehealth Session -
lizd090@gmail.com

Step 1: Overview

1

Admin Settings

2

Online Booking

3

Accept Payments

The screenshot shows the 'Admin Settings' page with a sidebar on the left containing icons for various functions. The main content area has a progress bar at the top with three steps: 1. Admin Settings (active), 2. Online Bookings, and 3. Accept Payments. Below the progress bar, there is a list of settings on the left: 1. Clinic Details (active), 2. Terms and Conditions, 3. Appointment Types, and 4. Working Hours. The 'Clinic Details' form includes a profile photo update button, a bio section, and contact information fields for Name, Phone, Email, and Website. A 'Save' button is at the bottom right.

Days left in trial 16

1 Admin Settings 2 Online Bookings 3 Accept Payments

1 Clinic Details

2 Terms and Conditions

3 Appointment Types

4 Working Hours

Update Profile Photo

In all communications with your Patients, these are the contact details that they see.

Name Sarah Phone 0873465608

Email sonia@wellola.com Website

Bio We offer.....

Save

1 Clinic Details

Fill out all fields. Once "saved", you don't have to revisit this page.

The screenshot shows the 'Admin Settings' page with the 'Terms and Conditions' form active. The progress bar at the top shows 1. Admin Settings (active), 2. Online Bookings, and 3. Accept Payments. The sidebar on the left shows 1. Clinic Details (completed with a green checkmark), 2. Terms and Conditions (active), 3. Appointment Types, and 4. Working Hours. The 'Terms and Conditions' form has a text area for input and a 'Save' button.

Days left in trial 16

1 Admin Settings 2 Online Bookings 3 Accept Payments

1 Clinic Details

2 Terms and Conditions

3 Appointment Types

4 Working Hours

Please populate the below with your Terms and Conditions so your Patients can consent when making an online booking

Save

2 T&C's

Fill out the field with your clinic's customisable T&C Policies. (e.g. Cancellation/Privacy policy)

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The screenshot shows the 'Appointment Types' form within the 'Admin Settings' section. The form has a sidebar with 'Appointment Types' selected. The main content area is titled 'Appointment Types' and includes a sub-header 'Please enter the in types of sessions provided.' There are two appointment type entries. The first entry has 'Appointment Name' as 'Appointment Name', 'Duration' as 'Select', and 'Cost' as 'Cost'. It has checkboxes for 'Display Online?' (checked) and 'Telehealth?' (unchecked, circled in red). The second entry has 'Appointment Name' as 'Telehealth', 'Duration' as '15 minutes', and 'Cost' as '50'. It has checkboxes for 'Display Online?' (checked) and 'Telehealth?' (checked). A green '+' button is at the end of the first entry, and a green '-' button and a red 'x' button are at the end of the second entry.

3. Appointment Types

Make sure to click on "telehealth" if your appointment will be a video consultation. If you select "Display online" this means your appointment will be visible to clients booking online.

The screenshot shows the 'Working Hours' form within the 'Admin Settings' section. The form has a sidebar with 'Working Hours' selected. The main content area is titled 'Please input availability.' and shows a table of days of the week with their respective availability times. The table has columns for 'Day', 'Available?', 'From', 'To', and 'Add Break'. The 'Available?' column has a red 'No' button and a green 'Yes' button. The 'Add Break' column has a green '+' button. The 'From' and 'To' columns have time input fields. The 'Day' column lists the days of the week: Mon, Tue, Wed, Thu, Fri, Sat, Sun. A 'Save' button is at the bottom of the form.

4. Working Hours

This will be the Clinic's default working hours.

Click on the "+" in the green box to add breaks.

Remember to click save.

Step 1: Overview

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Accept Payments

The screenshot shows the 'Admin Settings' page with a sidebar on the left containing icons for various settings. The main content area has a progress bar at the top with three steps: 'Admin Settings' (completed, green), 'Online Bookings' (active, blue), and 'Accept Payments' (disabled, grey). Below the progress bar, the 'Add A Service Provider' section is highlighted in blue. It includes a list of steps: 1. Add A Service Provider, 2. Add Booking Codes, 3. Take Payments, and 4. Booking Form Link. The main form area contains the following fields and options:

- First Name** and **Last Name**: Text input fields.
- Email**: Text input field.
- Choose Color Code**: A color selection bar.
- Copy your default availabilities to this Clinician**: A toggle switch set to 'Yes'.
- Copy your default Appointment types to this Clinician**: A toggle switch set to 'Yes'.
- Services**: A grid of 15 service categories, each with a 'No' button:
 - Physiotherapist, Speech and Language Therapist, Optician, Psychiatrist, Veterinary Practice, Physical Therapist, Pharmacist
 - Psychologist, Dietitian, Audiologist, Podiatrist, Dispensing Optician, Counselor, General Practitioner
 - Occupational Therapist, Nutritionist, Dentist, Chiroprapist, Personal Trainer, Psychotherapist
- Add Clinician**: A blue button at the bottom.

1 Add a Service Provider

You need to add at least one service provider. Enter details above.

Note the default working hours set up for the clinic will automatically apply for this provider. (If you want to customise the provider's hours please see the following page.)

Make sure to click a service and then "Add Provider" to save the steps.

