

# Quick tips for success using Welio



## Tell your patients!

Use our marketing guide to let your patients know about Welio. Use your existing SMS appointment confirmation and reminders to tell patients about Welio for Video consultations. Train your reception staff to use it so they can help your patients onboard with Welio.

## Use a supported internet browser

Not all internet browsers support web rtc. Make sure your doctors are using Chrome or Firefox. Do not use Internet Explorer.

## Use Welio alongside your Practice Management Software (PMS)

Adjust your PMS window so that it doesn't take up the entire screen. Do the same to your browser with Welio open in it. Adjust the size of each window to suit and sit them side by side so you can work in your PMS while consulting in Welio.

## Make sure you have all the correct information for appointments to sync with Best Practice

Apart from your IT team installing a unique integration key and enabling Welio as a third-party integration, there are a few other things that you need to do to ensure appointments sync with Best Practice:

- The following must be in the patient's file:
  - ✓ First Name
  - ✓ Last Name
  - ✓ DOB
  - ✓ Mobile number
- The doctor's username in Welio must match exactly how it is recorded in Best Practice
- The appointment must have the "Telehealth Consult" appointment type to sync with Welio. Appointment types created by the clinic will not sync.
- The clinic time zone must be correct – Welio works off AEST.  
If you are in a different time zone this needs to be set under Clinic Details (see settings).

## Appointments for children

Parents of children only need to register themselves. As long as the mobile number and email in the child's Best Practice/PMS file matches the parents, Welio will automatically replicate the child's appointment from Best Practice.