Your Premium Profile already offers you, included in your subscription, all these features! Through the Check-In function you can ask patients to fill in a questionnaire before the visit. You can request personal data and information on previous pathologies, as well as sending files and documents electronically.

During the entire period of the emergency it will also be possible to enter in the questionnaire a series of specific questions for the detection of COVID-19 symptoms: this will allow you to immediately identify a possible case of contagion and to take additional safety measures during the visit, to minimize the risk to you, your staff and all your other patients.

**Patients section**

Dottore management software you can fill in the Clinical Card, the history of visits made and attach all the documents you want, so you can consult them whenever you want, simply by accessing your Premium Profile.

With just one click, you or your secretary can issue the invoice electronically. By using these functions already available on your Premium Profile you can reduce secretarial costs, speed up all visits and minimize security risks.

And the environment thanks Covid Emergency Management

Make a plan and prepare to change it

Long-term planning is always good exercise, but COVID-19 has also taught us that it is essential to have a certain amount of flexibility, to cope with the sudden change of events.

Nothing is written in stone, but planning is always a good exercise: thanks to the experience gained in the months spent in lockdown, you can think with a cold mind on what actions to take in the event of a sudden change in the status quo.

**So you can face the change without being overwhelmed by events**

Be prepared

The most important scenario to take into consideration is that of new closures or restrictions depending on the "color of your region": what alternatives are there? You only have two options.

Close the studio and do not carry out activities  
Start using the Online Consultancy.

MioDottore has implemented this new service for you during the lockdown and with a constant work of collecting feedback and updating the solution can today offer you a truly complete tool, which includes: the management of reservations obtained through the search engine MioDottore and those entered by you manually.

- the online payment of the service, in advance or postponed, through the Stripe partner platform.
- conducting the online visit directly from your Agenda and according to the method you prefer (video call, telephone or chat).
Patients have changed. During the lockdown we processed over 30,000 reservations for Online Consultancy, which involved all types of specializations, even those that, apparently, cannot do without physical proximity to better carry out their business. To date, the videoconsultation through Mio.

**Dottoore is a practice for many doctors and patients**

How did this happen? The answer is intuitive: being housebound, patients of all ages flocked to the web in search of services of all kinds. So they learned to shop online, to study, to get together with loved ones via a screen. This rapid digitization was crucial in enabling people to get through the quarantine because it showed everyone a new dimension of "normalcy".

- And it is this new normality, made up of stronger virtual interconnections that has now established itself and will not fail with the quarantine.
- Patient feedback is clear: they expect to be able to carry out online consultations even after the pandemic.

Elderly people, people with mobility difficulties or residing in inaccessible areas, families with small children who are not attending school, students and out-of-home workers: these are the weakest and most impacted categories by quarantine who, thanks to online consultancy, have been able to receive the support of one specialist who would otherwise have been denied.

These patients expect to be able to use this service in the future as well. None of us forgot how to ride a bike when we got our driving license, right? So why expect those who have used (with great satisfaction, as the many reviews received from our specialists show us) the online counseling service during the pandemic to suddenly stop doing so when it ends?

**More efficient control visits**

Do not forget that Online Consultations are also an excellent tool for carrying out quick checks after the visit to the office; in this way you will be able to strengthen your bond with the patient without committing an excessive portion of her and your time, and you will be able to commit that time to visit with new patients.

- Covid Emergency Online Consultancy
- The importance of communicating

One of the hottest topics of the past year has been communication: despite the efforts to keep citizens updated with daily press conferences, a communication vacuum has been irreparably created which has generated unequal application of safety regulations and general uncertainty.

Perhaps you too have had to hastily close your practice without having clear (and therefore, being able to communicate to patients) when to resume your activity: effectively communicating with patients is essential. To do this, it is necessary to multiply the channels through which to be contacted and increase availability by exploiting technology.

Be found by patients (offline) The first rule to keep in mind is: always be available. Many medical practices during Phase 1 displayed signs that read "The practice is closed until a later date." The
message itself is not incorrect (no one could know when the business would restart), but it lacks a fundamental information: a method of contact (telephone, email or other).

So patients who searched for these studies during the pandemic, not knowing how to track down the doctor, turned to another specialist. Finding it, very often, online! Here is explained the large amount of Online Consultancy that we have processed. Therefore, should it become necessary to limit the activity of your studio, remember to always include your contact details in your communications, so that your patient does not go elsewhere.

And of course, be sure to answer everyone who will be looking for you! Get found by patients (online) It is the ideal time to find new patients through your social profiles on Facebook and Instagram. From February 2020 to January 2021, the use of social media has increased dramatically as has the number of users of all ages.

Thanks to a well-managed Facebook page or Instagram profile you can, with little effort and no financial investment, increase your online visibility and attract new patients. But in order for the visitors of your Social profile to turn into patients, it is necessary to link your Social profiles to your online Agenda.

**On this page you will find all the information on how to do it.**

Communicate with your existing patients By constantly using the My Doctor Agenda, your virtual address book will be populated with the contact details of all the patients who have made a visit to the office or an online consultation with you.

- You can communicate with them individually, through a Message through your My Doctor Profile (read here to find out more), or send communications via SMS or e-mail to multiple recipients, using the Campaigns function (read here to understand how it works).
- You can also activate the automatic reply service on your Whatsapp for Business (read here the instructions on how to activate it) to inform them about the opening hours of the studio and other useful information.