Step 1: Overview

1

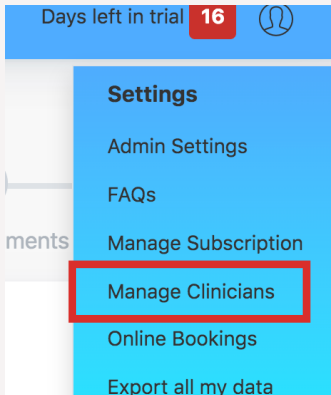
Admin Settings

2

Online Booking

3

Accept Payments



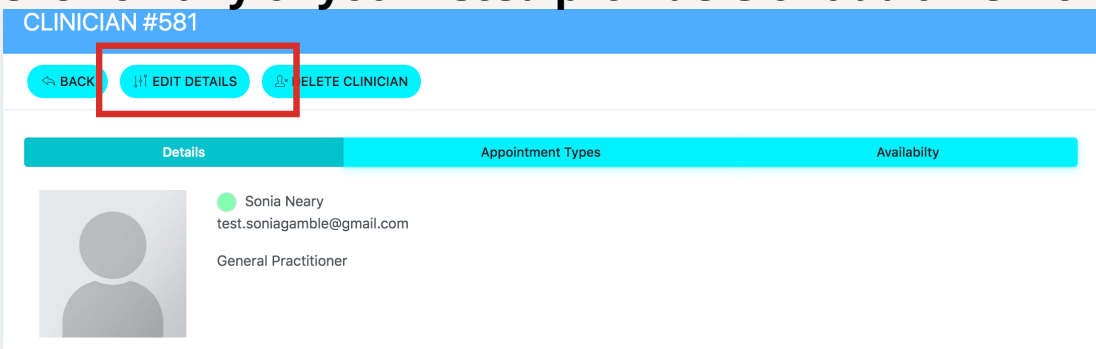
Side Note - Managing Multiple Service Providers

Click on the Profile Button on the top right hand of the screen. Select "Manage Providers" from the drop down list.

Click on any of your listed providers or add a new one.



Click on any of your listed providers or add a new one.



Click on "Edit Details" to edit this provider's password. Click on the Availability tab to edit their working hours.

Step 1: Overview

1

Admin Settings

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Online Booking

3

Accept Payments

Managing a Service Providers personal availability

CLINICIAN #581

BACK

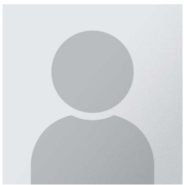
EDIT DETAILS

DELETE CLINICIAN

Details

Appointment Types

Availability



Sonia Neary
test.soniagamble@gmail.com
General Practitioner

When you are in a Provider/Clinician's file, you can also update their personal availability which is either the same or perhaps different to the working hours assigned to the admin account i.e. the clinic.

Please input availability.

| | | | | | |
|-----|------------|-------|----|-------|---|
| Mon | Available? | 00:00 | To | 00:00 | + |
| Tue | Available? | 00:00 | To | 00:00 | + |
| Wed | Available? | 00:00 | To | 00:00 | + |
| Thu | Available? | 00:00 | To | 00:00 | + |
| Fri | Available? | 00:00 | To | 00:00 | + |
| Sat | Available? | 00:00 | To | 00:00 | + |
| Sun | Available? | 00:00 | To | 00:00 | + |

Save

Note:

If the admin is manually booking an appointment for you as a provider then they will only be allowed to choose time slots that are within the providers personal availability.

Step 1: Overview

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Online Booking

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Accept Payments

The screenshot shows the 'Online Bookings' section of the Wellola Admin Settings. A progress bar at the top indicates three steps: 1. Admin Settings (completed), 2. Online Bookings (current), and 3. Accept Payments. On the left, a sidebar lists four items: 'Add A Service Provider' (completed), 'Add Booking Codes' (selected), 'Take Payments', and 'Booking Form Link'. The main content area for 'Add Booking Codes' includes a text input field with the placeholder 'Booking Code e.g. regcustomer', a 'Save' button, and a note: 'These codes allow customers to make bookings without using a Card'.

2 Add a Booking Code

If you don't want to charge clients - simply add a booking code to replace the need to enter bank details. (e.g. relevant for Medical card holders/Public Sector Appointments.)

The screenshot shows the 'Booking Form Link' section of the Wellola Admin Settings. The progress bar and sidebar are the same as in the previous screenshot. The main content area for 'Booking Form Link' includes a text input field with the placeholder 'Use the below link to send Patients to your personal booking form' and the URL <https://connect.wellola.com/organisation/97/bookingform>. Below this is a toggle switch labeled 'No' with the text 'Don't show credit card form on booking form' and a 'Save' button.

3 Add a Booking Form Link

You can copy and paste this customised link into your website or send directly to clients to allow them to book online.

Appointments

Diary

Telehealth

When your appointments are booked online, they are automatically updated in your Diary or Telehealth Appointment tab; depending on whether the appointment is a video consultation or not.

