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| **FUNCTION** | **BENEFITS TO PRACTICE** | **FURTHER ACTIONS TO ENHANCE** |
| Appointment bookings | * Reduced phone calls | review instructions patients see  Include 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 |  |
| Recalls | * Cost effective * Saves time * Can see when it’s read/received – delivery status * Send with one click of a button |  |
| 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 |  |
| Group messaging | * Easy way to send out bulk messages and not pay extra! * Can add in links * Can target different patient cohorts |  |
| 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 |  |