Step 1: Overview

1

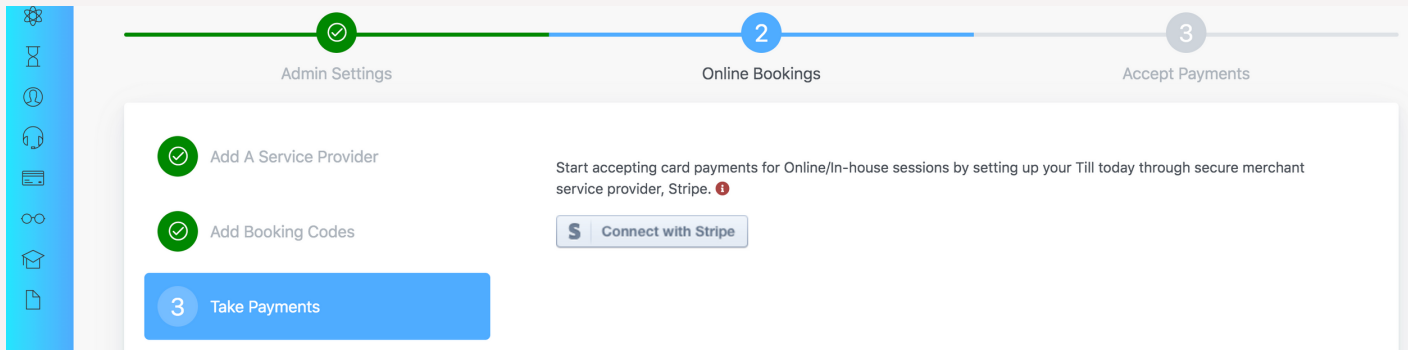
Admin Settings

2

Online Booking

3

Accept Payments



Add a Payment Method

If you are charging clients - simply add your stripe account. You might need to set up a stripe account if you don't already have one. Simply click on the link and follow instructions.

Payments can also be clocked manually if you have an external card reader. (Please see Payments Tab on the Patient Portal.)

There are also functionalities in our platform to securely eInvoice clients. Simply "Generate an invoice" in the "Payments" - "Till" tab.

Note:

Connecting with Stripe will add additional costs to this platform. Stripe's business model charges per transaction paid into your account.

Please click [here](#) to see Stripe's pricing.

Step 1: Overview



Admin Settings



Online Booking



Accept Payments

A Note on Payments

Patients can enter their card details by 3 ways:

1. Inputting their details at the point of reservation via the online booking form
2. Inputting their details in the card feature button of the video call
3. You as a provider can manually & securely enter their card details into their file by taking their details over the phone.

When the patient enters their card details, their details are saved to the portal. They are not charged until you, as the provider, manually charge them.

This is to reduce follow up admin (i.e. having to refund clients/patients if their were technical difficulties/drops internet connection that might cease cause a consultation to not go ahead.)

To charge see how to charge the card - please see page 21 of this manual.

Congratulations!

You have now set up your profile and you can start adding patients and organising video consultations.

Continue reading to see how...

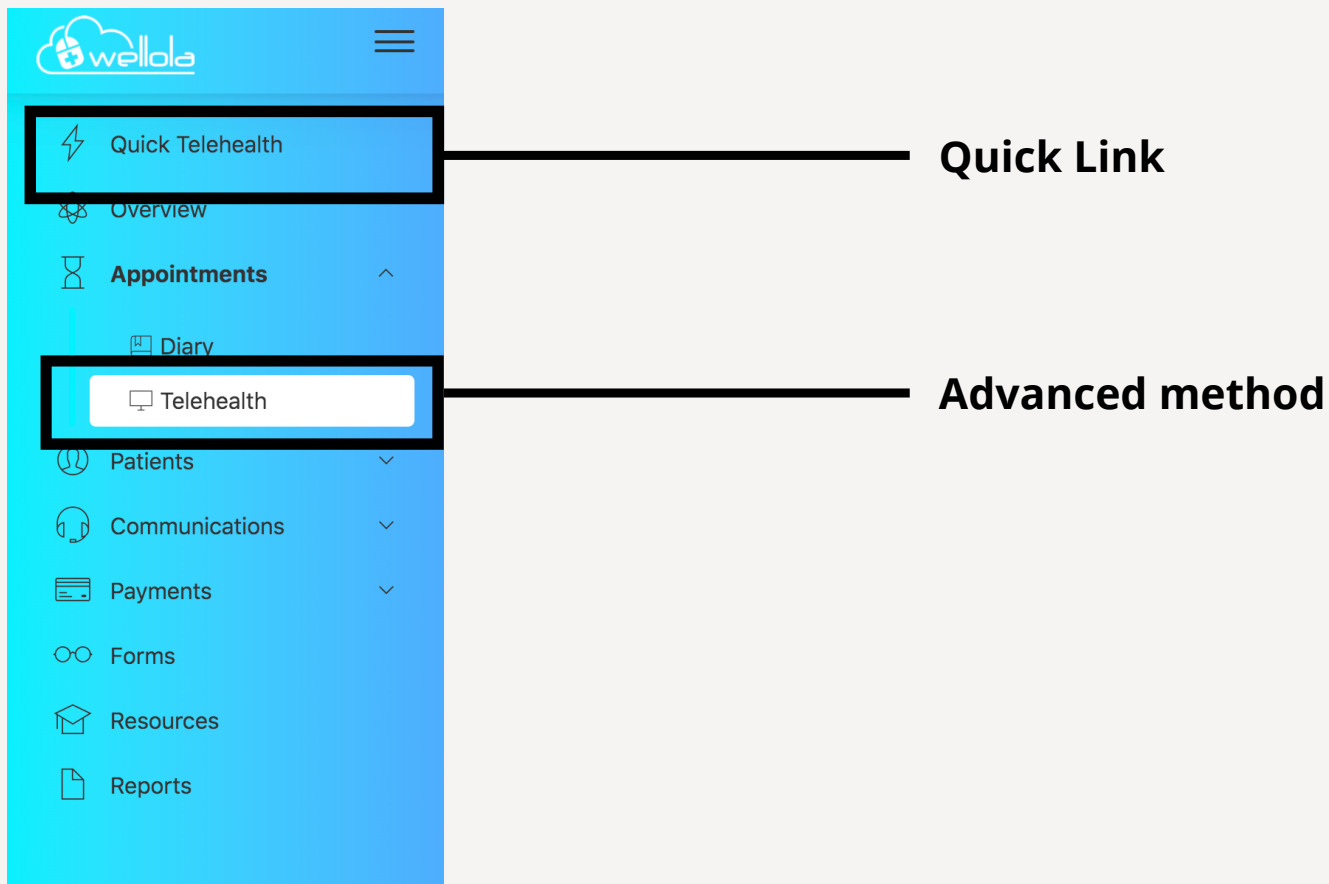
Step 2: Advanced Telehealth

Note

There are 2 ways of creating/entering a video call on this platform.

The first way is by using the **Quick Telehealth Function** outlined at the start of this manual.

The second method is explained in the following pages. This **"Advanced"** method allows you to organise appointments, deal with your full client list and to manage an agenda.



Step 2: Advanced Telehealth

1

Add Clients

2

Make Appointment

3

Call

The screenshot shows the 'ADD PATIENT' form in the Wellola system. On the left is a sidebar with navigation options: Quick Telehealth, Overview, Appointments, Patients, Communications, Payments, Forms, Resources, and Reports. The main form has a blue header with 'ADD PATIENT' and buttons for 'BACK' and 'IMPORT'. The form fields include: Clinician (a dropdown menu with 'Sonia Neary' selected), First Name, Last Name, Email, Phone, Address, Medical Practitioner, Next of Kin Contact, Next of Kin Telephone, Date of Birth (with a 'dd/mm/yyyy' placeholder), and Medical History/Other Notes (a large text area). A note below the Phone field states: 'Must be in the format +[country code][mobile number] for SMS'.

Add Clients

Click on the "Patients" Tab on the side navigation bar. Click "Patient List".

Add a client manually by filling out all relevant information fields above. If you wish to import your existing client list, simply download our template in the "import clients" page.

The screenshot shows the 'IMPORT' form in the Wellola system. On the left is the same sidebar as the previous screenshot. The main form has a blue header with 'IMPORT' and a 'BACK' button. The form fields include: Choose Clinician (a dropdown menu with 'Sonia Neary' selected), Kind of import? (a dropdown menu with 'Wellola' selected), and Choose your import file (a file selection area with a 'Choose file' button and 'No file chosen' text). There is an 'Upload' button. A blue box on the right contains 'Instructions for mass-importing Patients' with a list of 6 steps: 1. Download import template [here](#) (wellola-import-template.csv); 2. Populate template with your Patient list in the appropriate columns; 3. Save file to your computer; 4. Choose this file & upload; 5. You will be directed to the Patients page preview; 6. If details look correct click "Yes".

If you need a customised template to suit your existing Data Practice Management System, simply let us know and we will tailor one to your needs.



Step 2: Advanced Telehealth

1

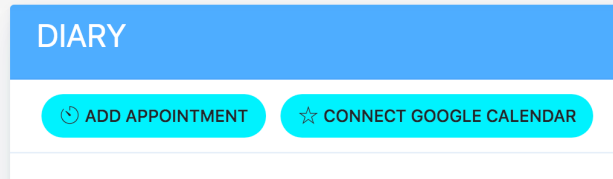
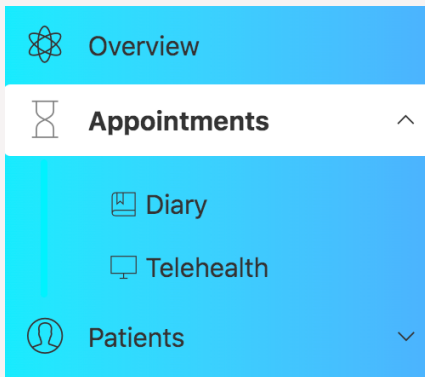
Add Clients

2

Make Appointment

3

Call



Make an Appointment

Click on the "Diary" Tab on the side navigation bar under Appointments. Click "Add Appointment".

A screenshot of a 'Set Appointment' form with a white background and a dark green border. The form contains the following fields: 'Who is the Appointment with?' with a dropdown menu showing 'Demo Provider'; 'Who is the Appointment for?' with a dropdown menu showing 'Demo Client'; 'Date' with a text input field showing '2020-03-27'; 'Type' with a dropdown menu showing 'Select'; and 'Start Time' with a text input field showing '09:00'. At the bottom of the form are three buttons: 'Save Appointment' (green), 'Add Client' (yellow), and 'Close' (grey).

Appointment Details

Fill in all fields and then click "Save appointment".

If it is a telehealth consultation, make sure to select Video consultation in the "Type" field.

Step 2: Advanced Telehealth

1

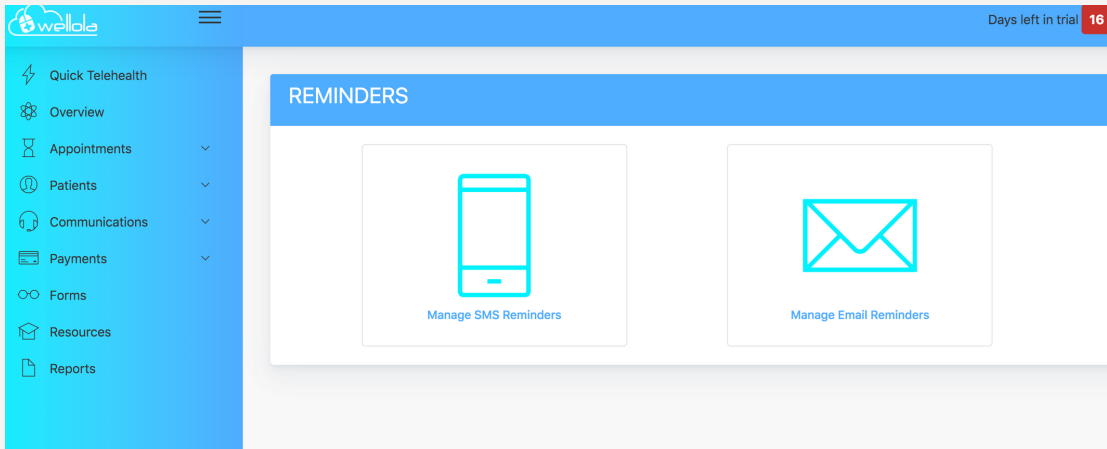
Add Clients

2

Make Appointment

3

Call



Set Automatic Appointment Reminders

Click on the **"Communications"** Tab on the side navigation bar under Appointments. Click **"Reminders"**.

[BACK](#)

| SMS Messages | SMS Sender Title | Appointment SMS Reminder |
|---|------------------|--------------------------|
| Your Patient receives this message | | |
| Reminder: Appointment with John Smith on 01/01/2018 at 18:00. Phone: 0123 456 789 Email: john.smith@email.com | | |
| When would you like your Patient to automatically receive this message? | | |
| At the point of reservation of an Appointment <input checked="" type="checkbox"/> | | |
| 24 Hours prior to an Appointment <input checked="" type="checkbox"/> | | |
| Save preferences | | |

Choose either SMS or Email Reminders

Make sure to drag the red toggle marked as "no" to the right until it is marked "yes".

The reminders are defaulted to "no" unless you change them.

Make sure to save preferences after.

Regarding SMS reminders:

The Top Up Account must be credited in order to send SMS messages.

[BACK](#)

Below you can see the list of Emails that are sent out to Patients on your behalf

| Appointment Email Reminder | Telehealth Email | ePoS Receipt |
|--|------------------|--------------|
| 24 Hours prior to an Appointment | | |
| Hi John. | | |
| This is just a friendly Reminder about your Appointment with Jane Smith on 2019/01/01 at 19:00. | | |
| Contact details should you wish to cancel or reschedule are: Email: jane.smith@email.com Phone: 0123 456 789 Address: Dublin | | |
| Put your own additional text here | | |
| Schedule | | |
| When would you like your Patient to automatically receive this message? | | |
| At the point of reservation of an Appointment <input checked="" type="checkbox"/> | | |
| 24 Hours prior to an Appointment <input checked="" type="checkbox"/> | | |
| Save preferences | | |



Step 2: Advanced Telehealth

1

Add Clients

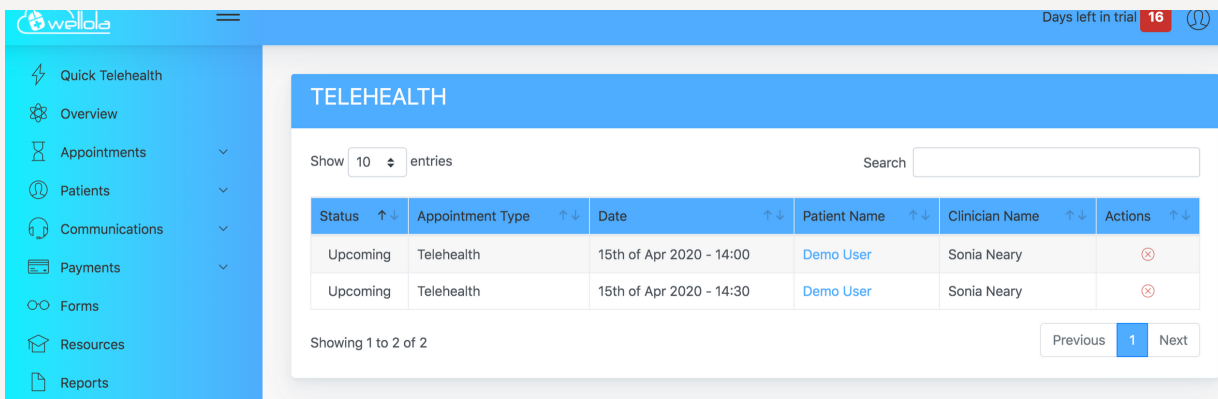
2

Make Appointment

3

Call

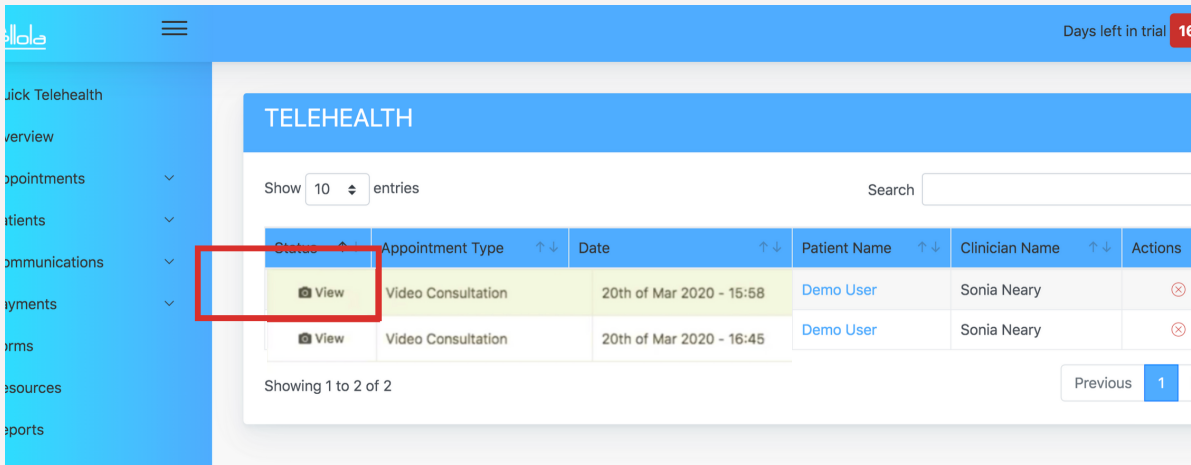
Click on "Clients" Tab. Then click on "Telehealth" to access video consultation appointments.



The screenshot shows the Wellola Telehealth interface. On the left is a sidebar with navigation options: Quick Telehealth, Overview, Appointments, Patients, Communications, Payments, Forms, Resources, and Reports. The main content area is titled "TELEHEALTH" and features a search bar and a table of appointments. The table has columns for Status, Appointment Type, Date, Patient Name, Clinician Name, and Actions. Two appointments are listed, both with a status of "Upcoming" and a type of "Telehealth". The first appointment is for "Demo User" on "15th of Apr 2020 - 14:00" with clinician "Sonia Neary". The second is for "Demo User" on "15th of Apr 2020 - 14:30" with clinician "Sonia Neary". At the bottom of the table, it says "Showing 1 to 2 of 2" and there are "Previous", "1", and "Next" navigation buttons.

| Status | Appointment Type | Date | Patient Name | Clinician Name | Actions |
|----------|------------------|--------------------------|--------------|----------------|---------|
| Upcoming | Telehealth | 15th of Apr 2020 - 14:00 | Demo User | Sonia Neary | ⊗ |
| Upcoming | Telehealth | 15th of Apr 2020 - 14:30 | Demo User | Sonia Neary | ⊗ |

Click on the "View" to commence a video consultation with the patient.



This screenshot is similar to the previous one but highlights the "View" button in the Actions column of the first appointment row with a red rectangle. The appointment details are: Status "Upcoming", Appointment Type "Video Consultation", Date "20th of Mar 2020 - 15:58", Patient Name "Demo User", and Clinician Name "Sonia Neary". The second appointment is also visible below it.

| Status | Appointment Type | Date | Patient Name | Clinician Name | Actions |
|----------|--------------------|--------------------------|--------------|----------------|-----------|
| Upcoming | Video Consultation | 20th of Mar 2020 - 15:58 | Demo User | Sonia Neary | ⊗ View |
| Upcoming | Video Consultation | 20th of Mar 2020 - 16:45 | Demo User | Sonia Neary | ⊗ View |



You will then be redirected to the Video Call screen. Click on the **green phone button** at the bottom of the screen to commence the call.

Charging Patient's Card

Please Note:

If your Wellola account is not connected with Stripe, there will be no payment options visible to clients/patients.

- Clients/patients will not be able to see the green card payment button during a telehealth call.
- Clients will not be able to see any card payment input fields when booking online.

If your Wellola account is connected with Stripe, the following 2 pages will walk you through the process of accepting payments.

There are 2 ways of accepting payments:

1.

Accepting payment
via the booking
form and then
charging the card.

2.

Providers can manually &
securely enter clients' card
details into their file by
taking their details over
the phone.

3.

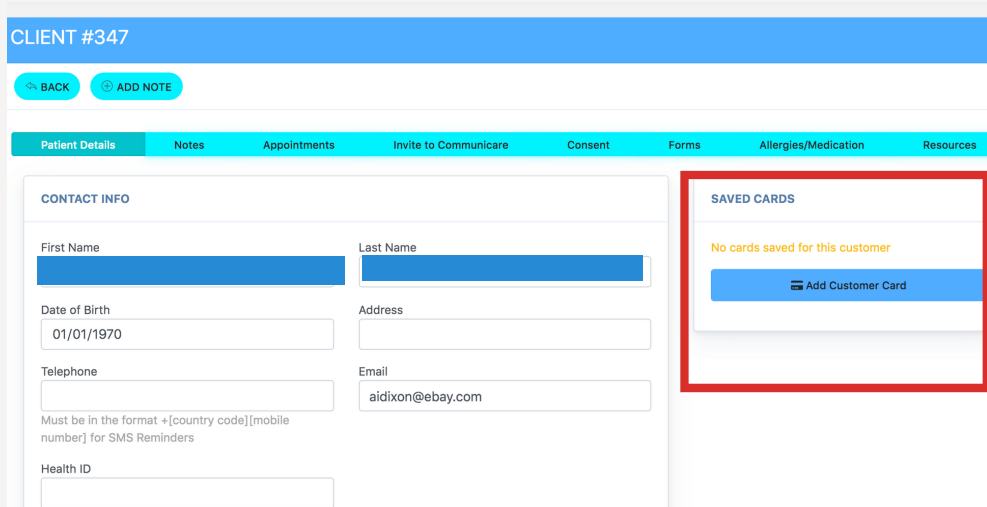
Accepting payment
via the card button
during a telehealth
call.

1. Payment via booking form & Till

As mentioned on page 15, patient's card's will not be charged until the provider manually does so following the consultation.

This page will show you how to do it.

Step 1. See if the Patient's card details have been saved:



CLIENT #347

BACK ADD NOTE

Patient Details Notes Appointments Invite to Communicate Consent Forms Allergies/Medication Resources

CONTACT INFO

First Name Last Name

Date of Birth 01/01/1970 Address

Telephone Email aidixon@ebay.com

Must be in the format +[country code][mobile number] for SMS Reminders

Health ID

SAVED CARDS

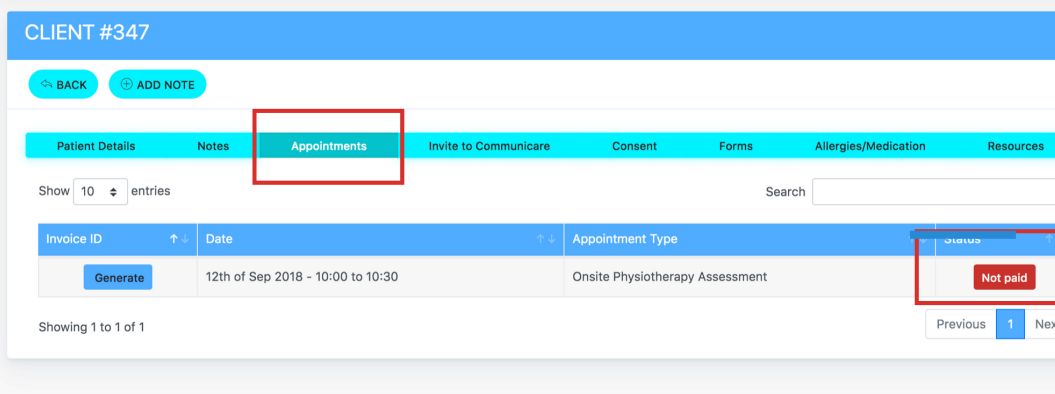
No cards saved for this customer

Add Customer Card

Upon accessing a patient's file you should be able to see the patient's saved card. If not, it means the patient is yet to enter their details via the payment feature.

Patients can enter their details via the online booking form or via the payment feature in the top left corner of the video call.

Step 2. See their appointment logs



CLIENT #347

BACK ADD NOTE

Patient Details Notes Appointments Invite to Communicate Consent Forms Allergies/Medication Resources

Show 10 entries Search

| Invoice ID | Date | Appointment Type | Status |
|------------|-----------------------------------|---------------------------------|----------|
| Generate | 12th of Sep 2018 - 10:00 to 10:30 | Onsite Physiotherapy Assessment | Not paid |

Showing 1 to 1 of 1

Previous 1 Next

Click on "Not Paid" and you will be directed to the virtual "Till"

1. Payment via booking form & Till

Step 3. Add to Cart

The screenshot shows a booking form on the left and a cart on the right. The form includes fields for Patient Name, Clinician Name (Liz Doyle), Appointment Type (HomeCare Physiotherapy Assessment), Quantity (1), and Price (€ 125). A blue 'Add To Cart' button is highlighted with a red box. Below these are fields for 'Add Note' and 'Apply a discount?'. At the bottom of the form are buttons for 'Take Payment' and 'Generate Invoice'. The cart on the right shows 'HomeCare Physiotherapy Assessment' with a quantity of 1 and a price of €125.00. It also displays a 'Sub Total' of €125.00, a 'Discount' of €0.00, and a 'Total' of €125.00. Below the cart is a section for 'Card (Card will be charged)' with a dropdown for 'Saved Cards' and an 'Add Card' button.

Fill in the Form above by adding the patient's name, provider and the Appointment Type. Then "Add to Cart".

Once added to cart the appointment charge will be added to the "basket" on the right hand side. (See "HomeCare PhysioTherapy Assessment" above.)

Step 4. Process Invoice and Payment

Below the basket on the right hand side of the page will be a drop down list of the patient's saved card(s).

Choose the relevant card and tick the below box to confirm the card is correct.

Select the blue button at the bottom of the page that says "Process Payment".

At this moment, the patient's card has been charged.

2. Manually adding a card before charging

You as a provider can manually & securely enter patient's card details into their file by taking their details over the phone.

Step 1:

Go to the Patients Tab > "List Patients" and select the specific patient that you would like to charge.

CLIENT #2103

BACK ADD NOTE

Patient Details Notes Appointments Invite to Communicate Forms Allergies/Medication Resources

CONTACT INFO

First Name: Demo, Last Name: User (liz Testing, Wellola), Date of Birth: dd/mm/yyyy, Address: Test Address, Telephone: 0833700650, Email: lizd090@gmail.com, Health ID, Next of Kin Contact, Next of Kin Telephone

SAVED CARDS

No cards saved for this customer

Add Customer Card

Add Card

Name on Card: Card Holder's Name

Card Number: Debit/Credit Card Number

Expiry Date: Month, 2019

Card CVV: Security Code

Add Card

Powered by stripe, VISA, Mastercard, AMERICAN EXPRESS, VERIFIED & SECURED

Step 2:

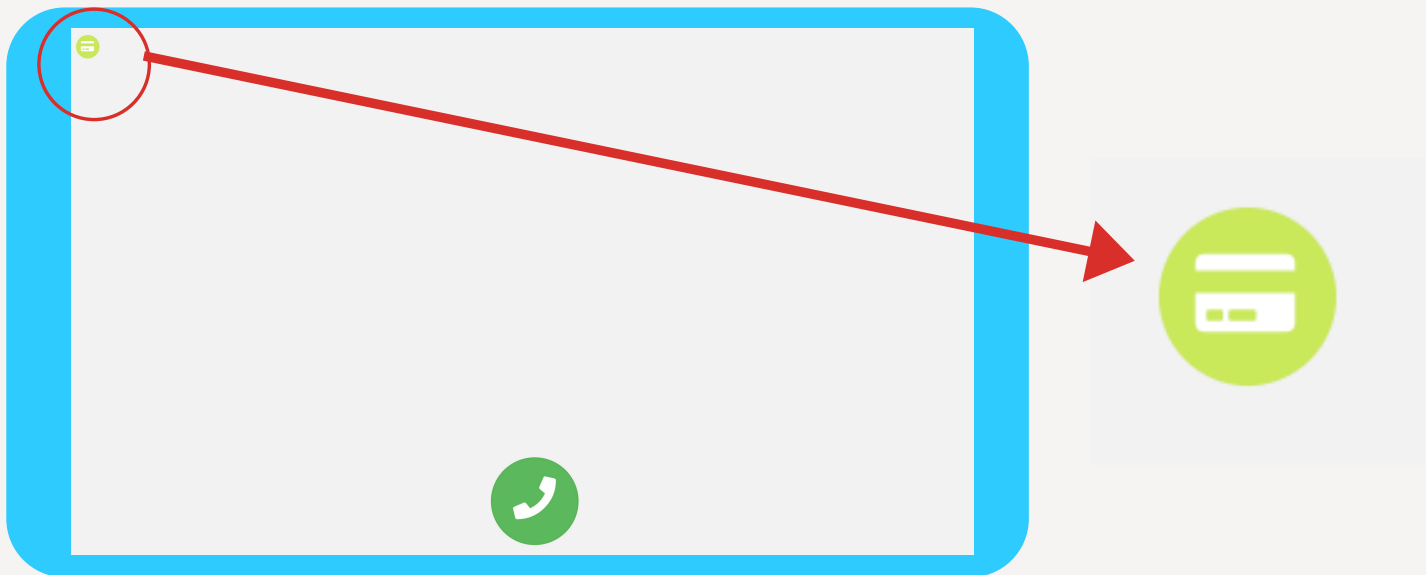
If you are over the phone, you can enter the patient's card details in after selecting the "Add Card" button. Once added, you can then charge the card just like the method above using the Till feature.

3. Instant Payment during telehealth call

Second method of Accepting Payment:

If you are connected with Stripe, the second way of accepting payment from patients is via the card button during a telehealth call. As a provider, you do not need to then follow up with charging this card as the transaction will happen immediately.

Step 1: Patient clicks on green card button in top left hand corner.



Step 2: Patient enters card details

A screenshot of a web form titled "Pay for Session". The form has a light blue header and a white body. It contains several input fields: a text field for "Please enter the cost of this telehealth session here" with a value of "€ 0.00", a "Name on Card" field, a "Card Number" field, and a "CVV" field. Below these fields are logos for Stripe, Visa, Mastercard, and American Express, followed by the text "VERIFIED & SECURED". At the bottom, there is a checkbox for "I agree to the terms and conditions" and two buttons: a dark blue "Close" button and a green "Make Payment" button.


Once the patient clicks "Make Payment", the transaction will immediately be processed and you do not have to go to the Till tab.

Note: It may take 2-3 working days for payments to enter into your account.

FAQs

What security measures does Wellola offer?

At Wellola, we take security very seriously. We are proud to announce that we are **hosted in Ireland and the EU** to ensure full GDPR compliance with all features of the platform.

For more detailed information on our security measures please click [here](#) 

How much does this platform cost?

Wellola is free for the first 30 day trial period after registering. Following the trial, there is a rolling monthly subscription charge of €29/£25 per clinician per month which can be cancelled at any time. This includes **unlimited video calls**. Patients can use the app for free.

Is there a contract?

No. As said above, we operate on a monthly subscription basis which includes unlimited video calls and access to our full comprehensive suite of features.

How do patients pay me?

Our platform offers seamless payment solutions which can be accepted at point of reservation, during the video consultation or afterwards through an invoicing method. This can be achieved by connecting with Stripe - a secure merchant provider. (Please see pages 21-24 of this manual).

If we are a large enterprise, can we get a lower price?

Yes, absolutely. Please email info@wellola.com for a more detailed proposal.

If you still have more questions, click the button below to visit our website and ask a question:

Ask a question 



How to get in touch

Do you need help setting up?

We're here to help and would be delighted to offer you a **1:1 Demo** with a member of our staff.

To help you set-up or to troubleshoot any problem, simply book a time slot with us using the following link:



<https://calendly.com/patient-portal-demo/iacp-wellola-portal-demo>

If not, our team is on hand Monday-Friday 9am-5pm to respond to any email queries too!



info@wellola.com



Follow us on social media and Youtube for updates and more guides.

